Thrive Training Program: Frequently Asked Questions

Updated February 4, 2025

This document contains responses to frequently asked questions about Epic's Thrive training program. If you cannot find an answer to your question below, please email EPREducation@unityhealth.to.

What is Thrive training?

Thrive training is offered by Epic and aimed at improving users' proficiency with the Epic electronic patient record (EPR) system. Classes focus on updating user settings, learning how to perform workflows in fewer steps and discovering other tips and tricks to improve efficiency. Classes are discipline-specific and open to all members of the Epic community. Each two-hour class teaches providers more about:

- Personalized note templates
- Tools to optimize ordering workflow
- In Basket quick actions
- How to keep a cleaner workspace to reduce cognitive overload

Who can attend?

At this time, Thrive training is open to Unity Health providers (physicians, nurse practitioners and midwives), physician assistants and clinical educators.

Why should I participate in Thrive training?

Clinicians who complete Thrive training are more likely to experience greater efficiency, reduced frustration and ultimately, increased satisfaction navigating the system. Providers who complete Thrive training report significant daily time savings on Epic-related tasks. Participants will also benefit from the perspective of Epic trainers, who work with a broad community of organizations.

Is Thrive training mandatory?

No, but it is strongly recommended.

When will training be offered?

Thrive training will be offered from Feb. 6 to March 31, 2025.

Why am I seeing additional classes in April and May?

EpicU displays all upcoming Thrive classes, which have been scheduled by Epic through the end of May 2025. However, Unity Health has only signed on for Thrive training through the end of March. Please register for a class by March 31, as we cannot guarantee that the program will be extended.

When does training registration open? Is there a deadline to register?

Registration opens on Feb. 4, 2025. There is no deadline to register but each class has limited space, so please register early. Registration will be offered on a first come, first served basis. Classes will be offered until March 31, 2025 – you can register for an available class until this date.

Can I register myself?

Yes, participants must register themselves.

How do I register for training?

Registration takes place in Epic University (EpicU) - Epic's training environment. Instructions on how to login to EpicU can be found in this document.

Participants have been mapped to their relevant training track. Once logged into EpicU, you should only see the class(es) that you're eligible for. If you have questions about your course mapping or think you may have been mapped incorrectly, please email EPREducation@unityhealth.to.

When registering, please pay careful attention to the time zone, as classes may be listed in Central Standard Time (CST).

When are Thrive classes available? Are there classes available on weekends?

Classes will be offered Monday through Saturday, beginning as early as 10 a.m. and as late as 8 p.m. Please be advised that not all classes will be offered daily. Each class is two hours.

When registering, please pay careful attention to the time zone, as classes may be listed in Central Standard Time (CST).

How long are the classes?

Classes are approximately two hours.

How do I know which class to attend?

Participants have been mapped to their relevant training track. Once logged into EpicU, you should only see the class(es) that you're eligible for. If you have questions about your course mapping or think you may have been mapped incorrectly, please email EPREducation@unityhealth.to.

Can I take time off work to attend a class?

Classes should be completed in addition to your regularly scheduled shifts/outside of your workdays.

How do I attend a Thrive class?

Classes are virtual and take place in EpicU. Instructions on how to login to EpicU can be found in this document. Please be advised that you must be connected to the Unity Health network (on site or logged into Citrix/FortiClient VPN) during your class(es). This ensures that you can access the Epic prod environment. For support connecting to the Unity Health network, please visit the EPR System Training page on UnityNet or review these tip sheets on Citrix and FortiToken.

Will I receive a notification with the date and time that I am enrolled in training?

Yes, a calendar hold will be sent to the email address associated with your EpicU account.

Can I reschedule or unenroll from a training session if the date/time no longer works?

Yes. Instructions on how to unenroll from a training session in EpicU can be found in this document.

Do I need to be on site to access Epic University?

No, you do not need to be on site to access or register for a class in EpicU. However, you must be connected to the Unity Health network (on site or via Citrix or FortiClient) during your class. This ensures that you can access the Epic prod environment. For support connecting to the Unity Health network, please visit the EPR System Training page on UnityNet or review these tip sheets on Citrix and FortiToken.

Are there additional training sessions if none of the dates and times provided work for me?

At this time, all available classes are visible in EpicU. Classes are offered by Epic and open to anyone in the Epic community. Additional classes will only be made available if added by Epic.

What do I do if there is no space left in a class I want to take?

Please select another offering or check back regularly to see if a participant unenrolls from the class that you're interested in. Spaces are limited and registration will be offered on a first come, first served basis so please consider registering early.

I am onboarding during the Thrive training period. Can someone map me to a class?

Yes. Please send an email to EPREducation@unityhealth.to.

Can I attend a Thrive class more than once?

Yes, but you'll need to be reassigned by Epic. Please email EPREducation@unityhealth.to and they'll ask our Epic colleagues to reassign you to the relevant class.

Where can I find more information?

Please visit the EPR System Training page on UnityNet or login to EpicU.

I have additional questions, who should I contact?

Please look for answers on the EPR System Training page on UnityNet or email EPREducation@unityhealth.to.