TO: Physicians and Physician Office Staff

DATE: October 28, 2013

RE: HERO Physician Office Staff Training

ATTENTION All Physician Office Staff – HERO Training

The HERO inpatient electronic medical record (EMR) has been successfully implemented at all Excela Health facilities, the last taking place at Westmoreland Hospital on March 19, 2013. Prior to each of the go-live implementations HERO training sessions were offered to the providers and office staff in which some of you attended.

It has been brought to our attention that the office staff and ambulatory physicians have requested additional HERO training sessions so that they may better access the appropriate patient information needed for their day-to-day operations. As per your request, we will be offering additional HERO training sessions over the next couple of months.

**NOTE:** The plan is to have the HERO system replace ePortal for access to results and documentation for services performed at Excela Health facilities.

We will be using the “train-the-trainer” approach for these sessions. We are asking that the physician offices send **1-2 representatives** to attend one session. These representatives will then train the other members of the office staff on the HERO system. In addition to the office staff, **any providers** (physician, PA or NP – those who do **NOT** use HERO in an inpatient setting) are welcome to attend to learn more about the system and accessing results, documents, etc.

These training sessions have been scheduled as follows:

- **Thursday, November 14th** –
  Latrobe Hospital – South Conference Room – 7:30-8:30 a.m.

- **Wednesday, November 20th** –
  Latrobe Hospital – South Conference Room – 7:00-8:00 a.m.

- **Wednesday, December 4th** –
  Westmoreland Hospital – Conference Room D – 7:00-8:00 a.m.

- **Tuesday, December 17th** –
  Westmoreland Hospital – Memorial Conference Center – 7:00-8:00 a.m.

**If you plan on attending one of the sessions above or have questions as to who should attend these sessions, please contact Anita Mastrorocco at 724-689-0068.**