

Care Team Training

# Da Vinci Coordinator Course

Didactic.DVCC

Intuitive Technology

6 Hour Virtual Training

## Day 1

Welcome

- Introductions
- Course objectives

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"Life as a da Vinci Coordinator"

- Daily Responsibilities
- Steering Committee Roadmap

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### Break

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Introduction to Intuitive Learning

- Hospital Learning Management

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Introduction to Customer Portal

- Program Reports
- Service History
- Setting PAR levels
- RMA complaints

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Introduction to Genesis

- Care team training
- Optimized staffing models
- Case Support

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### Break

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Trouble Shooting

- Common Trouble Shooting Scenarios
- Emergency Undocking procedures

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Overview of Other Resources

- Perioperative Resources and CEU opportunities
  - Sterilization and Reprocessing Training
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## Course Wrap-Up and Debrief

- Call to Action
  - Surveys
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