



Student Comments about AFHCAN Training

The following quotes are from student evaluations from a recent Train-the-Trainer Workshop.

By far, one of the most organized, thoroughly presented, and fun training classes I have attended. The performance-based approach was right on the mark. You have armed me with all the tools I need to go forward and develop a training program.

Very user-friendly material. Easy to understand.

Strategic planning was one of the most useful segments. This lets us start applying the application to our organizations.

Great job. Excellent instructors all the way around! Liked the hands on, especially the troubleshooting.

Very easy to understand for folks with limited computer skills.

35-003-0

AFHCAN is located on third floor of the new Corporate Office Building (COB) of ANTHC. The COB is located on the Alaska Native Medical Center campus, and includes a number of fully-equipped conference rooms. Our classes always involve hands-on training. The AFHCAN training room includes AFHCAN Carts, desktop computers loaded with AFHCAN software, video teleconferencing capability, and a wall-mounted PC. This allows us to emulate a realistic clinical workflow where cases are sent involving multiple providers and specialties.



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Total Training and Support Solutions

Let AFHCAN training put you on the fast track to success in using AFHCAN products



AFHCAN

Access Without Limits

TRAINING

New User Training

8 hours

- Teaches a clinical user how to use the AFHCAN Software and the AFHCAN Cart
- Includes coverage of digital camera, otoscope, dental camera, tympanometer, spirometer, and other peripherals
- Assumes no background knowledge

Training Refresher

4 hours

- Introduces the latest hardware and software features
- Provides a quick review of the basics
- Builds on existing knowledge by delving into the fine points of operation
- Assumes some prior training or experience using the AFHCAN Cart and Software



Desktop User

1 hour

- Provides an overview of the software for practitioners who use the AFHCAN software to receive cases for consultation
- Assumes no prior knowledge

Non-Clinical Orientation

1 hour

- Provides an overview of the functions and features of the AFHCAN Cart and Software
- Excellent for anyone who desires a general understanding of the AFHCAN system
- Assumes no prior knowledge

System Administrator

4 hours

- Course covers administrator responsibilities including:
 - Installing AFHCAN Software
 - Adding, editing, or deactivating providers and groups
 - Naming conventions for groups, sites, etc.
 - Understanding the basics of AFHCAN networks
 - Basic troubleshooting
- Tailored for technical staff

Train-the-Trainer Workshop

4 days

- Workshop includes:
 - The New User Training Course
 - Creating a strategic training plan
 - Communicating the value of training to executive staff
 - Assessing telehealth clinical flow for optimal productivity
 - Adult learning tips and tricks
- Tailored for trainers and training managers

Cart Hardware Upgrade Procedure

16 hours

- Trains a technical person to upgrade an existing AFHCAN Cart to the current hardware baseline
- Assumes a basic familiarity with standard hand tools and safety practices

Certification

The Train-the-Trainer course and Cart Hardware Upgrade courses include a Certificate of Completion effective for one year from the date of issue. Certification ensures staff members are authorized to perform certain tasks stipulated in Service Level Agreements.



AFHCAN Support Services

AFHCAN provides Customer Support/Help Desk Services to answer questions and resolve both clinical and technical issues. Telephone, email, and on-site technical support services are available for the installation and use of AFHCAN Products.

Support is available from 8 a.m. to 5 p.m., Monday through Friday, Alaska time. After hours emergency support is available for an additional fee.

On-site support is also available for difficult hardware or software problems. Technical support staff is available to travel to your place of business. Contact AFHCAN for additional details.