

SmartCare EHR Training Summary



SmartCare Training & Supports

SmartCare Electronic Health Record (EHR) training for the September 1st SmartCare go-live will be divided into three main categories: Required Training, Optional Training, and Optional Support. A summary of each category is below. See the accompanying **SmartCare Required Training by Role Grid** and **SmartCare LMS log-in Tip Sheet**. The **SmartCare Go-Live Training Calendar** is still being finalized with specific classes offered daily and will be released by July 19th.

Category	Details
Required Training July 15 – August 2	<ul style="list-style-type: none"> • Role-based training for all SmartCare users • On-demand CalMHSA videos • Follow along in the Train domain • Estimated time: 3-5 hours • All users MUST complete their role-based online video training by August 2nd to be granted access to the live SmartCare environment by the September 1st go-live.
Optional Training August 5 – August 23	<ul style="list-style-type: none"> • Live instructor • Structured agenda with practice scenarios • Location: In-person, Centralized Mission Valley location (2-3 hours) or live virtual session (90 min) • Level II class: <ul style="list-style-type: none"> • For “next level” practice with an instructor register for this optional training. • You will be given a practice scenario and follow along in a mock training domain while onsite or online with others in a classroom. • Trainers will also review common user mistakes, system idiosyncrasies, and featured shortcuts for users.
Optional Support September 1 – September 6	<ul style="list-style-type: none"> • Live 1:1 assistance • Come prepared with questions • No structure or agenda • In-person (must schedule time) or live virtual (drop-in during set office hours)
Site Leads Only July 15 – September 6	<ul style="list-style-type: none"> • Site Lead Kick-off meeting • Site Lead training (online and onsite) – Registration link coming soon to the Optum website

For questions or more information, please contact QIMatters.HHSA@sdcounty.ca.gov