Training

Linda Coene
Training Manager

Linda Coene joined emsCharts in October of 2006. She previously spent 10 years in the EMS industry as the Support Director for another EMS software company where she ran both the support and training departments.

Linda is a professional teacher, holding Pennsylvania certification for secondary education is both Mathematics and General Science. She became interested in computer technologies in 1970 while taking graduate Mathematics classes at the University of Pittsburgh. This interest grew into a business in 1978 when she started her own computer consulting company.

Linda's training expertise is an invaluable resource available to all emsCharts customers.

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emsCharts

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Training Information

Success Through Implementation

Administrators

Supervisors

Crew

Prepare your team for success Through training!

emsCharts Training

Included in your contract with emsCharts is four hours of standard training performed via a series of easy and convenient web meetings. Standard training is broken down as follows.

Training I

This training will get you started. It includes the basics of configuration, how to enter a patient record, how to get your users configured and logged-in, and other general start-up information .

Training I is recommended for individuals who will be emsCharts Administrators. We recommend at least two people take part in this training.

Training I will take about 1.5 to 2 hours and should be scheduled as soon as possible once your company has purchased emsCharts.

Training II

This stage of training focuses on the needs of the service. The trainer will spend time addressing your specific needs and questions. Additional modules covered include Billing and emsCharts Mobile.

Personnel that should attend this session will depend on what areas your service needs training. Consult your trainer prior to class to see who they recommend attend.

This session will take 1.5 to 2 hours also and may be broken into 2 sessions if needed. You should schedule this within a week of Training I

Training III

This is our **GO Live** Kick Off which follows check list to be sure you are ready to go. All final questions will be cleaned up and the attendees will be ready to launch emsCharts live.

This session takes 0.5 to 1 hour. emsCharts administrators must be present.

Online Training

All On-Line training sessions are performed using web conferencing software that we provide to you. This allows your trainer to share with you an application, a desktop, a presentation, or a white board—conveniently through an Internet connection. Your trainer will perform training demonstrations using your actual service database. Web training allows you to ask questions and actively participate as though you were in a classroom. To hold a web training you must have a computer with an Internet connection and an available telephone. We require a speaker phone if more than one person will be present. You may use a projector system if desired. As many personnel may attend training as you feel necessary. We ask that one person is designated as the "leader" on your end.

On-site Training

Would like to have your training performed in your office by an emsCharts trainer? All on-site training must be arranged through your Salesman and/or the Training Manager.

While on-site, the trainer will be available to you for 8 hours per day (typically, on-site training will be a minimum of 2 days). Each day may be broken up into sessions to accommodate multiple groups. All details and requests should be worked out prior to contracting the training. Charges will be billed with your initial setup fee or next monthly bill.

Your emsCharts sales rep can help you determine the number of days your service may require, as well as the cost per day. If all crew are to be trained then a longer time period will be required for all shifts.

Other Training Resources

There are many other training and learning options available.

No-Cost Training
Self-help training is available to you at any time, for no extra charge.

Seminars on emsCharts.com

Our helpful slide-show seminars cover a number of topics and are available on the Support page of emsCharts. These may be downloaded and/or run from the Internet.

FAQ and Knowledge Base

Located within the Support section of emsCharts, FAQ's are available anytime to all users.

Additional Training

Additional Hours On-Line Training

Additional training time may be scheduled with an emsCharts trainer. You decide on the subject matter to be covered. Contact the emsCharts Training Manager for pricing and to arrange custom sessions.

Webinars

Webinar trainings will be setup by the emsCharts Training Manager as needed. They will cover an announced subject and multiple companies may attend. Contact emsCharts for pricing and schedule.

User Groups and Convention Trainings

These will be set up as possible at various state or National Conventions. Cost and times for these will be dictated by the specific convention and the costs involved for the presentation.