



ROTECH

UNIVERSITY

Focus on patients, referral sources, and employees

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Training for the Location

CSR

Important! If you are looking for department-specific online training, go to Rotech U's **Training by Department/Area folder**. This includes training for: Asset Tracking, Billing, Central Intake, Compliance, Contracts, HR/Payroll, JCAHO, Quality Improvement, and Safety/Risk Management.

Orientation (1st three weeks)

CSR Orientation is provided for the **first three weeks** of a CSR's employment. This includes guidelines for coaches and Breeze online courses.

Guest account: if you are a new employee *without a Rotech email account yet*, some of these Orientation courses can be used with a Breeze guest account. For CSR *Orientation*, an RM, AMO, or LCM can provide you the guest account information.

If you are an RM, AMO, or LCM and need the **guest** login information, click the respective link.

For RMs only: <http://breeze02.pharmacy.com/guestrm/>

For AMOs only: <http://breeze02.pharmacy.com/guestamo/>

For LCMs only: <http://breeze02.pharmacy.com/guestlcm/>

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

Orientation Schedule

Includes the agenda for the 3 week CSR Orientation. For your convenience, this document can be printed for easy reference.

CSR Questionnaire (to be completed by the LCM)

This document provides CSRs an opportunity to acknowledge whether they completed critical components of the orientation process. First, it must be completed by the LCM and forwarded to Training – as indicated in the document. Afterwards, Training will forward it to the new CSR – who will answer the questions about their orientation. Therefore, **this document should only be downloaded by the LCM – who will start the questionnaire process.**

Day 1 with LCM

Includes completing forms (New Hire Paperwork) & Requesting Email. Attending Breeze including New Hire Orientation. Reviewing: job description, acronyms, applications, probationary period, vision and culture, Employee Handbook, Policy and Procedure Manual, Tour Rotech Home Page, goals, mentor, Kronos, and Location Bonus Plan.

Day 2 with PST

Includes reviewing: Home Visit Reports, Operating Safety Instructions, FDA, and Operations. Includes a ride along. Also reviewing: Overview of Equipment and Services, Basic Qualifying Questions for Every Account, ticket process, wheelchairs, beds, set-up and cleaning process, infection control, FDA policies, medical oxygen distribution, storage and handling of equipment, 3 day training, new patient set up, and patients needs.

Day 3 with RC (Respiratory Clinician)

Includes a ride along and reviewing: respiratory resources, clinical Policy & Procedure, portable O2 systems, clinical definitions, glossary of terms, CPAP and BiPAP, Neb Meds, Pulmo Dose, Conserving Devices, Clinical Assessment Visits, GOLD Care program, Spirometry, Oximetry, Back to Basics –

Pulmo Dose. Attending online training: DuoNeb Use in COPD, Management of Stable COPD, Sleep Central, Respiratory Resources.

Day 4 and 5 with LCM

Includes reviewing: Morning Meetings, Budget vs. Actual Review, Held Items Aging (HIA), Service Area – Map Point, Operations team, warehouse, No Charge, Back to Basics – HME, CSR logs, Set Up and Pick Up logs, Billing Center, QA Batch Sheets, LCM & Sales Rep Weekly Meeting Agenda, Time Management. Reviewing applications: DAD, CAD, Dashboard, Management Reports, Key Guidelines Training, Overview of Equipment and Services, and Inventory Management Training. Reviewing Staff Competencies.

Days 6 thru 10 Breeze Training

Attend online training including: MAE-1 What is MAE? And How To Track A Point. Also Compliance Training and CSR Modules including: The Rotech Way, CSR Role, Listening Skills and Telephone Etiquette, Intake & Insurance Verification, Create a Ticket, Entering the Sales Rep Number, Medicare Overview, Oxygen Qualification and Criteria, Held Items and "No Charges", Plan of Care, Pulmo Dose Operations, Batching Paperwork, Chart Organization, Adjustment of Accounts.

Day 11 with LCM

Includes reviewing: Service area, account profiles, goal planning, expense report, LCM Location Evaluation, After Hours and Contact Lists, and AOL Instant Message. Attend online training including: Annual Orders, Patient Notices, and Contract Specifics.

Day 12 thru 14 with CSR

Includes spending three days with an experienced CSR.

Day 15 with SR and LCM

Includes reviewing: Hospital Selling, Physician Selling, Home Health Selling, Market Plan Analysis, Review Assessments, Contracts, and Standard Operating Protocol. Also, includes set up time to sign up for Benefits.

Training Modules (online training)

If you click the Breeze course and receive a "Not Authorized" message, contact **Brian Vagi** .

1. The Rotech Way

Includes an 18-minute training module (developed for CSRs) on Rotech's vision focused around service that adds value to the customer, how to "go the extra mile" with patients and referral sources at each touch point, and how to use Service Excellence tools.

 [Assessment](#)

2. The CSR Role

Includes an 8-minute training module (developed for CSRs) in learning the company's organizational structure and applying your knowledge of the CSR's role and job description.

 [Assessment](#)

3. Clinical Programs

Includes a 10-minute training module (developed for CSRs) on Disease State Overview, Clinical Program Overview, and Home Page Clinical Resources.

 [Assessment](#)

4. Overview of Equipment & Services

Includes a 12-minute training module (developed for CSRs) on DME overview, aerosol therapy, oxygen therapy, CPAP therapy, wheelchairs, walkers, and hospital beds.

 [Assessment](#)

5. Basic Operations Process

Includes a 16-minute training module (developed for CSRs) on an overview of Location operations and comprehending the setup process.

 **Assessment** **6. Listening Skills & Telephone Etiquette**

Includes a 20-minute training module (developed for CSRs) on understanding the 4 methods of communication, exhibiting proper telephone etiquette, utilizing proper questioning skills, describing the 3 step set up process, and identifying the methods for overcoming obstacles.

 **Assessment** **7. Patient Intake & Insurance Verification**

Includes a 19-minute training module (developed for CSRs) on understanding and applying Rotech's current intake process, applying Rotech's current insurance verification process, utilizing all options for proof of verification forms, demonstrating an understanding of the Admission of Patients Policy 2.1.2, and applying the proper method of taking an order over the phone or via fax.

 **Assessment** **8. Entering a Patient in IMBS**

Includes a 14-minute training module (developed for CSRs) in identifying required steps for entering a new patient into IMBS - General Profile, Misc. Profile, Doctor and DX, Pop-Up Notes/Statement Remarks, Insurance Information, and Sort Codes.

 **Assessment** **9. Creating a Ticket**

Includes a 13-minute training module (developed for CSRs) on understanding ticket definition and use, creating a ticket, printing a ticket, confirming a ticket, voiding a ticket, understanding and using screens/field entries, and recognizing the value/benefits of tickets.

 **Assessment** **10. Entering the Sales Rep Number**

Includes a 5-minute training module (developed for CSRs) on defining the importance of making the extra effort to issue the correct Sales Rep number at ticketing vs. utilizing the house account, and recognizing the correlation between building the business and adding the Sales Rep number.

 **Assessment** **11. Medicare Overview**

Includes a 6-minute training module (developed for CSRs) on what is Medicare, Medicare eligibility, Part A versus Part B, Medicare regions, and understanding the ABN (Advance Beneficiary Notice) and financial waivers.

 **Assessment** **12. Oxygen Qualification Criteria**

Includes a 5-minute training module (developed for CSRs) on identifying and defining the oxygen criteria for Medicare qualification.

 **Assessment** **13. Completing a CMN (Certificate of Medical Necessity)**

Includes a 20-minute training module (developed for CSRs) on demonstrating the correct completion of the several varieties of CMNs and illustrating the proper usage of CMN cover letters and overlays.

 **Assessment** **14. SOPs (Statement of Ordering Physician) – General & Specific**

Includes a 12-minute training module (developed for CSRs) in reviewing and describing specific SOPs.

 **Assessment** **15. Held Item/No-Charge Training**

Includes an 11-minute training module (developed for CSRs) on recognizing and determining what

causes Held Items, understanding the Held Item Report, recognizing and determining what causes "no-charge" patients, understanding the reasons why a patient would be a no-charge, and learning how to resolve a held item and no-charge patient.

 **Assessment**

16. Patient Testing

Includes an 8-minute training module (developed for CSRs) on basic respiratory and circulation anatomy and physiology, pulmonary function testing, pulse oximetry testing, and pulse oximetry laboratory testing facilities.

 **Assessment**

17. Initial and Ongoing Plan of Care

Includes a 7-minute training module (developed for CSRs) on Initial Plan of Care, Ongoing Plan of Care, Patient Progress Notes, Clinical Follow-up and the Clinical Visit Report.

 **Assessment**

18. Clinician Visit Report

Includes a 5-minute training module (developed for CSRs) on the purpose of the Clinician Visit Report (CVR), when a CVR will be completed, and the work flow process of this document.

 **Assessment**

19. Pulmo Dose Overview

Includes an 8-minute training module (developed for CSRs) on becoming familiar with the business units and process in Murray, Kentucky.

 **Assessment**

20. Batching Paperwork for Billing & Collection Centers

Includes a 12-minute training module (developed for CSRs) on identifying the different types of batches, identifying the batching forms and worksheets, demonstrating how to complete the cover and control sheets, demonstrating the ability to locate forms on the Rotech Homepage, and identifying and utilizing the forms that go to the Billing & Collection Centers (BCC).

 **Assessment**

21. Chart Organization

Includes a 5-minute training module (developed for CSRs) on understanding the Chart Organization Policy 6.5.11, identifying and compiling the components of the 6 part chart for respiratory patients, and recognizing and integrating the components needed for the 2 part chart for DME patients.

 **Assessment**

22. Adjustment of Accounts

Includes a 6-minute training module (developed for CSRs) on defining adjustment, Rotech's Policy and Procedure on Adjustment, process flow for adjustments, and confirming valid adjustment codes.

 **Assessment**

23. Annual Orders

Includes a 7-minute training module (developed for CSRs) on identifying annual orders and understanding the requirements for continued billing, demonstrating the ability to pull and sort annual orders, and understanding the process of updating documentation for reoccurring orders.

 **Assessment**

24. Patient Notices

Includes a 5-minute training module (developed for CSRs) on identifying the forms and notices the patient needs to sign, Notice of Privacy Practices Receipt, Acknowledgement of Patient Booklet Information, equipment instructions, and understanding the equipment maintenance timeframes.

 **Assessment**

25. Contract Specifics

Includes a 13-minute training module (developed for CSRs) on policies, procedures and guidelines of Rotech's contracts, the essential tools to effectively locate a contract and bill, and processing new and existing patients.

Assessment

WebMD Breeze

Includes reviewing Rotech's current insurance verification process, learning options for proof of verification forms, learning to access and use WebMD for eligibility, referral and authorization verification, and cleaning your computer to maximize bandwidth.



LCM

Important! If you are looking for department-specific online training, go to Rotech U's **Training by Department/Area folder**. This includes training for: Asset Tracking, Billing, Central Intake, Compliance, Contracts, HR/Payroll, JCAHO, Quality Improvement, and Safety/Risk Management.

DriverCare

Includes online Safety Management to be used by all Rotech Healthcare Patient Service Technicians, Patient Service Technicians-CDL, Respiratory Clinicians, and Transfill Drivers, as well as their managers and human resources.

Access Instructions: DriverCare is a product of the CEI Group and NOT Breeze. Therefore, for instructions to access DriverCare, go to <http://breeze02.pharmacy.com/drivercare>.

Orientation (1st three weeks)

LCM Orientation is provided for the **first three weeks** of an LCM's employment. This includes guidelines for coaches and Breeze online courses.

Guest account: if you are a new employee *without a Rotech email account yet*, some of these Orientation courses can be used with a Breeze guest account. For LCM Orientation, an AMO or RM can provide you the guest account information.

If you are an RM or AMO and need the **guest** login information, click the respective link.

For RMs only: <http://breeze02.pharmacy.com/guestrm/>

For AMOs only: <http://breeze02.pharmacy.com/guestamo/>

If you click the Breeze course and receive a "Not Authorized Message" message, contact **Training and Development**.

Orientation Schedule

Includes the agenda for the 3 week LCM Orientation. For your convenience, this document can be printed for easy reference.

LCM Questionnaire (to be completed by the AMO)

This document provides LCMs an opportunity to acknowledge whether they completed critical components of the orientation process. First, it must be completed by the AMO and forwarded to Training – as indicated in the document. Afterwards, Training will forward it to the new LCM – who will answer the questions about their orientation. Therefore, **this document should only be downloaded by the AMO – who will start the questionnaire process.**

Day 1 with AMO

Includes completing forms (New Hire Paperwork and order Business Cards). Attending Breeze including New Hire Orientation. Reviewing: job description, acronyms, applications, probationary period, vision and culture, Employee Handbook, Policy and Procedure Manual, Tour Rotech Home Page, Dashboard overview, goals, mentor, travel forms, and Conference Board.

Day 2 and 3 with LCM

Includes reviewing: Morning Meetings, Budget vs. Actual Review, Held Items Aging (HIA), Service Area – Map Point, Operations team, warehouse, No Charge, Back to Basics – HME, CSR logs, Set Up and Pick Up logs, Billing Center, QA Batch Sheets, Manager Self Service (MSS), LCM & Sales Rep Weekly Meeting Agenda, Time Management. Reviewing applications: DAD, CAD, Dashboard, Management Reports, Key Guidelines Training, Overview of Equipment and Services, Inventory

Management Training and Kronos / Workforce Timekeeper. Attending online training: Overview of Equipment and Services, The Rotech Way, Basic Ops, Completing a CMN, and SOPs – General & Specific.

Day 4 and 5 with CSR

Includes reviewing: Physician / insurance, referral process, paperwork flow, CMN/SOP/DIF, CSR logs, patient financial assistance, AMA, batch sheets, Walk ins, Back to Basics - Oxygen, and Back to Basics – General. Attending online training: CSR Role, Listening Skills and Telephone Etiquette, Intake & Insurance Verification, Create a Ticket, Entering the Sales Rep Number, Medicare Overview, Oxygen Qualification and Criteria, Held Items and "No Charges", Plan of Care, Pulmo Dose Operations, Batching Paperwork, Chart Organization, Adjustment of Accounts, Annual Orders, Patient Notices, Contract Specifics, and WebMD.

Day 6 and 7 with PST

Includes reviewing: Home Visit Reports, Operating Safety Instructions, FDA, and Operations. Includes a ride along. Also attending online training: Enter a Patient. Also reviewing: Overview of Equipment and Services, Basic Qualifying Questions for Every Account, ticket process, wheelchairs, beds, set-up and cleaning process, infection control, FDA policies, medical oxygen distribution, storage and handling of equipment, 3 day training, new patient set up, and patients needs.

Day 8 and 9 with RC

Includes a ride along and reviewing: respiratory resources, clinical Policy & Procedure, portable O2 systems, clinical definitions, glossary of terms, CPAP and BiPAP, Neb Meds, Pulmo Dose, Conserving Devices, Clinical Assessment Visits, GOLD Care program, Spirometry, Oximetry, Back to Basics – Pulmo Dose. Attending online training: DuoNeb Use in COPD, Management of Stable COPD, Sleep Central, Respiratory Resources, Patient Testing, Clinical Courses, and Clinical Visit Report.

Day 10 Breeze Training

Attend online training including: MAE-1 What is MAE? And How To Track A Point. Also, take assessments and Compliance Training.

Day 11 with AMO

Includes reviewing: Service area, account profiles, goal planning, expense report, AMO Location Evaluation, After Hours and Contact Lists, and AOL Instant Message.

Day 12 with SR

Includes reviewing: SR Day, Qualifying Your Accounts – Qualifying Questions, things that work in my Market, CMN/SOP/DIF, Calls, and Call Briefs.

Day 13 and 14 with LCM

Important! Use the same guidelines/checklist from Day 2 and 3 with LCM. The new LCM will spend two days with another LCM – someone other than the LCM shadowed during days 2 and 3. Note: Do NOT do the Online Training again – if completed on Days 2/3.

Day 15 with AMO

Includes reviewing: Hospital Selling, Physician Selling, Home Health Selling, Best Practices Ideas, Territory Planning, Classifying Your Accounts, Coaching Guide, Review Assessments, Breeze Training, Contracts, and Standard Operating Protocol.

Training Academy (classroom training)

LCM Training Academy is **classroom instruction** – which is offered within the first 60 days of an LCM's employment. The documents contained in this folder are the handouts provided during the LCM Training Academy.

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

Company Overview

Includes information on Rotech history, organizational/ corporate structure, mission and vision. This is a handout for the LCM Training Academy.

 **The Rotech Way**

Includes guidance on: (a) how to "go the extra mile" with patients and referral sources at each touch point; (b) how to use Service Excellence tools; and (c) measuring Service Excellence. This is a handout for the LCM Training Academy - so LCMs can update their binders.

 **LCM Role**

Includes information about the company's structure and how the LCM fits within the company, It will cover the LCM's job description and duties at the Location. This is a handout for the LCM Training Academy.

 **Overview of Equipment and Services**

Includes overview of DME, aerosol therapy - the nebulizer, oxygen therapy, CPAP therapy, phototherapy, SmartMonitor 2, and wheelchairs/walkers. This is a handout for the LCM Training Academy - so LCMs can update their binders.

 **Basic Ops Process**

Includes information on Patient Set Up and Recurring/Renewal Service. It also covers the After Hours Call Center and a time management piece on daily, weekly, monthly, quarterly, and yearly LCM tasks/responsibilities. This is a handout for the LCM Training Academy.

 **Billing & Insurance**

Includes information on required paperwork to send to the Billing & Collections Centers, Insurance, Specialty Billing (VA, Gentiva, Pulmo Dose), Held Item Aging, No Charges, CMNs. This is a handout for the LCM Training Academy.

 **Managing Location Finances**

Includes a brief overview of Rotech's financial system, how to use Rotech's financial and performance improvement tools, and Location finances and performance to identify problem areas that need attention and format action plans. This is a handout for the LCM Training Academy.

 **Inventory Management**

Covers Rotech's Asset Management system, including: bConnected and IMBS Asset Tracking. This is a handout for the LCM Training Academy.

 **Human Resources**

Gives an overview to Human Resources and covers employee management, including the staffing process, compensation, progressive discipline, MSS/ Kronos. This is a handout for the LCM Training Academy.

 **Clinical Programs**

Gives an overview of the 6 Clinical programs at Rotech. Lists Clinical Resources on the Home Page. This is a handout for the LCM Training Academy.

 **Selling Skills**

Gives an overview of selling within a Location. Discusses key selling strategies, including Market Plan Analysis. Covers how to use Clinical Pathways. This is a handout for the LCM Training Academy.

 **Leadership Skills**

Gives an overview of leadership at a Location. Discusses 5 principles of leadership. Covers the concept of team management. This is a handout for the LCM Training Academy.

 **Getting Promoted**

Describes the role of the AMO & the promotion process. Describes skills sets that successful AMOs demonstrate. This is a handout for the LCM Training Academy.

 **Workers' Comp**

Recognize the purpose and benefits of Workers' Compensation. Understand the LCM's role in Workers' Compensation. Covers how LCMs can help reduce claims and keep costs down. This is a

handout for the LCM Training Academy.

Managed Care

Provide brief overview of Managed Care. Explain similarities/differences between Medicare and Medicaid. Explain the role of the Managed Care Director. This is a handout for the LCM Training Academy.

LQCU

If you click the Breeze course and receive a "Not Authorized" message, contact **Barry Pavlik**.

FDA 2006 LQCU Assessment

Includes a 25 question training module (developed for LQCUs) on Rotech's FDA 2006 revisions within Policy 2.5.

PST

Important! If you are looking for department-specific online training, go to Rotech U's **Training by Department/Area folder**. This includes training for: Asset Tracking, Billing, Central Intake, Compliance, Contracts, HR/Payroll, JCAHO, Quality Improvement, and Safety/Risk Management.

Conducting a Home Visit (Concentrator Check)

Includes a step-by-step process of conducting a successful concentrator check during a home visit.

DriverCare

Includes online Safety Management to be used by all Rotech Healthcare Patient Service Technicians, Patient Service Technicians-CDL, Respiratory Clinicians, and Transfill Drivers, as well as their managers and human resources.

Access Instructions: DriverCare is a product of the CEI Group and NOT Breeze. Therefore, for instructions to access DriverCare, go to <http://breeze02.pharmacy.com/drivercare>.

Loading Your Vehicle

Includes appropriate personal protective equipment, infection control items, vehicle safety items and documents that should be present in vehicles prior to starting deliveries each day.

Where's the Risk

Includes identifying and documenting the following risks in the patient home: fall hazards, fire safety hazards, smoking hazards, infection control hazards and equipment storage hazards.

Orientation

PST Orientation is provided for the **first 12 days** of a PST's and PST-CDL's employment. This includes guidelines for coaches and Breeze online courses.

Guest account: if you are a new employee *without* a Rotech *email account yet*, some of these Orientation courses can be used with a Breeze guest account. For PST Orientation, an RM, AMO, or LCM can provide you the guest account information.

If you are an RM, AMO, or LCM and need the **guest** login information, click the respective link.

For RMs only: <http://breeze02.pharmacy.com/guestrm>
 For AMOs only: <http://breeze02.pharmacy.com/guestamo>
 For LCMs only: <http://breeze02.pharmacy.com/guestlcm>

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

Orientation Schedule

Includes the agenda for the 12 day PST Orientation. For your convenience, this document can be printed for easy reference.

PST Questionnaire (to be completed by the LCM)

This document provides PSTs an opportunity to acknowledge whether they completed critical components of the orientation process. First, it must be completed by the LCM and forwarded to Training – as indicated in the document. Afterwards, Training will forward it to the new PST – who will answer the questions about their orientation. Therefore, **this document should only be downloaded by the LCM – who will start the questionnaire process.**

Day 1 with LCM

Includes completing new hire paperwork. Attend Breeze including New Hire Orientation, The Rotech Way, Basic Ops, and Overview of Equipment and Services. Review the following: job description, PST Role, acronyms, applications, Location bonus plan, probationary period, vision and culture, Employee Handbook, Policy and Procedure Manual, PLOA (Personal Leave of Absence), payroll – direct deposits, tour Rotech Home Page, mentor, cell phone expenses, Morning Meetings, Conference Board, service area – Map Point, Operations team, warehouse, safety and risk management, and Operations forms. Schedule reoccurring meetings.

Print Day 1's Document Packet.

Click this link to print the documents included on Day 1 with LCM. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to DVPs, DHRMs, RMs, AMOs, and LCMs. Please be patient when downloading and printing this document – as it is over 200 pages and about 5 MB. Also, this packet does NOT include the following two (2) documents: Key Guidelines Training and Inventory Management Training. If you would like to print these two (2) documents, refer to *Day 1 with LCM* document (listed above) and print from their respective links.

Day 2 thru 4 with LCM

Includes reviewing: staff competency assessments, oxygen systems, Durable Medical Equipment (DME), respiratory therapy, FDA 021, FDA forms and DOT. Review Kronos / Workforce Timekeeper.

Print Day 2-4's Document Packet.

Click this link to print the documents included on Day 2-4 with LCM. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to DVPs, DHRMs, RMs, AMOs, and LCMs. Please be patient when downloading and printing this document – as it is over 140 pages and about 1.2 MB. Also, this packet does NOT include the following three (3) documents: Phototherapy Parents Guide (PE638), Wallaby 3 Parents Manual (PE622), and SmartMonitor Parents Guide (PE621). If you would like to print these three (3) documents, refer to *Days 2 thru 4 with LCM* document (listed above) and print from their respective links.

Day 5 and 6 with PST

Includes reviewing forms for: Home Visit Reports, Patient Education, Patient Safety Goals, and Operations. Includes a ride along. Review the following: equipment and services overview, ticket process, set-up and cleaning process, infection control, storage and handling of equipment, enteral pumps, new patient set up, patient needs, and proof of delivery (POD).

Print Day 5-6's Document Packet.

Click this link to print the documents included on Day 5-6 with PST. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to DVPs, DHRMs, RMs, AMOs, and LCMs. Please be patient when downloading and printing this document – as it is over 50 pages and about 1 MB.

Day 7 with SR and CSR

Includes spending time with Sales Rep. Review the following with CSR: physician/insurance, referral process, paperwork flow, manual tickets, ABN, patient financial assistance, AMA, and walk ins. Attend Breeze including: Listening Skills and Telephone Etiquette, Intake and Insurance Verification, Medicare Overview, Oxygen Qualification and Criteria, Plan of Care, Pulmo Dose Operations, and Patient Notices.

Print Day 7's Document Packet.

Click this link to print the documents included on Day 7 with SR and CSR. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to DVPs, DHRMs, RMs, AMOs, and LCMs. This document is 5 pages long.

Days 8 and 9 with RC (Respiratory Clinician)

Includes a ride along. Review the following: respiratory resources, clinical policy and procedure with forms, portable O2 systems, clinical definitions, CPAP and BIPAP, Neb Meds, Pulmo Dose, conserving devices, clinical assessment visits, GOLD Care Program, oximetry, and Patient First. Attend Breeze including: Patient Testing and Clinical Courses.

Print Day 8-9's Document Packet.

Click this link to print the documents included on Day 8-9 with RC. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to DVPs, DHRMs, RMs, AMOs, and LCMs. This document is about 20 pages long.

Day 10 Breeze Training

Attend Breeze training including: Kronos Timekeeper, Conducting a Home Visit (Concentrator Check), Loading Your Vehicle, Where's the Risk, Sentinel Events and FMEA, Sentinel Events Smoking, BBP, PPE, Back Safety, Fire Extinguisher, Office Hazard Safety, Hazard Communication, assessments, and Compliance training.

Print Day 10's Document Packet.

Click this link to print the documents included on Day 10. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to DVPs, DHRMs, RMs, AMOs, and LCMs. This document is 2 pages long.

Day 11 and 12 with LCM

Includes reviewing: goal planning, expense report, on call procedure, staff education forms, safety and risk management, OSHA, driver education, FDA procedures, equipment management, service area, standard operating protocol, payroll (online direct deposits), and employee benefits. Also includes reviewing assessments and answering any questions.

Print Day 11-12's Document Packet.

Click this link to print the documents included on Day 11-12 with LCM. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to DVPs, DHRMs, RMs, AMOs, and LCMs. Please be patient when downloading and printing this document – as it is about 100 pages and almost 2 MB.

PST-CDL

Important! If you are looking for department-specific online training, go to Rotech U's **Training by Department/Area folder**. This includes training for: Asset Tracking, Billing, Central Intake, Compliance, Contracts, HR/Payroll, JCAHO, Quality Improvement, and Safety/Risk Management.

Conducting a Home Visit (Concentrator Check)

Includes a step-by-step process of conducting a successful concentrator check during a home visit.

DriverCare

Includes online Safety Management to be used by all Rotech Healthcare Patient Service Technicians, Patient Service Technicians-CDL, Respiratory Clinicians, and Transfill Drivers, as well as their managers and human resources.

Access Instructions: DriverCare is a product of the CEI Group and NOT Breeze. Therefore, for instructions to access DriverCare, go to <http://breeze02.pharmacy.com/drivercare>.

Loading Your Vehicle

Includes appropriate personal protective equipment, infection control items, vehicle safety items and documents that should be present in vehicles prior to starting deliveries each day.

Where's the Risk

Includes identifying and documenting the following risks in the patient home: fall hazards, fire safety hazards, smoking hazards, infection control hazards and equipment storage hazards.

Orientation

PST-CDL Orientation is provided for the **first three weeks** of a PST-CDL's employment. This includes guidelines for coaches and Breeze online courses. **The first 12 days of PST-CDL Orientation is the same as PST Orientation.** Therefore, for the first 12 days of PST-CDL Orientation, complete all guidelines displayed in PST Orientation – found on Rotech U, Training for the Location, PST, Orientation.

Afterwards, all PST-CDLs must also complete the items in the following document.

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

PST-CDL Orientation

Includes 2 sections of training. The first section is for all PST-CDL drivers. The second section is specific to all T2 locations. A T2 location type is defined as an FDA registered manufacturing site.

Print PST-CDL's Orientation Document Packet.

Click this link to print the documents included on PST-CDL Orientation. This will allow you to view a hard copy of the training – without printing each document separately. **Important!** This document is only available to RMs, AMOs, and LCMs. Please be patient when downloading and printing this document – as it is about 80 pages and about 1 MB.

PST-CDL Questionnaire (to be completed by the LCM)

This document provides PST-CDLs an opportunity to acknowledge whether they completed critical components of the orientation process. First, it must be completed by the LCM and forwarded to Training – as indicated in the document. Afterwards, Training will forward it to the new PST-CDL – who will answer the questions about their orientation. Therefore, **this document should only be downloaded by the LCM – who will start the questionnaire process.**

RC

Important! If you are looking for department-specific online training, go to Rotech U's **Training by Department/Area folder**. This includes training for: Asset Tracking, Billing, Central Intake, Compliance, Contracts, HR/Payroll, JCAHO, Quality Improvement, and Safety/Risk Management.

If you click the Breeze course and receive a "Not Authorized" message, contact **Greg Spratt**.

CEUs. In addition to Respiratory Continuing Respiratory Care Education (CRCE), we are now a certified continuing education and training provider for nursing.

Important! Anyone attending the live Breeze meeting or recorded Breeze training module will have to log in using their own email address and Rotech Home Page password.

Live Breeze meetings. Currently live Breeze sessions are available on Mondays, Wednesdays and Fridays in the morning and afternoon. These courses last approximately 1 hour at various times in an effort to keep from disrupting business flow.

RCs. Since availability is limited for the live Breeze sessions, these sessions are only available to Respiratory Clinicians.

Non RCs. If you are NOT an RC and would like to view the meeting with the RC, get with your Respiratory Clinician to learn more. You can view the session with the RC – after they log into the meeting.

Recorded Breeze training modules. Online clinical courses are available to take at your convenience. Review the following for enrollment to these courses.

RCs. Respiratory Clinicians are enrolled in all clinical trainings.

Non RCs. If you are (a) an RT or nurse AND (b) not in a Respiratory Clinician role at Rotech, you can access our CEU presentations to keep your license current – once we enroll you in the recorded Breeze training modules. To request enrollment in the recorded Breeze training

modules, send an email to nicholas.macmillan@rotech.com with an electronic copy of your current nursing or RT license or credentials. Or you may send an email request and fax a copy of your current nursing or RT license or credentials to (317) 622-0009.

Clinical Policy Revisions 2007

This one hour training reviews all significant changes to Rotech's Patient Care Policies (Chapter 2).

Duoneb Use in COPD

Includes an overview of the use of Duoneb (albuterol and ipratropium) in COPD.

Management of Stable COPD

This course provides an overview of the management of stable COPD.

Patient Assessment - Part 1

Part 1 of this 1 hour course includes Sections 1 and 2 of a multi-part series on Patient Assessment. Section 1 provides an introduction to patient assessment including a review of our assessment policies and forms and Section 2 provides an overview of 'people skills' that are important to obtaining a quality patient assessment.

Patient Assessment - Part 2

Includes: a one hour training module in completing the Clinician Visit Report (CVR), airway management, risk factors for poor MDI technique and patient testing.

Patient Assessment - Part 3

Includes: a one hour training module on physical assessment of the pulse, respiratory rate, breathing patterns, lung sounds, blood pressure and edema.

Patient Assessment - Part 4

This 65 minute module is part 4 of a 4-part series on Patient Assessment. This session covers a) making effective clinical considerations and b) clinician time management.

Respironics Smart Monitor 2 Overview

Includes an Overview of the use of Respironics Smart Monitor 2 for the Respiratory Clinician.

Orientation

RC Orientation is provided for the **first 20 days** of a RC's employment. This includes guidelines for coaches and Breeze online courses.

Guest account: if you are a new employee *without* a Rotech *email account yet*, a few of these *Orientation courses* can be used with a Breeze guest account. For RC Orientation, an ACM can provide you the guest account information.

If you are an ACM and need the **guest** login information, click the respective link.

For ACMs only: <http://breeze02.pharmacy.com/guestacm>

If you click the Breeze course and receive a "Not Authorized" message, contact **Ron Hosp** .

Orientation Schedule

Includes the agenda for the 20 day RC Orientation. For your convenience, this document can be printed for easy reference.

Day 1 with ACM

Includes online training for New Hire Orientation. Also complete the following forms: New Hire Paperwork, Operations Team, Order Business Cards, Email Request. Review the following materials: Manual Time Sheet, Job Description, Rotech Introduction, "Life of an RC", Goals, Probationary Period,

PLOA (Personal Leave of Absence), Payroll – Direct Deposits, Meetings, ACM Weekly Call, Tour Rotech Home Page, Policy and Procedure Manual, Abbreviations, Gold Care Grid, and Mentor.

Day 2 with LCM (or Warehouse Manager) and ACM

Includes the LCM providing a tour of the Location and Warehouse. Includes reviewing the following: Morning Meeting, Morning Meeting Information, Oxygen Systems – Equipment and Services Overview, Staff Competencies, and Patient Education, Set-up and cleaning process, Overview of Functional Testing Equipment, RC Home Visits, and RC Route Sheet Completion and Clinical Activity Database (CAD).

Day 3 to 4 with ACM or Mentor

Includes reviewing the following: Morning Meeting, Service Area, Goal Planning, Clinical Policy & Procedure, Respiratory Resources, Oximeters, Oxygen Conserving Devices, and After Hours Call Center. Attend online training for: I Care About Patient Care Education Series, Checking Web Mail/Outlook, and Cylinder Transport.

Days 5 with LCM and/or PST

Includes online training for Kronos / Workforce Timekeeper. Review forms for Home Visit Reports. Review the following materials: Morning Meeting, Kronos / Workforce Timekeeper, Storage and Handling of Equipment, Infection Control, Hazard Communication Training, Medical Oxygen Distribution, Durable Medical Equipment (DME) – Equipment and Services Overview, Staff Competencies, and Patient Education, and I Care About Patient Care Education Series.

Day 6 with PST (Ride Along)

Includes reviewing the following materials: Morning Meeting, I Care About Patient Care Education Series, Ticket Process, PST Ride Along, Patients Needs, and Driver Education.

Day 7 to 9 with ACM or Mentor

Includes reviewing the following materials: Morning Meeting, Scheduling, Clinical Considerations, I Care About Patient Care Education Series, ACM Checklist, CVR Review, Patient Visit Calendar, Ride Along, Ride Along Activities, Ventilators, NIPPV, Infant Apnea Monitors, Sleep Central, Travel Forms, Cell Phone, Supplies and Service Excellence Contract.

Day 10 with SR

Includes reviewing the following materials: Morning Meeting, A SR Day, Qualifying Your Accounts – Qualifying Questions, Back to Basics – Pulmo Dose, Things That Work in My Market, Key Accounts, CMN/SOP/DIF, Calls, Call Briefs, and RC & Sales Rep Regular Meeting Agenda.

Day 11 to 15 on Own or Mentor

Includes attending online training for: Compliance Training, Sentinel Events and FMEA, and Sentinel Events Smoking. Reviewing materials for: Morning Meeting, Payroll – Online Direct Deposit Statements, Sign Up For Benefits, Scheduling, Patient Visits, Oxygen Compliance and Weekly Call with ACM.

Day 16 to 20 on Own or with LCM

Includes attending online training for: Enter a Patient, DuoNeb Use in COPD, and Management of Stable COPD. Review the following materials: Morning Meeting, Scheduling, Patient Visits, Referral Process, Physician / Insurance, Paperwork Flow, Review AMA, Walk Ins, Dashboard Overview, Budget Review, CMN/SOP/DIF, No Charge, Held Items Aging (HIA), Patient Financial Assistance, Weekly Call with ACM, Patient Complaint Process, and Patient Complaint Process (LCM Review).

Sales Rep

Important! If you are looking for department-specific online training, go to Rotech U's **Training by Department/Area folder**. This includes training for: Asset Tracking, Billing, Central Intake, Compliance, Contracts, HR/Payroll, JCAHO, Quality Improvement, and Safety/Risk Management.

Orientation

Guest account: if you are a new employee *without a Rotech email account yet*, some of these

Orientation courses can be used with a Breeze guest account. For *Sales Rep Orientation*, an RM or AMS can provide you the guest account information.

If you are an RM or AMS and need the **guest** login information, click the respective link.

For RMs only: <http://breeze02.pharmacy.com/guestrm/>

For AMSs only: <http://breeze02.pharmacy.com/guestams/>

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

Orientation Schedule

Includes the overview for the 3 week Sales Rep Orientation. For your convenience, this document can be printed for easy reference.

SR Questionnaire (to be completed by the AMS)

This document provides SRs an opportunity to acknowledge whether they completed critical components of the orientation process. First, it must be completed by the AMS and forwarded to the CSO office – as indicated in the document. Afterwards, they will forward it to the new SR – who will answer the questions about their orientation. Therefore, **this document should only be downloaded by the AMS – who will start the questionnaire process.**

Day 1 with AMS

This includes guidelines: New Hire Paperwork, Request for Sales Person Phone Extensions Form, Order Business Cards, Email Request, New Hire Orientation, Commission Plan, Probationary Period, Employee Handbook, Policy and Procedure Manual, Tour Rotech Home Page, Dashboard overview, History and goals, Travel forms, Mentor, Sales forms, Administrative responsibilities, Schedule weekly SR/AMS call, and Schedule ride-along with mentoring SR.

Day 2 with LCM

This includes guidelines: Review Morning Meetings, Vision & Culture, Budget vs. Actual Review, Review Held Items, Service Area – Map Point, Introduction to Operations Team, Warehouse, No Charge, Back to Basics – HME, The SR Role, Set Up and Pick Up Logs, LCM & Sales Rep Weekly Meeting Agenda, Driver Activity Database (DAD), Clinical Activity Database (CAD), Dashboard, Key Guidelines Training, Inventory Management Training, Overview of Equipment & Services, The Rotech Way, Basic Ops, Completing a CMN, and SOPs- General & Specific.

Day 3 and 4 with CSR

This includes guidelines: List of most active referral sources, Referral process, Paperwork flow, CSR logs, Patient financial assistance, Review AMA, Batch sheets, Billing Center, Walk ins, Back to Basics - Oxygen, Back to Basics – General, Entering the Sales Rep Number, Intake & Insurance Verification, Medicare Overview, Batching Paperwork, and Create a Ticket.

Day 5 and 6 with PST

This includes guidelines: Ride along, Operating Safety Instructions, Enter a Patient, Overview of Equipment and Services, Basic Qualifying Questions for Every Account, Ticket Process, Wheelchairs, Beds, Set-up and cleaning process, New patient set up, Concentrator check, and Patients needs.

Day 7 and 8 with RC

This includes guidelines: Ride along, Respiratory Resources, Clinical Policy & Procedure, Portable O2 Systems, Clinical Definitions, CPAP and BiPAP, Neb Meds, Pulmo Dose, Neb Med set up, Conserving Devices, Clinical Assessment Visits, CPAP, GOLD Care program, Spirometry, Oximetry, Back to Basics – Pulmo Dose, DuoNeb Use in COPD, Management of Stable COPD, Sleep Central, Respiratory Resources, Patient Testing, Clinical Courses, and Clinical Visit Report.

Day 9 for Breeze Training

This includes guidelines: MAE-1 What is MAE?, How To Track A Point, Assessments.

Day 10 with AMS

This includes guidelines: Territory Management process, Account profiles, Goal planning, Field Summary Report, Expense report, Sales Web, AMS Location Checklist Guide.

 **Day 11 and 12 with SR**

This includes guidelines: A SR Day, Qualifying Your Accounts – Qualifying Questions, Things that work in my Market, CMN/SOP, Calls, Call Briefs.

 **Day 13 with AMS**

This includes guidelines: Hospital Selling, Physician Selling, Home Health Selling, Best Practices Ideas, Territory Planning, Classifying Your Accounts, Coaching Guide.

 **Training by Department/Area** **Asset Tracking / Procurement**

If you click the Breeze course and receive a "Not Authorized" message, contact **Doug Harrington** .

Courses **IMBS Asset Tracking Training - Module 1.**

This is an introductory course that will give you the foundation you need to use the IMBS Asset Tracking System by introducing you to all of the basic functions needed to track your location's Rental Assets.

 **IMBS Asset Tracking Training - Module 2.**

This course covers the IMBS Asset Tracking Reports and specialty features along with special scenarios that will help enhance your knowledge and further your understanding of the IMBS Asset Tracking System.

 **Procurement Training.**

An introductory course to the company's procurement processes and application for ordering patient related equipment and supplies.

FAQs **Invoiced Items Not Received - Dashboard**

Includes fixing invoiced items not received.

 **Shipment Needing Acceptance - Dashboard**

Includes fixing shipments needing acceptance.

 **Unprocessed Ticket Step-by-Step Dashboard**

Includes fixing unprocessed tickets.

Manuals **IMBS Asset Tracking - Manual**

**** The file size is 3 MB - so please be patient for the file to download ****

This manual has been developed to assist you in the application of the Innovative Medical Billing System-Asset Tracking application, referred to as IMBS-Asset Tracking. The manual provides a brief overview of both the store and asset tracking process. Detailed systematic instructions, complete with illustrations, are provided to walk you through the initial building of the files for your location and the actual processing of equipment as it moves throughout Rotech.

 **Billing**

If you click the Breeze course and receive a "Not Authorized" message, contact **Liz Torowski** .

BCC Communicator **January 2007**

Includes detailed CMN/SOP information related to TENS Units for all dates of service.

February 2007

Includes information on Medicare Capped Rental DME - convert to purchase after 13 months; lists items to be considered capped rental and how to handle repairs to patient owned equipment.

March 2007

Includes information on insurance verification OP521.

April 2007

Includes information on choosing the correct carrier number.

May 2007

Includes information on using the initial date on a SOP or CMN.

June 2007

Includes information on insurance verification.

July 2007

Includes information on when to contact the Billing Center about a ticket or CMN.

August 2007

Include information on steps to take when reactivating a patient.

Billing HR Update

This bulletin provides HR-related information to Billing's management staff. These documents are restricted to BCMs, BCDs, Shawn Christiansen, Tami Seifert, and Paula Dahl.

 05/2007

 06/2007

 07/2007

Billing with an ABN - Location Information (Job Aid)

When taking an order **prior** to the patient qualifying (i.e., no testing and/or supporting medical necessity) the CSR **must** prepare an ABN for each item prior to having the equipment delivered or a PST can complete an ABN while out on delivery if applicable. This job aid includes the process for preparing an ABN and information on qualifying testing.

HCPCS Search Tool (Job Aid)

HCPCS Search Tool is a tool which can quickly search the HCPCS (Healthcare Common Procedure Coding System) and Modifier codes. This replaces the existing PMIC HCPCS books. This job aid provides instructions in using the tool.

MAE - Mobility Assist Equipment

Includes information on the new policy, Mobility Assistive Equipment (MAE), medical necessity, algorithmic approach, impact to local coverage determination, impact to CMNs, information needed for review, DME intake, orders for manual wheelchairs, POVs, and power wheelchairs.

Central Intake

If you click the Breeze course and receive a "Not Authorized" message, contact **Kim Williams** .

Medical Services Company Implementation

Includes a 15 minute overview with Rotech's new national contract with MSC.

Medical Services Company Implementation Handouts

Includes PowerPoint handouts - in Adobe format of the MSC presentation overview.

Clinical Resources

Clinical Education for Non-Clinicians. On the Home Page, go to Clinical, RESPT Resources, Resources, Best of Breathe Easy. Includes articles that appeared previously in Breathe Easy. These articles are great for patient education or for anyone wanting more information on topics covered.

CEUs. In addition to Respiratory Continuing Respiratory Care Education (CRCE), we are now a certified continuing education and training provider for nursing. Currently live Breeze sessions are available on Mondays, Wednesdays and Fridays in the morning and afternoon. These courses last approximately 1 hour at various times in an effort to keep from disrupting business flow. Invitations with the Breeze links/URLs are sent to the Respiratory Clinicians – so get with your Respiratory Clinician to learn more. Anyone attending the meeting will have to log in using their own email address and Rotech Home Page password.

Viewing Your Breeze Transcript

Includes a demonstration of a step by step process to obtain a summary of the Breeze courses you have attended, your score and date.

Compliance

If you click the Breeze course and receive a "Not Authorized" message, contact **Tara Cella** .

All new employees/contractors must complete Annual Compliance Training within 30 days of hire.

Login. Log in using your full email address (including @rotech.com) and Home Page password.

Reporting.

Individual Training. Each employee must sign in with their own email address and password – as Breeze's tracking features will be used to record individual mandatory attendance.

Group Training. If multiple employees will be attending the training under one employee's user ID, then Form SE 800 must be completed for *each* employee who attends the group session and filed in *each* employee's file at the Location.

Important! Before logging into the training, each employee must receive the Compliance Training manual to follow while listening to the Breeze session. Open the Training Manual folder to print the handouts.

Compliance Training Manual

2007 - 2008

 [Introduction.](#)

 [Section I. Compliance Program](#)

 [Section II. HIPAA](#)

 [Section III. Data Security](#)

 [Section IV. Rules, Regulations and the Law](#)

 [Section V. Billing and Documentation](#)

Speakers. Speakers/Headphones are needed to hear the training sessions. Every employee must listen to the training session in its entirety.

2007-2008 Compliance Training

Includes five sections: (1) Compliance Program, (2) HIPAA, (3) Data Security, (4) Rules, Regulation and the Law, (5) Billing and Documentation

 **Advance Beneficiary Notice (ABN)**

Includes a 5 minute training module on revised policy 2.1.14 Advance Beneficiary Notice.

 **California Exemptee Training**

Provides training required for State of California Department of Health Services Food and Drug Branch Exemptee Certification. *Only California Locations have access to this course.*

Don't Bug Me **2007, Summer – Volume 2.**

Includes information on New Infection Control Coordinator, To Glove or Not to Glove, Infection Control Supplies, Q & A on MRSA and Meningitis, Infection Control Report.

 **National Provider Identifier (NPI)**

Includes a 6 minutes training module – which provides some background information on National Provider Identifier (NPI) and reviews how this change impacts Rotech locations.

 **Patient Complaint Process**

Includes 10 minute training module reviewing Policy 2.1.29, Patient Complaint Process, and all associated forms. Before viewing this course, print the handout – listed below.

 **Patient Complaint Process Handout**

Includes PowerPoint handout – in Adobe format of Patient Complaint Process training. This document supplements the training module listed above.

 **Responding to Inspections, Audits and Investigations.**

Includes a 12 minute training module: identifying the various investigative agencies that could present themselves at your location, reviewing documentation that must be maintained in your location's Site Inspection Binder, reviewing the procedures to follow if your location is visited by an Investigative Agency, and assessing your knowledge of responding to investigations procedures.

 **Responding to Inspections, Audits and Investigations - Handouts**

Includes PowerPoint handouts - in Adobe format of the Responding to Inspections, Audits and Investigations training.

 **Contracts**

If you click the Breeze course and receive a "Not Authorized" message, contact **Kim Williams** .

 **Iowa/Nebraska DME VA Contract**

Includes a 10 minute training module on contract requirements, contact information and IMBS codes for ticketing on Iowa/Nebraska DME VA contract.

 **Managed Care Department - Policies and Procedure Manual**

This document is only limited to employees within location 161660.

 **VA Central Intake**

Includes history, primary business flow, eReferral business flow, and key business issues.

 **HR / Payroll**

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development** .

 **Management** **Authoria User Guide**

Includes accessing the Salary Planning Tool, logging in, directions to compensation planning, populating and submitting the Salary Planning worksheet, and hierarchal views. This module does NOT contain audio. This document can also be found on the Home Page – under *Human Resources, Human Resources, Salary Planning, Authoria User Guide.*

 **Kronos Reports, Overtime**

Includes instructions to running reports from Kronos.

 **Kronos Time Detail Audit Instructions**

Includes instructions to review employees' time detail in Kronos. From this report, you can see who is clocking in/out and if any employee time punches have been edited. HR will continue random audits of employees' punches – as this report will help determine if managers are appropriately using the Kronos system to reflect employees' time.

 **Kronos Timekeeper – Manager Training (Job Aid)**

Includes Kronos and time record information such as Kronos technical help and how to properly process time records (i.e. editing punches, approval process, etc.) Also references the *Manual Timesheet* form needed to process timesheets for new hires. Only managers have access to this document.

 **Kronos User Guide**

Includes a guide to logging into Kronos, Workforce Genies, Timecard Modifications, and Reports.

 **Manager Self Service (MSS) – Employee Separation (Job Aid)**

Includes instructions to follow when terminating an employee in MSS. Only managers have rights to this document.

 **Manager Self Service (MSS) – Job Requisition (Job Aid)**

Includes steps to processing a job requisition. Only managers have rights to this document. Also, this document can be found on the Home Page – under Human Resources, Human Resources, Manager Self-Service. **Important! You must process a requisition BEFORE processing a transfer.**

 **Manager Self-Service (MSS) User Guide**

Includes information on logging in, Main Page explanation, My Shortcuts, MSS, approval process, action codes, pay sums, reason codes, fields to update on actions, position structure, and required requisition fields. This document can also be found on the Home Page – under *Human Resources, Human Resources, Manager Self-Service*.

 **Manager's Welcome Letter**

Includes information to assist new managers on job responsibilities.

 **New Hire Paperwork**

Includes 130+ page document which is compiled from the New Hire Packet Checklist and all forms required to complete on the first day of employment. This document can only be accessed by any job title which indicates supervisory responsibilities.

 **Performance Management Training 2007 Frequently Asked Questions (FAQ's)**

Includes a 4 page document of frequently asked questions on Performance Management.

 **Performance Review Process Training (Handout)**

Includes the training notes (i.e. the Breeze slides) for the Performance Review Process Training – to be used as a desk reference.

Rotech's Employee Recognition Program...thanks™

Training on the purpose and value of recognition – including instructions on how to navigate through www.thanks.com/rotech. Select 1 of the 2 presentations listed below.

 **Thanks – with videos**

If you have a *fast* internet connection, use the presentation *with* videos. We encourage you to view the presentation with the videos. The videos are embedded into slide numbers 4, 10, 12, 16, 20, 26, 47, 55 and 57. If you start using this presentation and have problems with viewing the videos, use the presentation without the videos (listed below.)

 **Thanks – without videos**

If you have a *slow* internet connection, use presentation without videos. If you feel your internet access is slow, we strongly recommend using this presentation.

Expense Report Training

Includes training on the features, benefits, and functionality of our online expense report system. These tutorials will guide you to create, edit and submit an expense report. These courses are from Concur Technologies' website and are NOT Rotech's Breeze courses. **Important!** Concur Technologies recommend accessing these courses on a Windows 2000 or XP computer, using Internet Explorer 6 and a screen resolution of 1024 x 768.

 **Kronos FAQs**

Includes frequently asked questions pertaining to Kronos - Kronos login/Wyse Terminal, clocking in/out, timecard edits, paid time off and floating holiday entry, Kronos scheduler, and timecard approvals.

 **Kronos Salaried Employee Training**

Includes instructions for salaried employees using Kronos.

 **Kronos Timekeeper – Employee Training**

Includes a 7 minute Breeze listing the three methods to clocking in/out, describing log in/off process within Wyse, describing log in/off process on the web, identifying the process to correct a time punch, and distinguishing when to log in/out. *Before viewing this course*, print out the following job aid.

 **Kronos Timekeeper – Employee Training (Job Aid)**

Includes a 1 page job aid – which supplements the course listed above. Print the job aid *before viewing the Kronos Timekeeper – Employee Training course*.

 **Kronos User Guide**

Includes information on the logging in process on pages 2-5.

 **New Hire Registration**

Includes a brief tour of Rotech's Home Page, forms completion, and benefits review.

 **Payroll Stubs – Online Access for Existing W-2 Users (Job Aid)**

Includes a quick reference guide to (a) register for online access to your pay stubs and (b) access your pay stubs online. This job aid is for existing ADP users – for those who have used ADP's website to access Rotech's W-2 forms during the past 2 years. If you have NOT used ADP's website to access Rotech's W-2's online, then use the *Payroll Stubs – Online Access (for new users)* as listed below.

 **Payroll Stubs – Online Access for NEW Users (Job Aid)**

Includes a quick reference guide to (a) register for online access to your pay stubs and (b) access your pay stubs online. This job aid is for new users – who have NOT used ADP's website to access Rotech's W-2 forms over the past 2 years.

 **JCAHO**

If you click the Breeze course and receive a "Not Authorized" message, contact **Tara Cella** .

 **Conducting a Home Visit (Concentrator Check)**

Includes a step-by-step process of conducting a successful concentrator check during a home visit.

 **Loading Your Vehicle**

Includes appropriate personal protective equipment, infection control items, vehicle safety items and documents that should be present in vehicles prior to starting deliveries each day.

 **Sentinel Events and Failure Mode Effects Analysis Fall Risk.**

Includes defining Sentinel Events and Failure Mode Effects Analysis (FMEA), increasing employee awareness, and identifying Corrective Action Plan (CAP) to reduce injuries due to falls.

 **Sentinel Events and Failure Mode Effects Analysis Smoking**

Includes identifying sentinel events and FMEA, increasing staff awareness of issues, reviewing Rotech's process for the smoking patient, understanding corrective actions to reduce risk, and improving staff and patient safety.

 **Where's the Risk**

Includes identifying and documenting the following risks in the patient home: fall hazards, fire safety hazards, smoking hazards, infection control hazards and equipment storage hazards.

 **Pulmo Dose** **Pulmo Dose Nebulizer Medication SOP – Form PD 165 (Job Aid)**

Includes the 7 required elements for the SOP before sending it over to Pulmo Dose. Sales Reps should print this job aid and keep with them when visiting the doctor's office.

 **Pulmo Dose SOP Training**

Includes a 30 minute online training on the new Pulmo Dose SOP training as of 9/2007 consisting of: (a) moving QA process for filling and billing to Murray, (b) reducing SOP versions for neb meds and compressors, and (c) creating an easy to complete SOP. This training is required for LCMs, SRs, and CSRs.

 **Quality Improvement**

If you click the Breeze course and receive a "Not Authorized" message, contact **Tara Cella** .

 **Telehealth Training**

Includes identifying Telehealth devices and capabilities/benefits and understanding competencies prior to set-up, Rotech's policy and procedures, inventory of devices, proper set-up of devices, correct forms and instructions, cleaning procedures, procedures when device replacement in necessary and links to device manufacturers.

 **Safety/Risk Management**

If you click the Breeze course and receive a "Not Authorized" message, contact **Tara Cella** .

 **Back Safety**

Includes understanding how back injuries occur, preventing back injuries, using proper lifting techniques, and thinking intelligently about your back. **Required annually.**

 **Bloodborne & Airborne Pathogens**

Includes a 35 minute training module that reviews how you might be exposed to bloodborne and airborne pathogens, how to protect yourself from exposure, and how to properly clean/decontaminate after exposure. **Required annually.**

Important! Effective February 22, 2007, the Rotech Bloodborne Pathogens & Tuberculosis OSHA training video is no longer valid towards the completion of mandatory annual OSHA Safety training at Rotech.

 **Fire Extinguishers**

Includes identifying different classes of fire, choosing the different types of extinguishers, using a fire extinguisher, and inspecting and maintaining extinguishers. **Required annually.**

 **Hazard Communication**

Includes a 30 minute training module on Rotech's Hazard Communication program for employees who may be exposed to hazardous chemicals. **Required annually.**

 **Office Hazard Safety**

Includes information on fire, chemical and medical emergencies - as well as ergonomics, stress, and other office hazards. **Required annually.**

Personal Protective Equipment

Includes a 45 minute training module that identifies appropriate personal protective equipment and how to use it properly. **Required annually.**

Important! Effective February 22, 2007, the Rotech Personal Protective Equipment OSHA training video is no longer valid towards the completion of mandatory annual OSHA Safety training at Rotech.

Technical Training

If you click the Breeze course and receive a "Not Authorized" message, contact Training@rotech.com.

Acronym List

Includes a 1 page document of acronyms (i.e. abbreviations) commonly used at Rotech.

AOL Instant Messenger - Setting up an Account (Job Aid)

Includes instructions to set up an account with AOL Instant Messenger (IM) at Rotech. AOL IM (Instant Messenger) can be used to obtain immediate responses from someone online within Rotech. The instructions include setting up AOL IM on your computer, installing Instant Messenger, creating an AOL account, and updating the Home Page Contact List.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Application List for LCMs (Job Aid)

Includes a 4 page document listing of the applications LCMs will use. This job aid displays the application, a description, location on the Home Page, and login information (including password requests). Although this document was created for LCMs, other Rotech staff members may find this useful.

Copy Files to CD

For laptop users only. Includes instructions to copy files from the laptop to a CD. Since Rotech's tower computers do not have the capability to copy files to CD, these instructions are only for laptop users.

Email - Vacation Notice (Job Aid)

Vacation Notice is a tool to automatically respond to your incoming emails – indicating you are out of the office. This is similar to Microsoft's Out of Office Assistant. This job aid demonstrates how to turn on/off your email Vacation Notice.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Excel (Job Aid)

Includes information on the Excel screen, keyboard shortcuts, standard toolbar, editing, formatting, formulas/functions and workbook management. Please be patient when downloading this file – as the file size is a large 1 MB file.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Note: Rotech is neither endorsing this website nor are we authorizing that an employee would be reimbursed for any purchase made from this website.

Excel - Learning the Basics

Includes *35 minute* Breeze demonstrates how the basic functions of Excel. The following link will launch a spreadsheet you will use for the exercises.

Note: once in the spreadsheet, follow the instructions within the document to launch the Breeze

training.

HCPCS Search Tool (Job Aid)

HCPCS Search Tool is a tool which can quickly search the HCPCS (Healthcare Common Procedure Coding System) and Modifier codes. This replaces the existing PMIC HCPCS books. This job aid provides instructions in using the tool.

IMBS Password Reset Web Tool (Job Aid)

Includes information to use IMBS Password Reset Web Tool. IMBS Password Reset Web Tool is a web application – which allows an IMBS user to create a new password or reset their locked login.

Internet Explorer 7 – Uninstall (Job Aid)

If you upgraded to Internet Explorer 7, you may experience error messages when using some of Rotech's applications as well as when using Breeze. Therefore, we recommend you to uninstall Internet Explorer 7. This job aid provides instructions to uninstall Internet Explorer 7 – while leaving Internet Explorer 6 on your computer.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Outlook - Create Email Account (Job Aid)

Includes instructions when using Outlook to view your Rotech email on your own computer at Rotech. Use these instructions ONLY on your computer. If you use these instructions on a temporary computer, your email will be downloaded on the temporary computer and then you will NOT have access to these emails from your normal computer. These instructions are for Outlook 2003.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Outlook (Job Aid)

Includes information on the Outlook screen, keyboard shortcuts, standard toolbar, messages, general functions, calendar, contacts, and tasks. Please be patient when downloading this file – as the file size is a large 1.9 MB file.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Note: Rotech is neither endorsing this website nor are we authorizing that an employee would be reimbursed for any purchase made from this website.

Password Reset (Job Aid)

Password resets can be performed by a manager. Therefore, using Sendmail, managers/supervisors have rights to create temporary passwords for their direct reports. This job aid provides instructions to using Sendmail's password reset function.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

PowerPoint (Job Aid)

Includes information on the PowerPoint screen, keyboard shortcuts, formatting toolbar, views, outline/slides tabs, delivery/transitions/animations, and drawing/graphics. Please be patient when downloading this file – as the file size is a large 1.6 MB file.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Note: Rotech is neither endorsing this website nor are we authorizing that an employee would be reimbursed for any purchase made from this website.

RSG's Conference Board (Job Aid)

Rotech uses the RSG Conference Board to communicate software releases along with announcements of system downtime and system updates. The Conference Board has the capability of sending email

notifications to any Rotech employee that signs up for them. This job aid provides information to create a user name/password, to sign up for email notifications and to edit the notification settings.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Symantec Antivirus – Delete Quarantined Viruses (Job Aid)

If your computer has been infected with a virus, you may receive a notification from Symantec Antivirus. This job aid provides instructions to delete quarantined viruses from Symantec AntiVirus.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Typing skills

The following external websites may help you with your typing skills.

Note: Rotech is neither endorsing these websites nor are we authorizing that an employee would be reimbursed for any purchase made from these websites.

Learn2Type.com, Inc. at www.learn2type.com

TypingMaster, Inc. at www.typingtest.com

Senselang at www.sense-lang.org/typing/

Web Mail (Job Aid)

Web Mail can be used to view your email from another computer. This is with the caveat that you are still on Rotech's network. This job aid demonstrates how to use Web Mail.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Word (Job Aid)

Includes information on the Word screen, keyboard shortcuts, standard toolbar, formatting, tables, drawing/graphics, and mail merge. Please be patient when downloading this file – as the file size is a large 1.8 MB file.

To Print: from the Adobe toolbar, click the Print icon. Printing from the browser toolbar does not currently work.

Note: Rotech is neither endorsing this website nor are we authorizing that an employee would be reimbursed for any purchase made from this website.

Field Management Training

Breeze - Manager Reports (Job Aid)

Macromedia Breeze provides managers the ability to track the progress of their staff's training and meetings attended. This job aid provides managers/supervisors information to view their staff's training - as recorded by Breeze.

AMO

Orientation

AMO Orientation is provided for the **first 11 days** of an AMO's employment. This includes guidelines for coaches and Breeze online courses.

Guest account/password: If you are a new employee without a Rotech email account yet, some of these Orientation courses can be used with a Breeze guest account. For AMO Orientation, an RM can provide you the guest account information. If you are an RM and need the login information, click the following link.

For RMs only: <http://breeze02.pharmacy.com/guestrm>

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

Orientation Schedule

Includes the agenda for the 11 day AMO Orientation. For your convenience, this document can be printed for easy reference.

Day 1 with RM

Includes completing new hire paperwork. Attend online training including Company Overview, Checking Web Mail/Outlook, and Excel Training. Review material including: Job Description, Acronyms, Applications, Probationary Period, Vision & Culture, Employee Handbook, Policy and Procedure Manual, Tour Rotech Home Page, Dashboard Overview, Goals, Mentor, Travel Forms, Expense Report, Cell Phone Reimbursement, Office Supplies, VPN Access, PLOA (Personal Leave of Absence), and Conference Board. Schedule reoccurring meetings.

Day 2 and 3 with RM or Designated Coach

Includes reviewing materials such as: Physician / Insurance, Referral Process, Paperwork Flow, CMN/SOP/DIF, CSR Logs, Patient Financial Assistance, Review AMA, Batch Sheets, Walk Ins, Back to Basics - Oxygen, and Back to Basics – General. Attend online training for: Listening Skills and Telephone Etiquette, Intake & Insurance Verification, Create a Ticket, Enter a Patient, Entering the Sales Rep Number, Medicare Overview, Oxygen Qualification and Criteria, Held Items and "No Charges", Plan of Care, Pulmo Dose Operations, Batching Paperwork, Chart Organization, Adjustment of Accounts, Annual Orders, Patient Notices, Contract Specifics, and WebMD.

Day 4 with CSR or Designated Coach

Includes reviewing materials such as: Physician / Insurance, Referral Process, Paperwork Flow, CMN/SOP/DIF, CSR Logs, Patient Financial Assistance, Review AMA, Batch Sheets, Walk Ins, Back to Basics - Oxygen, and Back to Basics – General. Attend online training for: Listening Skills and Telephone Etiquette, Intake & Insurance Verification, Create a Ticket, Enter a Patient, Entering the Sales Rep Number, Medicare Overview, Oxygen Qualification and Criteria, Held Items and "No Charges", Plan of Care, Pulmo Dose Operations, Batching Paperwork, Chart Organization, Adjustment of Accounts, Annual Orders, Patient Notices, Contract Specifics, and WebMD.

Day 5 and 6 with PST or Designated Coach

Includes reviewing Home Visit Reports and Operational forms. Attend a ride along. Attend online training for: Entering a Patient. Oxygen Systems – Equipment and Services Overview, Staff Competencies, and Patient Education, Durable Medical Equipment (DME) – Equipment and Services Overview, Staff Competencies, and Patient Education, Respiratory Therapy – Equipment and Services Overview, Staff Competencies, and Patient Education, FDA 021, FDA Forms, DOT Policies, DOT Forms, Safety and Risk Management, Operations Forms, Overview of Equipment and Services, Basic Qualifying Questions for Every Account, Ticket Process, Wheelchairs, Beds, Set-Up and Cleaning process, Infection Control, FDA Policies, Medical Oxygen Distribution, Storage and Handling of Equipment, 3 Day Training, New Patient Set Up, Patients Needs, and Follow Up.

Day 7 and 8 with ACM or Designated Coach

Includes a ride along. Review materials including: Respiratory Resources, Clinical Policy & Procedure, Portable O2 Systems, Clinical Definitions, Glossary of Terms, CPAP and BiPAP, Neb Meds, Pulmo Dose, Conserving Devices, Clinical Assessment Visits, GOLD Care program, Spirometry, Oximetry, and Back to Basics – Pulmo Dose. Attend online training for: DuoNeb Use in COPD, Management of Stable COPD, Sleep Central, Respiratory Resources, Patient Testing, Clinical Courses, and Clinical Visit Report.

Day 9 Breeze Training

Includes attending online training for: Pulmo Dose Mgt. Reports, Pharmacy Report, Worker's Comp, MAE, Infection Control, Inventory Management Training, How To Track A Point, Assessments, Hazard Communication, DriverCare, and Compliance Training.

Day 10 with AMS

Includes reviewing materials for: Hospital Selling, Physician Selling, Home Health Selling, Account Profiles and ARAs, and Territory Planning.

Day 11 with RM

Includes reviewing materials for: Service Area, Account Profiles & ARAs, Goal Planning, Expense Report, Payroll – Online Direct Deposit Statements, AMO Location Evaluation / AMO Checklist, Review Assessments, Share Best Practices, Breeze Training, Contracts, Standard Operating Protocol, Sign up

for Benefits, and Questions.

Supervisory Skills Series

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

Performance Management Training – 2007 Frequently Asked Questions (FAQs)

Includes a 4 page document of frequently asked questions on Performance Management.

Performance Review Process Training (Handout)

Includes the training notes (i.e. the Breeze slides) for the Performance Review Process Training – to be used as a desk reference.

Time Management - Handouts

Includes identifying 10 time "wasters," incorporating 12 key strategies to manage time more effectively, applying a 5 step process to analyze individual time "trends," and differentiating between A, B, and C priorities. This is a handout for the Time Management presentation. A Breeze training module with audio will be coming soon.

RU Resources

About RU

Rotech U is designed to provide easy access to training materials. Rotech U is organized into four different areas:

- Training for the Location
- Training for Department / Area
- Field Management Training
- Rotech U Resources

Rotech U will be implemented in a phased approach. Phase I represents a simple way to organize the training material. It will contain multiple method of curriculum, including: Breeze modules, job aids, PPT presentations, etc.

Rotech U is in its early stages of development. If you have feedback/recommendations to make it better, please email training@rotech.com

Contact Us

Content Area	Point of Contact
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ACM	Nick Macmillan
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Asset Tracking / Procurement	<p>Asset Tracking. Douglas Harrington (407) 246-1226 ext. 8560 Garrett Hayman (407) 246-1226 ext. 8544</p> <p>Procurement. If locations have questions regarding procurement, contact your Division Purchasing Center and speak with your Division Purchasing Manager or your assigned Buyer.</p> <p>North Central Division Purchasing Center Phone Number (317) 377-5600 Division Purchasing Manager - Jim Riggs, ext. 203 Buyer - Kari Johnson, ext. 205 Buyer - Angie Swincher, ext. 214 Buyer - Kay Hastings, ext. 200</p> <p>West Division Purchasing Center Phone Number (407) 246-1226</p>
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Division Purchasing Manager - Bill Porras, ext. 8505
 Buyer - Juan Arevalo, ext. 8561
 Buyer - Jessica Genao, ext. 8543
 Buyer - Bill Quigley, ext. 8547

Southeast Division Purchasing Center

Phone Number (407) 246-1226
 Division Purchasing Manager - Windy Williams, ext. 8556
 Buyer - Lisa Almeida, ext. 8562
 Buyer - Teresa Barnes, ext. 8563
 Buyer - Maria Quinones, ext. 8577

AMS Certification	training@rotech.com
Billing	Liz Torowski
Central Intake	Michele Flynn
Compliance	Tara Cella
Contracts	Kim Williams
CSR	training@rotech.com
Human Resources	Kathleen Ochab
JCAHO	Tara Cella
LCM	training@rotech.com
PST and PST-CDL	John Sullivan
Quality Improvement	Tara Cella
RC	Ron Hosp
Risk Management	Tara Cella
Sales Rep	training@rotech.com
Supervisory Skills Series	training@rotech.com
Warehouse	John Sullivan

Training & Development Contact

For general training inquiries, please email training@rotech.com.

 **My RU**

Under Construction

 **Tech Support**

Breeze Login

1. Enter the following two components within the Breeze Login Window:

Login: your email address including @rotech.com

Password: the same password used to access Rotech's Intranet Home Page and/or your email

2. Click Login.

 **[Breeze Login Issue – Quick Reference Guide](#)**

This includes instructions to log into Breeze and helpful information for password questions, Breeze questions, and if a user received "Not Authorized" message.

 **[Sound Requirements for Personal Computers](#)**

This is a Message of the Week from Albert Prast – indicating the sound requirements for computers.

Training Center

Orlando - Vineland Training

Our Corporate training facilities are located in Orlando, Florida. There are two training rooms located at 3600 Vineland, Orlando, Florida 32811. Both rooms are reserved on a first come, first served basis. Please call 407.822.4600 and ask to reserve either training room.

- The larger training room can hold 25 people and the computers are Internet-enabled and loaded with Rotech web-based tools.
- The smaller training room can hold up to 12 people and also contains computers for each participant.

Directions

From the East via I-4:

From I-95
Merge onto I-4 W via EXIT 260B toward ORLANDO
Take the JOHN YOUNG PKWY exit- EXIT 79
Turn RIGHT onto FL-423 N / S JOHN YOUNG PKWY
Turn LEFT onto LB MCLEOD RD
Turn LEFT onto VINELAND RD
End at 3600 Vineland Rd Ste. 114

From the West via I-4:

From I-4 West
Take the CONROY RD exit- EXIT 78
Turn LEFT onto CONROY RD
Turn RIGHT onto VINELAND RD
End at 3600 Vineland Rd Ste. 114

From I-75 via the Turnpike:

Merge onto I-75 S toward TAMPA
Merge onto FLORIDA'S TURNPIKE S via EXIT 328 on the LEFT toward ORLANDO (Portions toll).
Merge onto I-4 E via EXIT 259 toward ORLANDO / DOWNTOWN
Take the CONROY RD exit- EXIT 78
Turn LEFT onto CONROY RD
Turn RIGHT onto VINELAND
End at 3600 Vineland Rd Ste. 114

Hotels Near the Vineland Office

Hyatt Regency Orlando International Airport

9300 Airport Boulevard,
Orlando, Florida, USA
Tel: (407) 825 1234
Fax: (407) 856 1672
www.hyatt.com

Holiday Inn & Suites

Main Gate To Universal Orlando

5905 Kirkman Road
ORLANDO, FL 32819
Reservations: (800) 315-2621
Front Desk: (407) 351-3333
Hotel Fax: (407) 351-3577
www.ichotelsgroup.com/h/d/hi/1/en/hd/mcous

Amerisuites

Orlando/Universal
5895 Caravan Court
Orlando, FL 32819
Tel: (407) 351-0627
Fax: (407) 351-3317
www.amerisuites.com

Restaurants in the Vineland Area

At Millenia Mall:

Brio Tuscan Grille - Lower Level, near Main Entrance
(407) 351-8909
www.brioitalian.com/menu/

California Pizza Kitchen - Upper Level, Orangerie Cafes
(407) 248-7887
www.cpk.com/menu

Cheesecake Factory (The) - Lower Level, near Main Entrance
(407) 226-0333
www.thecheesecakefactory.com/menu.html

Johnny Rockets - Upper Level, Orangerie Cafes
(407) 903-1006
www.johnnyrockets.com

McCormick & Schmick's Seafood Restaurant - Lower Level, near Main Entrance
(407) 226-6515
www.mccormickandschmicks.com

P.F. Chang's China Bistro - Lower Level, near Main Entrance
(407) 345-2888
www.pfchangs.com/cuisine/menu_main.jsp

Panera Bread - Upper Level, Orangerie Cafes
(407) 248-0811
www.panerabread.com

Near the Millenia Mall:

Olive Garden
4101 Conroy Road
Orlando FL 32839
(407) 345-8331
www.olivegarden.com

Mimi's Cafe 85 Millenia Mall
4175 Millenia Blvd.
Orlando, FL 32839
(407) 370-0333
www.mimiscafe.com

TGI Fridays

4151 Millenia Blvd
Orlando, FL 32839
(407) 352-7540
www.tgifridays.com

**Orlando - Corporate Office**

Our Corporate facilities are located in Orlando, Florida. There is one conference room at 2600 Technology Drive Suite 300 and it seats up to 12 people. This room is reserved on a first come, first served basis. Please call (407) 822-4600 and ask to reserve the conference room.

2600 Technology Drive
Orlando, FL 32804
(407) 822-4600

Directions from the Orlando International Airport (MCO)

1. Start out going NORTH on AIRPORT BLVD W / AIRPORT BLVD toward S ACCESS RD.
2. Continue to follow AIRPORT BLVD W. (2.8 miles)
3. Merge onto FL-436 N / S SEMORAN BLVD toward DOWNTOWN (6.1 miles)
4. Take the SR-408-TOLL W ramp toward DOWNTOWN / ORLANDO. 0.1 miles
5. Merge onto FL-408 W / EAST-WEST EXPY (Portions toll) (6.3 miles)
6. Take the SR-423 / JOHN YOUNG PARKWAY exit-EXIT 8A (0.2 miles)
7. Turn RIGHT onto FL-423 N / N JOHN YOUNG PKWY. (0.8 miles)
8. Turn RIGHT onto TECHNOLOGY DR. (0.1 miles)
9. End at 2600 Technology Dr, Orlando, FL 32804-8000

Hotels Near the Corporate Office (Technology Drive)**Comfort Suites Downtown**

2416 N. Orange Ave.
Orlando, FL 32804
(407) 228-4007
www.choicehotels.com/ires/html/ComfortSuitesHome

Marriott Courtyard Orlando Downtown

730 North Magnolia Avenue
Orlando, Florida 32803
(407) 996-1000
www.marriott.com/property/propertypage/MCOMA

Ramada Plaza Orlando Resort

3155 South John Young Parkway (near I-4 and John Young Parkway)
Orlando, FL 32805
(407) 841-6450
www.ramada.com

Restaurants in the Corporate Office (Technology Drive) Area**Steak and Ale**

601 W Colonial Drive
Orlando, FL 32804
(407) 841-1735
www.steakandale.com

Jungle Jims Restaurant

55 W Church St
Orlando, FL 32801
(407) 872-3111

www.jungle-jims.com/

Logan's Roadhouse

7480 W Colonial Dr
Orlando, FL 32818
(407) 295-5300

www.logansroadhouse.com

PF Changs

Winter Park Village
436 North Orlando Avenue
Winter Park, FL 32789
(407) 622-0188

www.pfchangs.com

Cheesecake Factory

520 N. Orlando Ave Suite 100
Winter Park, FL 32789
(407) 644-4220

www.cheesecakefactory.com



Lafayette Billing Center

The Lafayette Billing Center training room contains 11 computers with Rotech Home Page and IMBS access. Our BCC trainer is scheduled to train new hires every other week. It is also used for departmental training.

Directions

From I-65 take State Road 26 exit; turn West on 26; go past Lowe's; next road on right is Executive Drive. BCC is on SE corner of Executive and Rome Drive.

Hotels Near the Lafayette Billing Center

The following hotels are all on State Road 26:

Best Western

4343 State Road 26 E
Lafayette, Indiana 47905-4818
(765) 447-0575

www.bestwestern.com

Fairfield Inn

4000 State Road 26 East
Lafayette, Indiana 47905
(765) 449-0083

www.marriott.com/fairfieldinn/default.mi

Hampton Inn

3941 State Road 26 East
Lafayette, Indiana 47905
(765) 447-1600

hamptoninn.hilton.com

Homewood Suites

3939 State Road 26 E
Lafayette, Indiana 47905
(765) 448-9700

homewoodsuites.hilton.com

Knights Inn

4110 SR 26 E (I-65 & State Road 26)
Lafayette, Indiana, 47905
(765) 447-5611
www.knightsinn.com

Lees Inn

4701 Meijer Court (I-65 and State Road 26, Exit 172)
Lafayette, Indiana 47905
(765) 447-3434
www.leesinn.com/lafayette.htm

Signature Inn

4320 State Rd 26 East
Lafayette, Indiana 47905
(765) 447-4142
www.signatureinn.com

Red Roof Inn

Lafayette # 0062
4201 SR 26 East (I-65 at State Road 26, Exit 172)
Lafayette, Indiana 47905
(765) 448-4671
www.redroof.com

Restaurants in the Lafayette Area

There are various fast food restaurants on State Road 26:

Logan's Roadhouse

3840 State Road 26 East
Lafayette, IN 47905
(765) 446-1551
www.logansroadhouse.com

Olive Garden

4151 State Road 26 East
Lafayette, IN 47905
(765) 447-0074
www.olivegarden.com

Bob Evans

4151 State Road 26 East
Lafayette, IN 47905
(765) 448-4707
www.bobevans.com

Chili's

3980 State Rd., 26 East
Lafayette, IN 47905-4882
(765) 449-8430
www.chilis.com

Mountain Jack's (Steak House)

4211 State Rd 26 E
Lafayette, IN
(765) 448-1521

 **Murray Operations**

The Pulmo Dose Training room contains seating for 12 – 24 people. For each person to have a desk of their own, 12 is the maximum. An LCD projector is available with controls built into a wooden

podium. There is also a small conference room that can seat 6 – 8 people comfortably. Both the training room and the conference room are available upon reservation. See pictures below for a better idea of training room setup.

Training Room at Pulmo Dose (104 Max Hurt Dr.)



Small Conference Room at Pulmo Dose (104 Max Hurt Dr.)



Directions to Pulmo Dose:

From Nashville: Take I-40 W to 24W and then take the US -68 / KY -80 exit 65 toward Hopkinsville / Cadiz. Stay on HWY 68/80 until you arrive at a stop sign and then make a right onto HWY 641. Make a right on Max Hurt Drive at traffic light. The first building on the left is the Pulmo Dose call center building. Further down Max Hurt Dr. on the left will be the other Pulmo Dose building (located behind Sportable Scoreboards).

From Paducah: Take I-24 East to the Purchase Parkway South exit 25A to Fulton. Merge into Julian M Carroll Purchase Pkwy S. Take the US 641 BY-PASS S exit 41 to Hardin/Murray. Make left of Max Hurt Dr. at traffic light. The first building on the left is the Pulmo Dose call center building. Further down Max Hurt Dr. on the left will be the other Pulmo Dose building (located behind Sportable Scoreboards).

Hotels Near Pulmo Dose in Murray KY- all located on HWY 641 (in town 641 is 12th St.)

Holiday Inn Express
1504 N 12th St.

Murray, KY 42071
(270) 759-4449
www.holidayinn.com

Amerihost Inn & Suites
1210 N 12th St.
Murray, KY 42071
(270) 759-5910
www.amerihostinn.com

Best Western
1503 N 12th St.
Murray, KY 42071
(270) 753-5353
www.bestwestern.com

Restaurants in the Murray Area

J.Edwards (Seafood/Steak)
1901 N. 12th St.
Murray, KY 42071
(270) 753-7720
www.murraymenus.com/jedwards.html

Tom's Grille (Steakhouse)
1501 N 12th St.
Murray, KY 42071
(270) 753-4521

Applebee's
816 N 12th St.
Murray, KY 42071
(270) 759-5551
www.applebees.com

Training FAQs

Breeze

If you have any questions with logging into Breeze, this Quick Reference Guide can help you.

Training Suggestions. If you have any training suggestions, please forward your idea to training@rotech.com.

Training & Meeting Resources

Breeze Meeting Information

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

Breeze Meeting Demonstration

Includes a 14 minute demonstration of how to set up a Breeze Meeting. This demo consists of (a) how to create a meeting, (b) how to facilitate a meeting including polling, and (c) how to share files including converting documents to Flash Paper (with install instructions).

Breeze Meeting Job Aid

Includes a reference to quickly start up a Breeze Meeting. This two page document includes how to record a meeting, view participants, use polling, convert to Flash Paper, view reports, view data in Excel, and share documents. Print this out when getting ready to start a meeting.

 **Breeze Meeting Schedule** **Uninstall and Reinstall Breeze Meeting**

Includes instructions to uninstall and/or install Breeze Meeting.

 **Content Author Information**

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

 **Breeze Presenter Demo**

Includes a demonstration to check if you have Breeze Presenter installed, to install Breeze Presenter, 6 steps in creating a Breeze, and to use additional functions within Presenter. Audio is NOT provided with this training module.

 **Breeze Presenter (Job Aid)**

Includes a 2 page document in using Breeze Presenter – which helps a user to create a Breeze training module.

 **Breeze Report Filter (Job Aid)**

Includes instructions to filter data by job titles or locations on Breeze Reports – which are run by Breeze's Content Authors. This filtering does not apply to any manager reporting within Breeze.

 **Creating Specific Measurable Objectives – Toolkit**

Includes a toolkit and the three (3) basic steps to finding the key word for objectives.

 **MUG SHOT Bulletin Vol 1 No 1**

Includes helpful hints from lessons learned by Rotech's Macromedia users – including Breeze and Captivate. MUG SHOT represents Macromedia User Group – Sharing Helpful Online Tips.

 **MUG SHOT Bulletin Vol 1 No 2**

Includes the 2nd edition – providing helpful hints from lessons learned by Rotech's Breeze users.

 **Successful Learning**

Includes helpful information when developing training materials. It offers a high level overview of components needed for creating successful training. This is supplemented with a toolkit - which provides key words to be used when creating objectives.

 **Train The Trainer Information**

If you click the Breeze course and receive a "Not Authorized" message, contact **Training and Development**.

 **Train The Trainer**

Includes strategies to help become an effective instructor and to enhance the learning process. This module will describe opening and closing techniques, course preparation, what to expect during the Train The Trainer and the plan prior to live training.

 **Training Resources within Rotech****Billing Training Team**

Liz Torowski, Billing Training Manager. etorowsk@rotech.com
Heidi Filali Mouhsine, BCC Trainer. heidi.filalimouhsine@rotech.com
Jamie Morris, BCC Trainer. jdmorris@rotech.com
Lisa Brock, BCC Trainer. Eloisa.brock@rotech.com

Clinical

Ron Hosp, Training Manager. ronald.hosp@rotech.com

Compliance and Risk Management

Tara Cella, Compliance Specialist. tara.cella@rotech.com

FDA/DOT Training Team

Delwin Lovell, National Training Manager. dlovell@rotech.com

Paul Webster, Trainer. paul.webster@rotech.com

Barry Pavlik, Trainer. bpavlik@rotech.com

Location Training

Donnie Lovell, Location Training Manager. delovell@rotech.com

Pulmo Dose

Stacey Tidwell, Trainer. stacey.tidwell@rotech.com

Training and Development

Beth Scheitzach, Director. elizabeth.scheitzach@rotech.com

Ingrid Richrath, Manager. ingrid.richrath@rotech.com

Brian Vagi, Manager. brian.vagi@rotech.com

Monica Bender, Training and Development Coordinator. monica.bender@rotech.com

Training News & Events

 [Breeze Meeting Schedule](#)

 [Training Calendar](#)