

CareTend Onboarding Training

The WellSky Training Center provides self-paced training modules for CareTend clients. Use these courses to deliver consistent training to new hires and users looking to refresh their knowledge. The courses allow the end-user to focus on the training best suited for their job role.

CareTend

The CareTend curriculum reviews the best practices and key actions of the workflows. This training outlines how to use CareTend from start to finish and accommodates all lines of business and job roles. CareTend training is divided into the following sessions.

- **Session 1: Getting Started** reviews how to navigate CareTend and utilize your online resources. This session provides walk-throughs of all three workflows: Home Infusion (IV), Home/Durable Medical Equipment (HME/DME), and Specialty Pharmacy (SPRx).
- **Session 2: CareTend Fundamentals** introduces a “Choose Your Training Path” feature that allows learners to choose training and content based on their job role. Select training from roles like intake, inventory management, pharmacist, and more.
- **Session 3: System Administration** provides training for setting up new employees, inventory items, payer & pricing rules, and more.
- **Session 4: Billing & Reimbursement** houses training for processing claims, recurring rentals, cash posting & collections, and all other billing-related processes.
- **Session 5: Reporting & Analytics** is where users can find CareTend BI training.

Once they pass the assessments, participants can receive a certificate of achievement to demonstrate their knowledge.

Leverage the WellSky Training Center to reduce the time and cost of onboarding your new hires!



Take your organization's solution training to the next level with the experts at WellSky! Contact us today to learn more about WellSky Training Services and our curated, self-paced training programs.

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