

TRAINING REQUEST

We're glad to assist with your training needs!

This packet is intended to provide you with high-level details of the training process and collect the preliminary necessary information TSI Healthcare needs in order to develop a customized scope for your training needs.

What does the process entail?

1. Practice completes the request training form to help us identify your needs
 - a. Be sure to check out our available course list at tsihealthcare.com/tsiuniversity
2. Practice submits the form to helpdesk@tsihealthcare.com
3. Our training team reviews the request, creates a training scope, and estimated hours needed and advises the practice's Account Manager
4. Your Account Manager will reach out with a quote including the scope and estimated hours
5. Practice returns signed quote
6. Trainer is assigned
7. Trainer reaches out to Primary Contact to coordinate training dates and times

How long does the process take?

Typical timeline for scheduling training is 2-4 weeks after authorization of proposal

FAQs:

When is the best time to train new hires?

- We recommend scheduling NextGen training a few days after the new employee's first day at your practice. Our implementation has seen greater success in training and information retention for new hires after they've become acclimated to the practice's existing workflows *outside* of NextGen.

How are trainings delivered?

- Trainings are done via live web meetings and scheduled in 1-2 hour sessions for retention purchases.

Can we schedule training on-site at our practice?

- While we *love* to meet our clients in person, our trainings occur virtually over the course of multiple 1-2 hour sessions to ensure the highest levels of retention.

When can we select the dates and times for our training?

- We always try to accommodate client needs. Based on the information you provide on this form, our team will determine the most knowledgeable resource to lead your session(s). Once that trainer is assigned, they'll contact you to compare availability.

How much does training cost?

- Training hours are billable at \$225/hour

TRAINING REQUEST

Today's Date: _____

Practice Name: _____ Primary Contact Name: _____

Contact Email: _____ Contact Phone: _____

Trainee(s) Details

Trainee Name	Email	Role	Existing or New Hire <i>If new, include start date</i>

If these are existing team members: Will this be a refresher of current duties or a training for a new role?	REFRESHER TRAINING NEW ROLE TRAINING
What is the typical work schedule of the employee(s) being trained?	
Target date(s) for training? <i>(Earliest dates available will be two weeks from the date practice returns signed training quote)</i>	

Training Subject(s)

Please review the TSI University catalogue for typical training options: tsihealthcare.com/tsiuniversity

Selected Course(s):

If your training needs are more specific and are not covered by a catalogue course, please include a detailed description here: