### **Training Strategy**

**RN**

* **Format**: Small group sessions (4-6 nurses) + hands-on practice
* **Duration**: 45-minute session with 15-minute individual practice
* **Content**: Case creation, symptom documentation, escalation triggers
* **Timing**: During shift change overlap periods
* **Follow-up**: Quick reference card and 1-week check-in

**APP**

* **Format**: 1:1 demonstration + shadowing existing cases
* **Duration**: 30-minute individual session
* **Content**: Patient lookup, symptom assessment, documentation requirements
* **Timing**: Flexible scheduling around patient appointments
* **Follow-up**: Email summary of key features and troubleshooting guide

**MD**

* **Format**: Brief group presentation during monthly staff meeting
* **Duration**: 15-minute demo + Q&A
* **Content**: Case review functionality, escalation alerts, documentation access
* **Timing**: Integration with existing meeting schedule
* **Follow-up**: One-page user guide and contact for questions

**PCC**

* **Format**: Paired training with existing workflow demonstration
* **Duration**: 30-minute session
* **Content**: Patient lookup, education resources, follow-up scheduling integration
* **Timing**: During regular administrative hours
* **Follow-up**: Printed patient education templates and quick reference