

PSNITM
Professional Software for Nurses, Inc.

made for **nurses** by **nurses**

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SNAP Health Center Introductory Training

Table of Contents

Sample Training Manual	0
Introductory Course Syllabus.....	4
SNAP Log In	5
Icons, Menus, and Keys	9
Unit 1 Knowledge Check	12
Unit 1 Scenarios	14
Performance Demonstration.....	16
TEMPLATE	18

Introductory Course Syllabus

Course Hours

The SNAP Health Center Introductory course provides 6 contact hours of instructional time that includes explanation, demonstration, and practice scenarios to test and extend your knowledge.

Course Description

SNAP Health Center Introductory Training addresses the basic functions and layout of the SNAP Electronic Health Records System. It helps nurses learn to apply them to their day-to-day work environment. At the completion of training, nurses will be able to effectively use SNAP at a basic level. Training consists of a combination of lecture, demonstration, guided performance, and practice scenarios. It utilizes a special training database with simulated students so that attendees can practice skills in a controlled environment without worrying about interacting with real student health information. Training not only provides the skills to operate the software, but best practices for highly effective and efficient nursing documentation. In addition, it also directs nurses to additional information and support to extend their skills beyond the classroom environment.

Course Outcomes and Objectives

Upon completion of the training, attendees will be able to:

- Log into SNAP, change passwords, and set user preferences
- Recognize system components, layout, icons, menus, and keyboard shortcuts to effectively navigate within SNAP
- Utilize the visit log to view and enter student visits to the health office and document other nursing activities
- Manage student medications and treatments by creating and administering scheduled and PRN orders
- Navigate and use student health records to view, enter, and edit student health information such as:
 - Immunization history and compliance
 - Student medical conditions and alerts
 - Health screening results
- Be aware of additional features such as form letters, security functions, and advanced skills for later implementation
- Access additional training and job aids to enhance performance and extend learning beyond the classroom
- Demonstrate comfort and confidence with how to seamlessly integrate the use of SNAP into daily nursing practices

Instructors

Combined, we have a total of 45+ years of PSNI/SNAP experience that includes providing technical support, sales, nursing informatics, professional training and instructional design. We love SNAP and helping new users discover its power to make their days easier by facilitating streamlined documentation.

SNAP Log In

Objective

After this lesson, you will be able to successfully log in to SNAP and change your default password to a custom, secure password that meets system requirements.

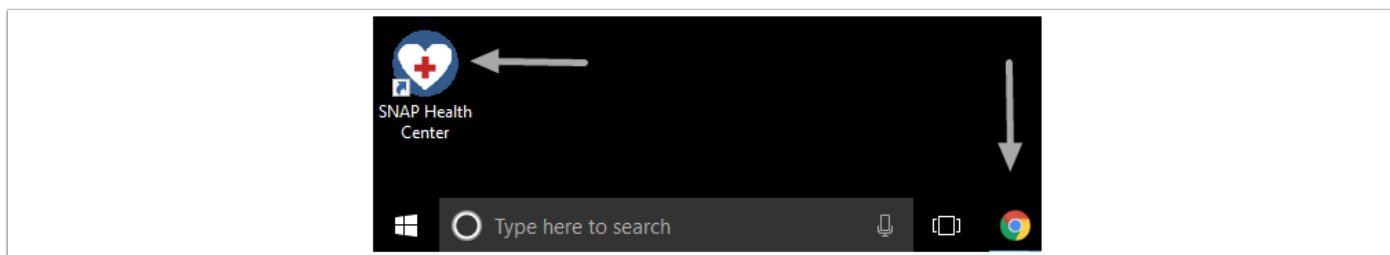
Background

Logging in to SNAP on the cloud is a two-step process. You will log in to ERICOM, the site where SNAP is hosted, and then into the SNAP program itself. Strong passwords and good security practices help keep the personal identifying information (PII), protected health information, and other sensitive data safe.

Instructions

Open SNAP

- Turn on computer and navigate to SNAP Icon if locally installed OR
- If using SNAP Cloud, open internet browser (Chrome is recommended) and navigate to cloud.snaphealthcenter.com



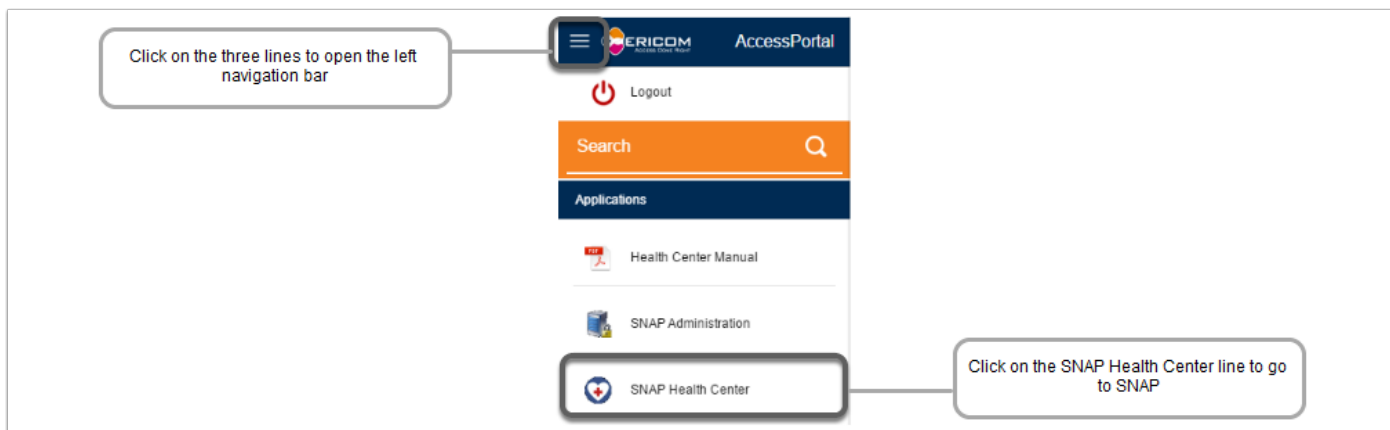
Log In to ERICOM

*Note: ERICOM is the cloud where SNAP is hosted

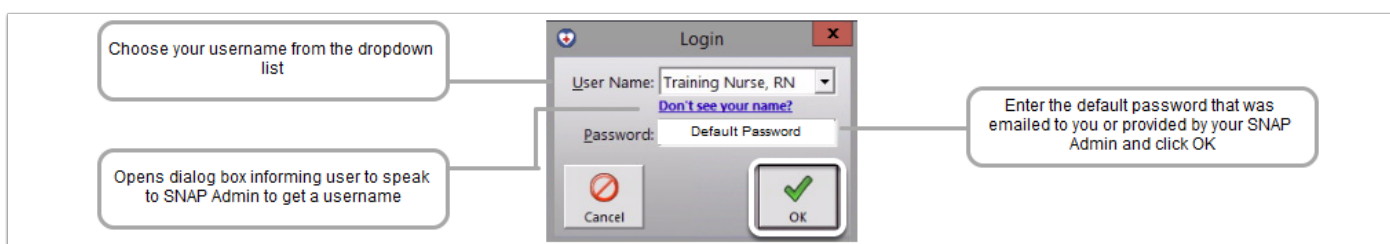
1. Enter your login and the password provided
 - Password must be at least 10 digits
 - Must include a Capital letter, lowercase letter, and number
 - Can NOT be your name
2. Click Login



Select SNAP Health Center



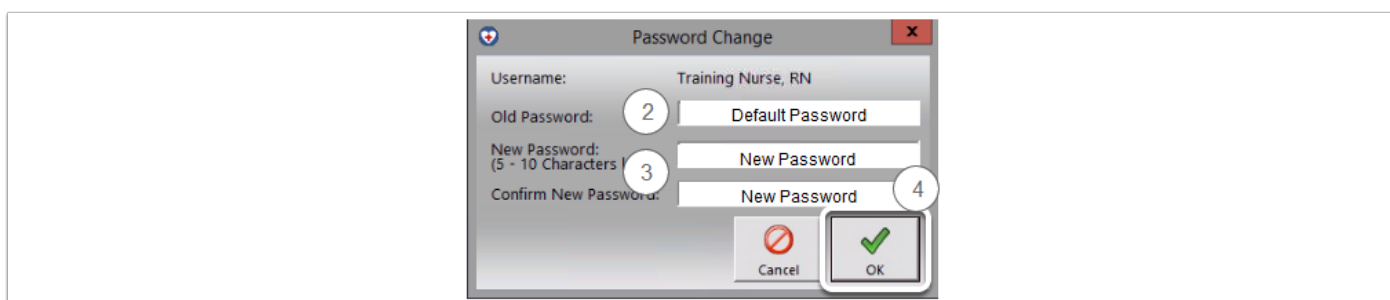
Log in to SNAP



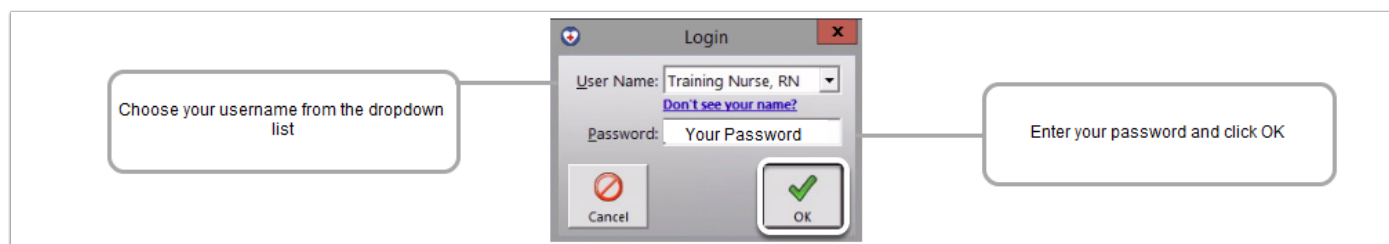
Change Default Password

If it is your first login, you will need to change your password from the one provided

- Password must be between 5 and 10 digits
 - Can NOT be your name
 - Keep password secure
 - NEVER use other's login or password
1. Click OK to message indicating you need to change password
 2. Enter default password
 3. Enter your new, secure, unique password twice
 4. Click OK



Future Logins



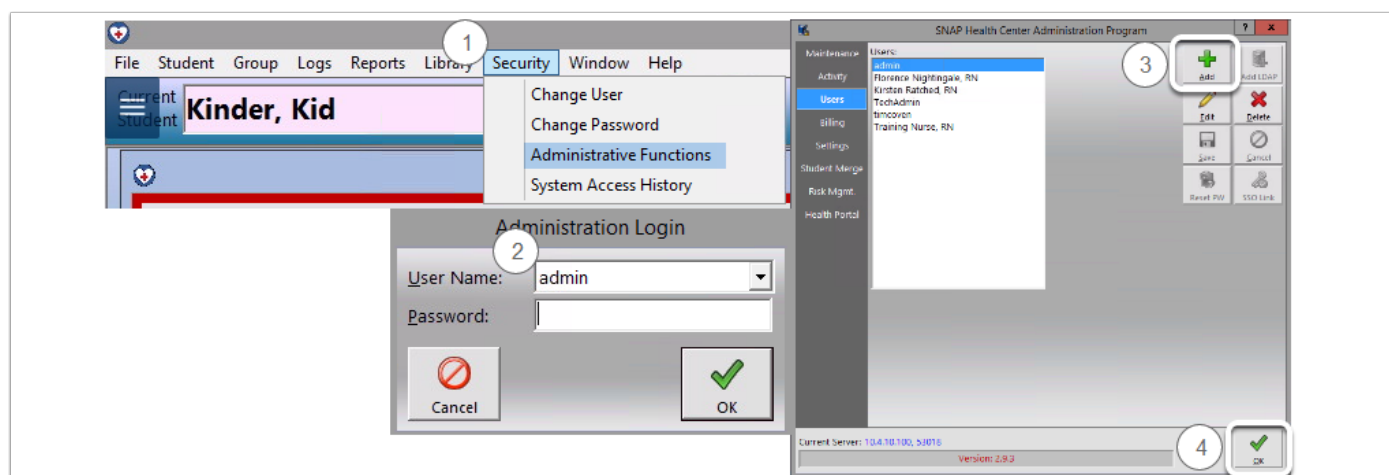
Adding New Users

*Note: only users with Admin rights can add users

1. Go to Security | Administrative Functions
2. You will be prompted to enter admin password and click OK
3. Within Administration Program Select Users and click Add
 - Enter all pertinent information on each user and click Save
4. When you are done adding users click OK

You may add as many users as you like. It is important to have a unique username for each individual who will access SNAP.

- *Note: Your user licenses indicates how many unique users can log in to SNAP simultaneously



Additional Information

My Notes and Questions

I still don't understand:

I would like to know more about:

The most useful information from this section is:

Next Steps

Now that I know this, I will:

PSNI Recommends:

- Log in to SNAP and change your password as soon as possible
- Review HIPAA, FERPA, Privacy, and Security information
- Review video training and How-To's for review and additional information

Resources



For more information see:

- [Member's area video](#): Orientation>Passwords and Pins
- [Member's area How-To's](#):
 - [S109 New SNAP User- First Time Log In](#)
 - [S110 Deleting a User Account](#)
 - [S112 Setting Up Users and Rights](#)
 - [S121 Resetting a User Account Password](#)
 - [S125 Understanding and Managing User Licenses in SNAP Health Center](#)
- SNAP Health Center Manual Chapter 3
- Complete HIPAA, FERPA, Privacy, and Security training such as:
 - <https://www.nasn.org/nasn/nasn-resources/professional-topics/school-health-documentation/hipaa-ferpa>
 - http://www.education.nh.gov/instruction/school_health/faq_records.htm
 - <https://www.unc.edu/hipaa/Annual%20HIPAA%20Training%20current.pdf>
 - <https://www.healthit.gov/providers-professionals/privacy-security-training-games>

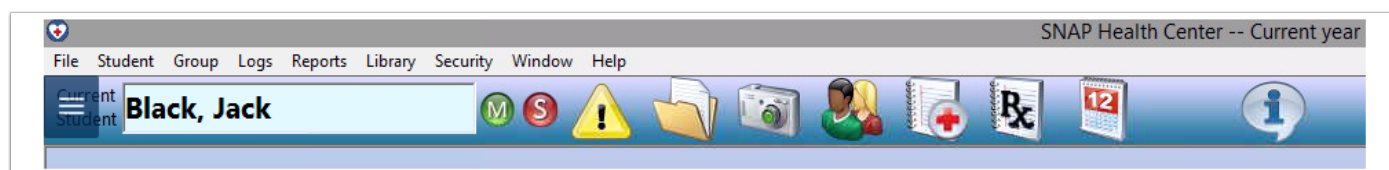
Icons, Menus, and Keys

Objective

After this lesson, you will be able to recognize SNAP icons, menus, and shortcut keys and be able to efficiently navigate SNAP.

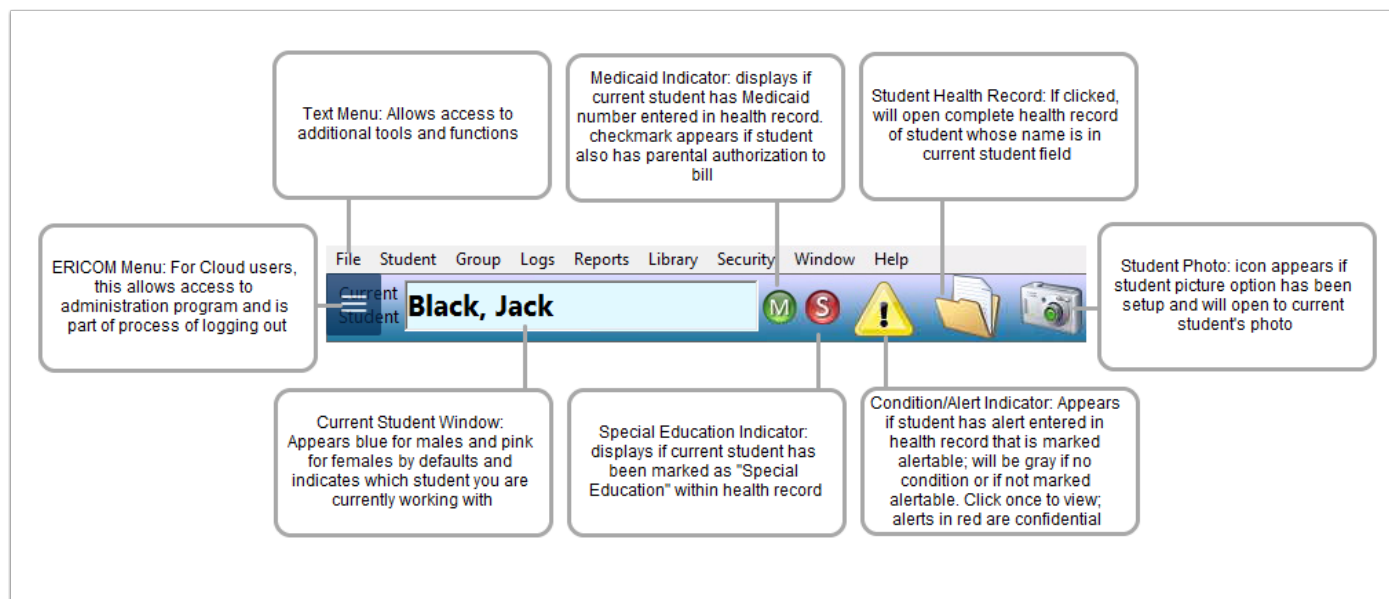
Background

SNAP Icons are large, colorful and easily recognizable for quick access. Most users prefer icons for day-to-day navigation. A text menu appears above the icons for more detailed navigation. Most standard Windows keyboard shortcuts apply, and SNAP has a few specific keyboard shortcuts to facilitate navigation.



Icon Descriptions

Left Side Icons:



Text Menu

Text menu across top of screen includes:

File opens menu of preferences and actions

*Reminder: Use File>Exit EVERY time you leave program to ensure it closes completely

Student opens menu of student-specific actions

Group opens menu to create and process groups of students simultaneously

Logs alternate method to open visit or admin logs

Reports opens menu to create reports from student data

Library opens menu of content libraries

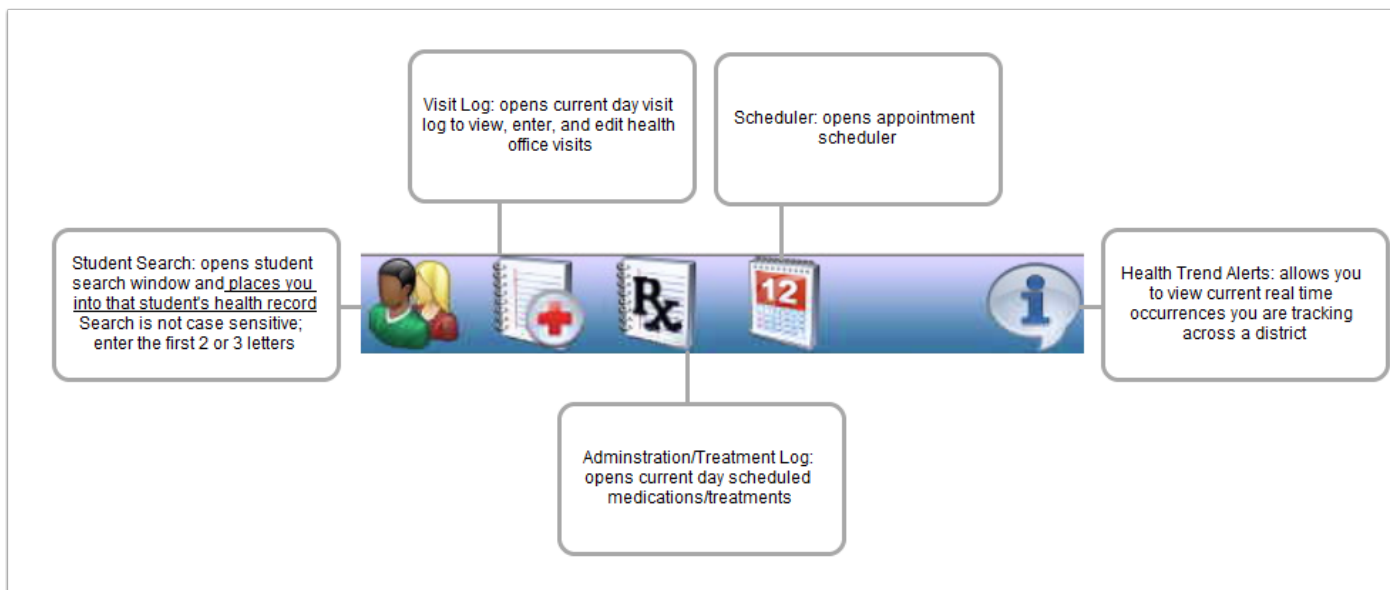
Security opens menu to administer program

*Note: only users with administrative password can access commands

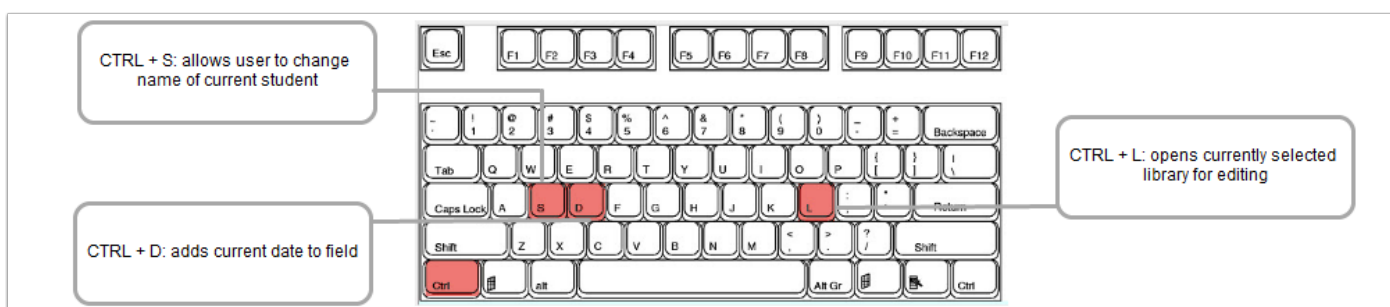
Window opens menu to arrange and select what is viewed on screen

Help opens menu to access help files and remote support

Right Side Icons:



Keyboard Shortcuts



My Notes and Questions

I would like to know more about:

I still don't understand:

The most useful information from this section is:

Next Steps

This information will help me to:

Now that I know this, I will:

PSNI Recommends:

- Familiarize yourself with Windows and SNAP keyboard commands for quick navigation
- Utilize icons for day-to-day navigation
- Review video training and how-to documents

Additional Resources



For more information see:

- [Member's area video:](#)
 - Orientation>Navigating SNAP
- [Member's area how-to's:](#)
 - G108 Setting Up Student Pictures
- SNAP Health Center Manual Chapter 3

Unit 1 Knowledge Check

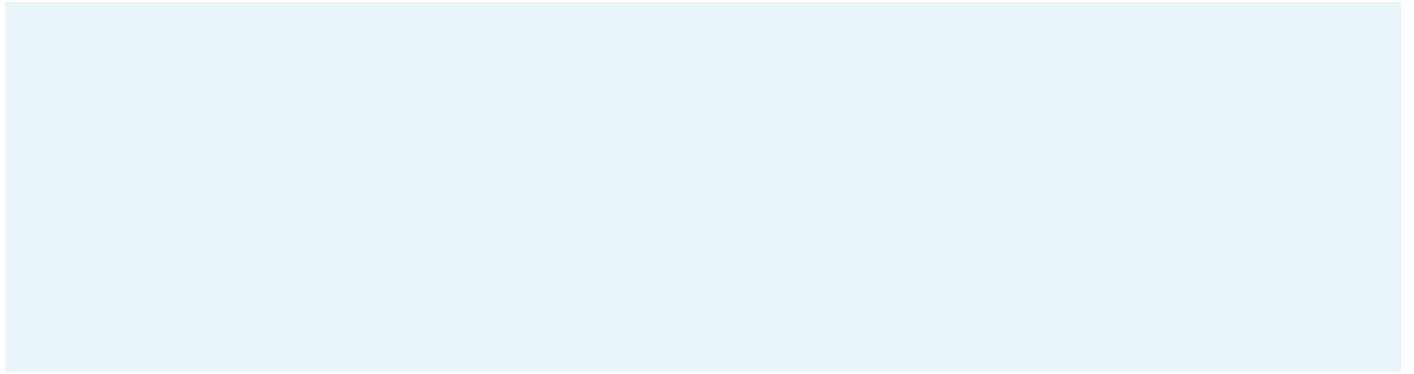
Objective

This knowledge check applies the content covered in unit 1. It checks to determine and help improve your level of knowledge and comfort with the layout, navigation, and use of the icons, menus, and buttons within SNAP to ensure you can log in and navigate it with ease.

Questions

1. Why must you choose a unique password and keep it secure?
2. Why should you set the list search delay to 5 seconds in the user preferences?
3. What does the yellow triangle icon with the exclamation point indicate?
4. Which icon do you click to see the scheduled daily administrations?
5. What keyboard shortcut can be used to enter and edit a library directly?
6. How should you log out of SNAP at the end of the day?
7. What is an example of the type of event you'd put into the scheduler within SNAP?
8. When would you add a new record?
9. If you don't know a student's name, what is an alternate method to find him/her?
10. What is a best practice when searching for something within SNAP?

Notes



Unit 1 Scenarios

Objective

This scenario applies the content covered in unit 1. After this lesson, you will be able to log in to SNAP, use the icons, menus, and keyboard shortcuts to navigate the system and set up your preferences, add items to the scheduler, and search for and add student health records.

Instructions

Working individually, within SNAP, complete as many of the tasks below in the time allotted as possible.

- If you get stuck, look in your student manual first, then
- Ask your neighbors for assistance, then
- Ask the instructor

You may not finish all of the scenarios, and that's ok. There are extra scenarios for those who finish quickly. If you finish before the time allotted, help others in the group.

Write brief answers on this sheet for group review.

Scenarios

1. Log in to SNAP as Training nurse using the password "nurse"

- What are the standard password requirements?

2. Set your user preferences

- What is your list search delay and why?
- Why should you set conditions to alertable?
- What font and size did you select?

3. Today's Schedule- within scheduler, document the following:

- You need to meet with the Principal today at 1400- set a meeting in scheduler with an alarm and priority level
- You need to call your physician at 1500- set a private meeting

4. How many students do you have with the last name Brown?

5. A student you haven't seen before comes in, says her name is Sandy Beach, and she has a rash. Search for her. Now what?

6. A 3 year old pre-K student comes in from Mr. Rogers and you can't understand his name, who could it be?

7. Create a record for yourself.

- How did you create it? Why would you want one?

8. Dopey Dwarf comes in with a headache. Search for him and quick add him if needed.

9. A girl comes in and you're not sure if her name is Iris Hazel or Hazel Iris- which student exists?

10. Log out of SNAP and explain how you did it.

Notes

I still need help with:

The most useful thing about this section is:

Now that I know this, I will:

Performance Demonstration

Objective

This scenario applies the content covered throughout the training. It is intended to simulate a possible sequence of events during your workday to help you incorporate the use of SNAP into your daily work.

Instructions

Working individually, within SNAP, complete as many of the tasks below in the time allotted as possible.

- If you get stuck, look in your student manual first, then
- Ask your neighbors for assistance, then
- Ask the instructor

You may not finish all of the scenarios, and that's ok. There are extra scenarios for those who finish quickly. If you finish before the time allotted, help others in the group.

Write brief notes on this sheet for group review.

Scenarios

1. Log in to SNAP and review today's administrations. What time is Claire Annette due for Humalog?
2. You have a meeting with a parent at 1300 for 30 mins. Add it to your scheduler.
3. At 0830, Rhoda Booke comes in saying she has a stomachache.
 - Can she get medicine? If so, administer it.
 - Use or create a template for this visit
4. While you are finishing up with the Booke's, Chris Cross comes in with a splinter.
 - Triage this student, open a visit, and begin documenting
5. While you are working with Chris, Humpty Dumpty comes in because he fell off the monkey bars and his head hurts.
 - Triage, treat and document
 - After completing Humpty's visit, return to Chris and finish his treatment/documentation
6. Jack Black's dad calls and wants to know why he got a letter saying his son was non-compliant for vaccines.
 - Look up his immunization record and explain
7. Claire Annette comes in for her blood glucose test and Humalog. Her blood glucose is currently 167 and she had 30 grams of carbs for lunch.
 - Document her test and administration
 - Review her previous glucose numbers

8. Alida Rioux comes in for her Adderall.

- Ensure the other nurse didn't administer it
- Once certain, administer and document

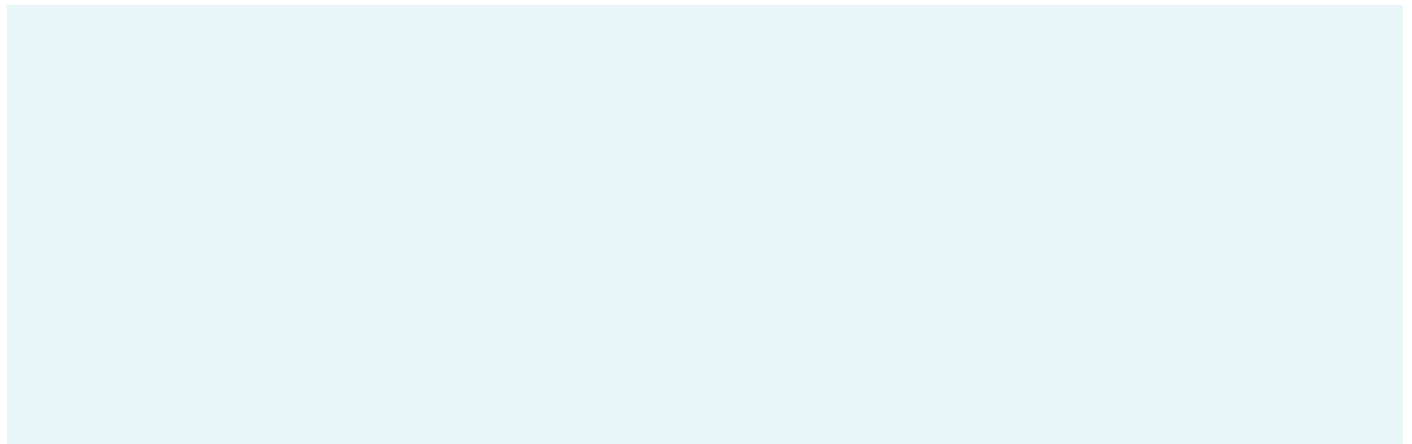
09. Justin Credible comes in because he banged his elbow on the door jam and also feels sick to his stomach.

- Document both of these
- After you close the visit, your summary is open, and a janitor comes in to replace a light bulb- you don't want him to see details of visits- what do you do?

10. You are almost ready to leave for the day:

- Verify all med administrations have been annotated for the day
- Verify all your visits are complete before closing up for the day
- Log completely out of SNAP and ERICOM

Notes



TEMPLATE

Objective

After this lesson, you will be able to

Background

Lorem Ipsum

CHANGE TO MAIN POINT 1

My Notes and Questions

I still don't understand:

I would like to know more about:

The most useful information from this section is:

Next Steps

Now that I know this, I will:

PSNI Recommends:

- Review associated Member's Area videos and how-to documents
- X
- X

Additional Resources



For more information see:

- [Member's area videos:](#)
- [Member's area how-to's:](#)
- SNAP Health Center Manual Chapter