Frequently Asked Questions and Answers for Accessing Maestro Care Training

If you have **not** watched Accessing Maestro Care Training, it is recommended that you do that before beginning your Maestro Care (Epic) Training modules. Most of the FAQs below are addressed in detail in the video.

MAESTRO CARE (EPIC) TRAINING: COURSE ACTIVITY BOOKS AND PLAYGROUND	
Question	*Answer*
Epic, Maestro Care, Playground: What is the difference and what do I use?	**Epic** is the electronic medical record (EMR) used by Duke University Health System (DUHS). **Maestro Care** is DUHS' adoption of **Epic**. **Playground** is a replica of the Maestro Care. Virtual patients have been created to allow users to practice (play) without the worry of changing a real patient's medical chart.
I have logged in to Citrix, but Playground will not launch.	Mac Users: 1. If you have **NOT** downloaded the Citrix Web Client, you will need to do that before Playground will launch. The Citrix Web Client can be downloaded from Duke Health Citrix. The Apple Mac OS link is located at the very bottom of the login screen. Please download before you log in. 2. If you **HAVE** downloaded the Citrix Web Client, but the Mac will not allow it to run/open, please read OS X: About Gate Keeper to find a resolution. PC Users: 1. If you have **NOT** downloaded the Citrix Web Client, you will need to do that before Playground will launch. The Citrix Web Client can be downloaded from Duke Health Citrix. The Microsoft Windows link is located at the very bottom of the login screen. Please download before you login. If you are unable to launching Playground after downloading the appropriate Citrix Web Client, contact the Duke University Technology Solutions (DHTS) Help Desk at **(919) 684-2243.**
I cannot log in to Playground.	If you are having trouble logging in to Playground, the first step is to be sure you are using your **TRAINING USER ID** and password. You **CANNOT** access Playground using your Duke ID and Password. To find your **TRAINING USER ID**: 1. Click the *ID & Password* button on the left side menu within the course. 2. Find your name on the list. 3. Scroll over to find your **TRAINING USER ID** and password.
I cannot find my name on the list of Training User IDs.	Please note the list is sorted alphabetically by last name. If your name is not on the list, please click on the Life vest icon on the left side menu within the course to submit a Get Help request. Get Help is available Monday – Friday from 8:00am – 4:00Pm.
I successfully answered all the Checkpoint questions, but there is no Launch button for the next module.	What web browser are you using? Learning Management System (LMS) performs best when using Internet Explorer 11 or Firefox. There have been issues, such as this one, with the use of Chrome. This issue is typically be resolved by logging out of the LMS, opening a recommended browser, logging back into the LMS, and launching the most recently completed module again.

MAESTRO CARE (EPIC) TRAINING: REGISTRATION AND ACCESS	
Is all Maestro Care (Epic) training online?	No. The Maestro Care Training program for residents/fellows is designed to minimize time in the classroom by allowing on-demand training (online). However, a few programs/specialties require classroom training (they are listed below). You will receive information, which includes date, time, and location when classroom training is required. The information will also be available in the Duke Learning Management System (LMS). • Oncology • Pharmacy • Transplant • Ophthalmology
How do I register for Maestro Care (Epic) training?	You do not register yourself for Maestro Care (Epic) training. This is done by GME/Department Program Administrators.
How do I access my online Maestro Care (Epic) training?	You will access your required Maestro Care (Epic) training via the Duke Learning Management System (LMS) using **your** DukeNet ID and password. If you need assistance with your NetID and password, contact the Duke University Technology Solutions (DHTS) Help Desk at **(919) 684-2243.** Please refer to Accessing Maestro Care Training for more information.
I do not see any Maestro Care (Epic) Training in the Duke Learning Management System (LMS).	Your required courses will be located under the "My Learning" tab as well as on the "Home" tab under "In-Progress Learning Activities." The Maestro Care course prefixes are; HS MC, MC, and/or PRO MC. If you do not see any Maestro Care (Epic) training in these locations, please contact your Program Administrator. Please refer to Accessing Maestro Care Training for more information.
When should I complete my required Maestro Care (Epic) training?	All online Maestro Care training should be completed prior to your start date. If classroom training is required, every effort is made to have training offered the week you start, but may be the following Eng week.
How do I know if I have completed all of my Maestro Care training?	You are done when you have no more HS MC/MC/PRO MC courses under "In-Progress Learning Activities." Your Program Administrator will also let you know if you have incomplete Maestro Care (Epic) training.
What happens if I do not complete the required Maestro Care (Epic) training?	Your Maestro Care access will removed.
I am a current provider at Duke; do I need to complete Maestro Care training again?	If you are a current Duke provider, you should have already completed the required Maestro Care training. Contact your Program Administrator so your completed Maestro Care training can be confirmed.

If your question has not been addressed in this document or in Accessing Maestro Care Training, submit a **Get Help** request by clicking on this icon

 on the left side menu within the course. **Get Help** is available Monday – Friday from 8:00am – 4:00Pm.