

## End User Training

MedeAnalytics training uses platform eLearning and increasing levels of product eLearning to build an initial level of knowledge for client end users.

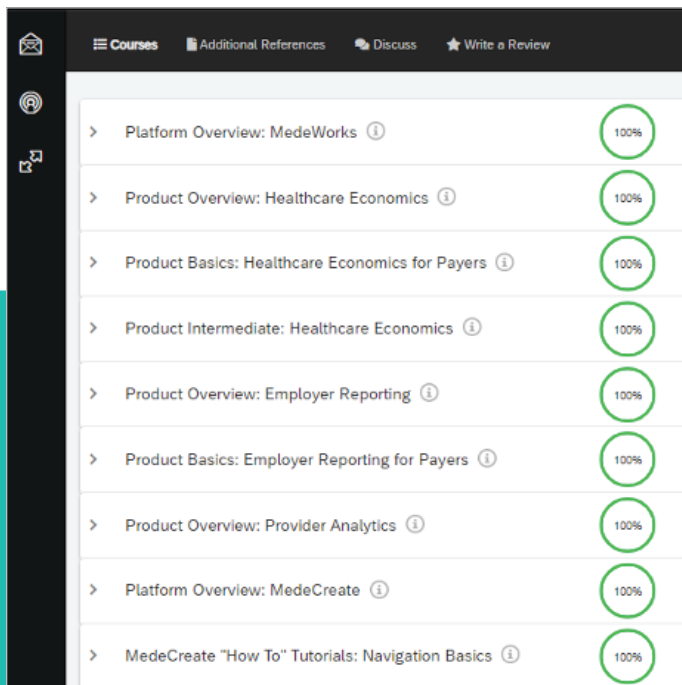
The eLearning learning path is a prerequisite to end user instructor-led sessions that cover each product the client is upgrading or implementing that span two to four hours of hands-on, live instruction. Learners must demonstrate proficiency in the instructor-led course.

Post training informational support is via comprehensive online help that is built into the client solution that covers all MedeAnalytics platforms and products.

### Phase I: eLearning

Access to the MedeLearn platform with customized eLearning paths that include MedeWorks platform training and multiple levels of product specific modules.

*\*Completion of eLearning prerequisite is required prior to attendance in any instructor-led sessions.*



### Phase II: Instructor-led training

Client upgrade instructor-led sessions

- ▶ Two to four hours of instructor-led training\* for each client end user per product on MedeWorks and standard product.\*

*\*extensive customizations need to be addressed by the project teams*

Typical instructor-led course session content outline (four hours, per product):

- ▶ Introductions / training overview
- ▶ Platform review / product overview
- ▶ Product walk-through
- ▶ Working with summary reports
- ▶ Hands-on exercise in live product
- ▶ Summary reports part II
- ▶ Drilling down into detail reports
- ▶ Hands-on exercise in live product
- ▶ Working with dashboards
- ▶ Instructor-led product scenario walk-thru
- ▶ Wrap up

PDF materials during ILT include

- ▶ Agenda
- ▶ Placemat
- ▶ QuickStart guide
- ▶ Exercises

*\* Standard instructor-led training is offered via live webinar/distance learning. If training is conducted onsite, T&E is to be billable to the client or included in the contract.*

### Phase III: Post implementation learner support - online help

Comprehensive online help is built in to MedeAnalytics products and contains searchable explanations, help and information for the platforms, products and their use. Using the Online Help for post training self-support is taught in the instructor-led sessions.