

# Accessing HealthStream for Epic training

The goal of this tip sheet is to inform and instruct **providers** on how to remotely complete required Epic pre-class e-Learning activities.



If you experience difficulty with viewing course content or password resets in HealthStream, **contact Organizational Development at 423.979.2196 or 2133.**

For network password resets, **contact the IT Service Desk at 423.431.6290.**

For questions relating to Epic Training, **call the Epic Training Helpline at 423.975.7090 or email [epictraining@balladhealth.org](mailto:epictraining@balladhealth.org).**

1. Access the HealthStream login page by typing the following address into your web browser:  
**[www.healthstream.com/hlc/wellmonths](http://www.healthstream.com/hlc/wellmonths)**

2. HealthStream user ID and password:
  - A. **Ballad Health-employed provider:** User ID format should be your team member number; **first-time login password: Ballad123.**
  - B. **Providers NOT employed by Ballad Health who have had prior HealthStream access affiliated with a legacy Wellmont facility:** User ID format should be first name initial + last name (i.e., jsmith). **Call the IT Service Desk for a password reset if you do not remember.**
  - C. **Providers NOT employed by Ballad Health who have NEVER accessed HealthStream:** User ID format should be your Ballad Health network ID, typically your last name + first name initial + middle name initial (i.e., John R. Smith = smithjr). **First-time login password: Ballad123.** You will be asked to change your password the first time you log in. **Your password must be eight characters and include one capital letter and one number.**

3. Complete or register for assigned courses. Select the **To Do** tab.

4. The **My To-Do List** page lists the courses you are required to complete within a certain time frame. When a course has been successfully completed, it will no longer be visible on the **My To-Do List** page. Select the Completed tab to view completed courses and activities. E-Learning courses and course materials, attached to live classes, can be accessed repeatedly after initial completion by going to the Completed tab.
5. To complete an e-Learning course, click on the course title or on the **Start** button to open the course. The course lessons and activities will be displayed. Complete each activity to successfully complete the course.

6. To register to attend **live** class sessions, click on “choose class” to view available sessions, dates, times and locations. Proceed to register. Provider courses are built to enable self-registration.

**Technical requirements:** For optimal performance, view courses on Google Chrome or Internet Explorer.