Effective July 6, 2016 a new support program will be available in HERO. Nurses and providers will see a HELP icon and a HELP menu tab item that when clicked, will take you to short informational step by step videos of common and/or problematic processes. The page will appear as below:

The intuitive program will link a video to the process you are currently undertaking in HERO or remember the videos you most recently viewed and note them in Popular Topics. Within the portal you will have access to videos related to Popular Topics, FetaLink, ePrescribe, and Recent Actions. All videos currently available can be seen to the left of the page. Use the scroll bar to view.

Click on the video you wish to view and click the play button. When you are finished viewing, click on the red X in the upper right hand corner.

Moving forward we will continue to add education materials in the form of videos and word documents (Fact Sheets).