



Getting Started Guide

April 2025

SAPC-LNC Platform: Getting Started Guide

Content

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Part 1: Quick Start – Registration

1. Users can register for SAPC-LNC in a variety of ways depending on their role.
SAPC-LNC supports three (3) types of users:
 - SAPC Provider
 - Non-SAPC Provider
 - SAPC Staff

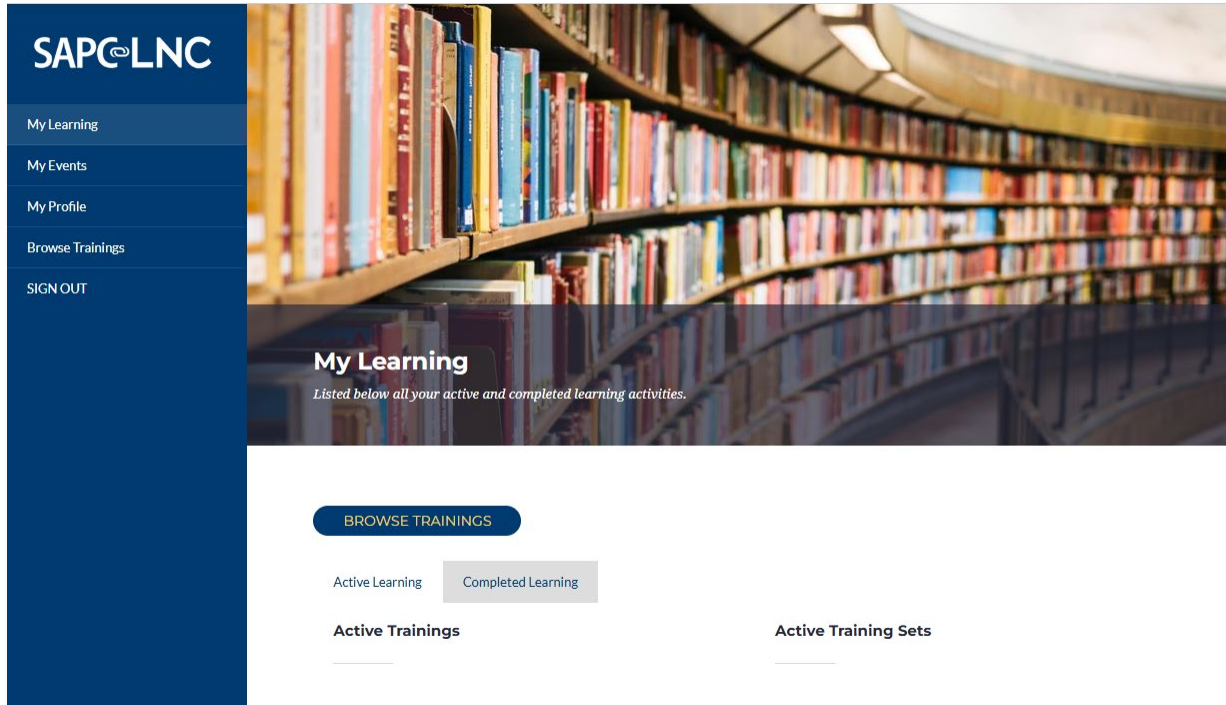
- b. **SAPC Provider** – *register using either email invitations or using the online registration option.*
 - Some Sage users may receive an email invitation from INFO@SAPC-LNC.ORG. Please use the unique registration link in the invitation email for registration.
 - All other SAPC providers can register online by accessing <HTTPS://SAPC-LNC.ORG>, click on **Register**, and complete the online form.
 - Some Sage users may be prompted to update your profile in case any essential information is missing. If you are prompted to complete your profile, complete the form and click **UPDATE PROFILE**.

- c. **Non-SAPC Provider** – *will register online.*
 - For online registration, go to <HTTPS://SAPC-LNC.ORG>, click on **Register**, and complete the online form.

- d. **SAPC Staff** – *please contact SAPC-LNC@PH.LACOUNTY.GOV for assistance.*

Special note for prior users of the Youth System of Care Learning Management System: You may be notified that your learning profile has been migrated to SAPC-LNC. This learning profile will include all completed trainings and any CE Certificates.

2. After you register, you will be taken to the **My Learning** page. This is your learning dashboard. Click **BROWSE TRAININGS** to view training catalog.

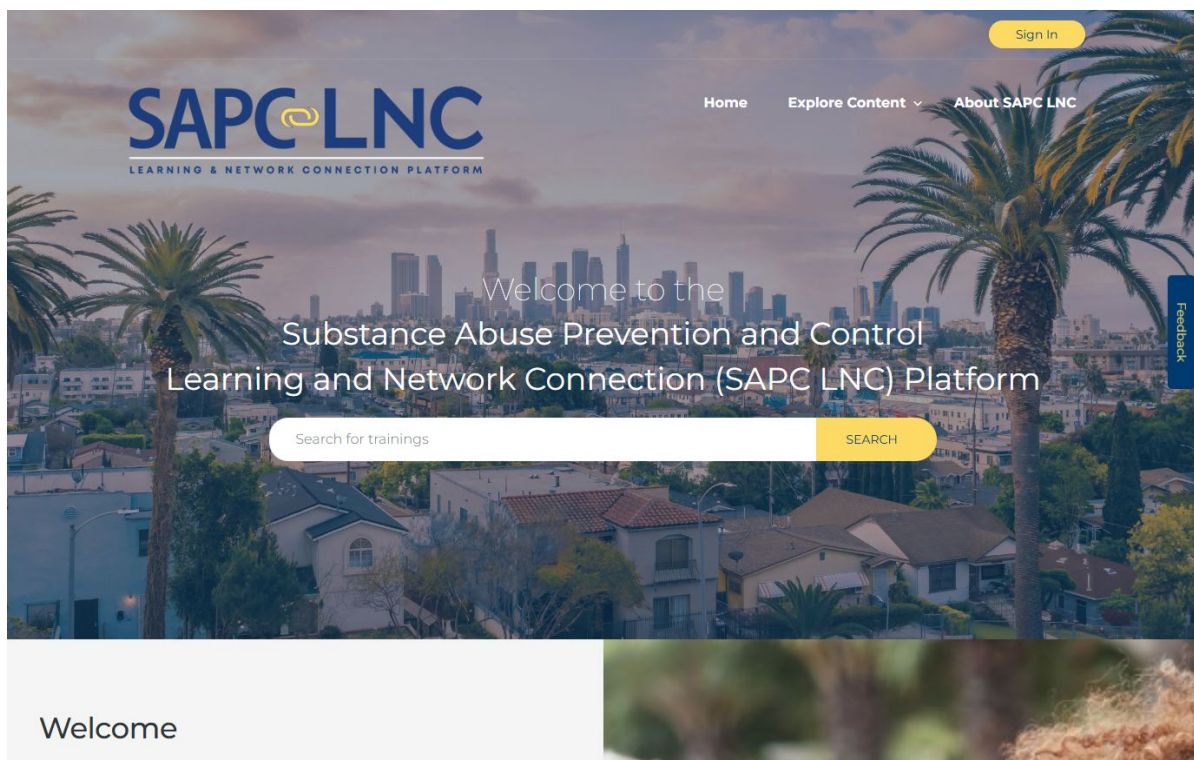


- You can start browsing the Training Catalog from here. Or, you can click **HOME** to explore the homepage of the SAPC-LNC Platform. Please see the rest of this guide for details on navigating through the homepage and trainings of this platform.

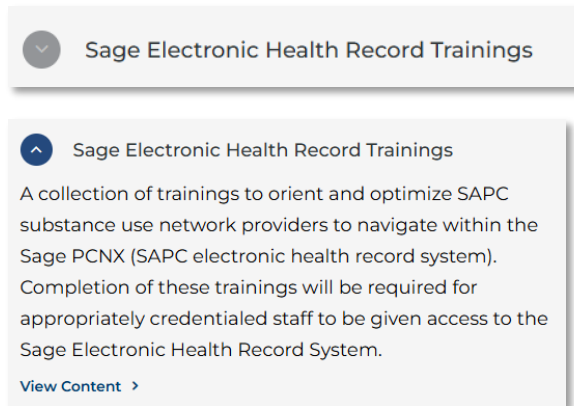


Part 2: Quick Start – Signing in and exploring the platform

1. For returning users, go to [HTTPS://SAPC-LNC.ORG](https://SAPC-LNC.ORG)
2. View the homepage and explore everything on the page.

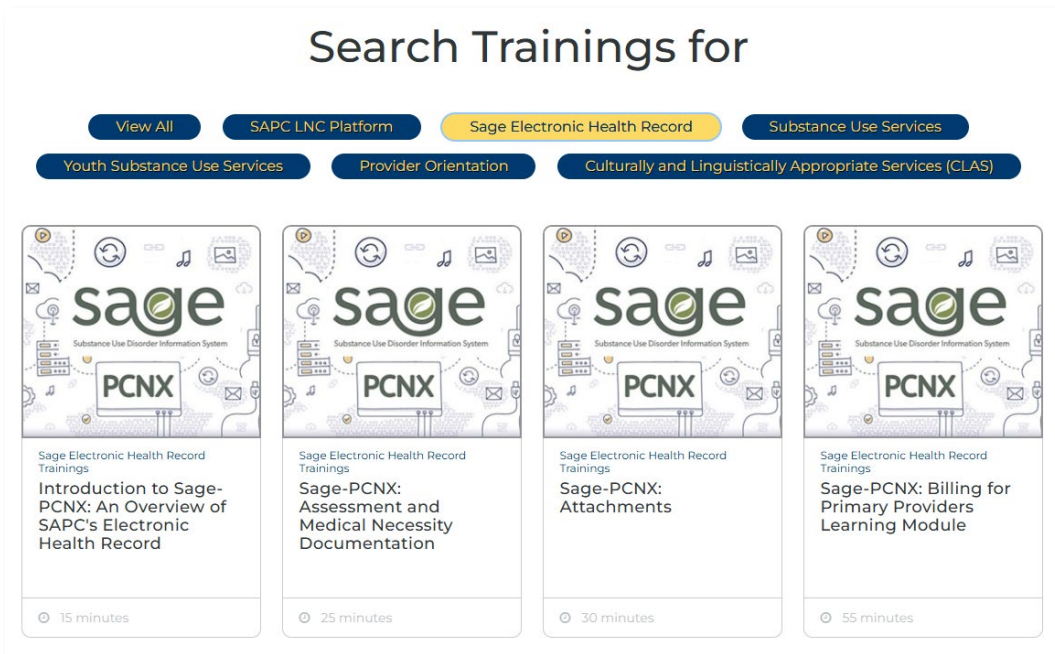
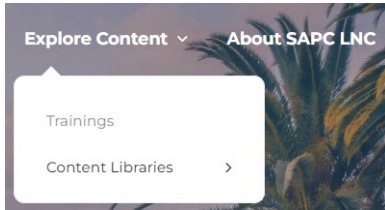


3. Things you can explore on the homepage:
 - a. Review the homepage. It has information about SAPC-LNC, the types of features found on the platform, an overview of the training libraries, and some options to view the training catalog.
 - b. Scroll down the page and review the content on the page including the **Content Libraries** section. Get started by clicking on the expand icon for the **Sage Electronic Health Record Trainings**.



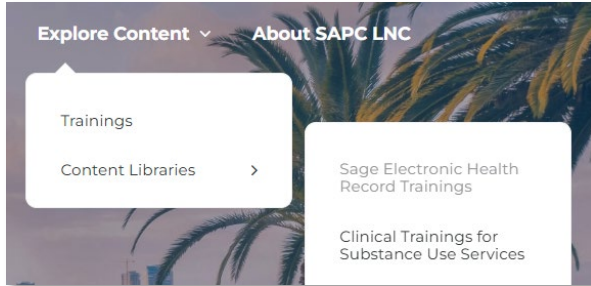
Click **View Content** to view the library in the online catalog.

4. There are a few ways to explore content on SAPC-LNC.
 - a. From the top menu: Select **Explore Content > Trainings** – this will take you a list of all trainings.



NOTE: Clicking on the large blue buttons will filter trainings for only that area

- b. From the top menu: Select **Explore Content > Content Libraries > Sage Electronic Health Records Trainings** – this will take you a particular library page which will display all trainings for that library and any training sets



Sage Electronic Health Record Trainings

A collection of trainings to orient and optimize SAPC substance use network providers to navigate within the Sage PCNX (SAPC electronic health record system).

Trainings

- Charting Cycle of a Patient in Sage-PCNX
- Sage- PCNX – Initial Engagement
- Sage- PCNX – Financial Eligibility
- Sage- PCNX – Intake and Specialty Forms
- Sage- PCNX – Assessment and Medical Necessity Documentation
- Sage- PCNX – Problem List
- Sage- PCNX – Progress Note
- Sage- PCNX – Service Authorization Request
- Sage- PCNX – Attachments
- Sage- PCNX – Discharge and Transfer
- Sage- PCNX – Widgets

Trainings

| | | | |
|--|--|---|---|
| <p>Sage Electronic Health Record Trainings Introduction to Sage-PCNX: An Overview of SAPC's Electronic Health Record 15 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Assessment and Medical Necessity Documentation 25 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Attachments 30 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Billing for Primary Providers Learning Module 55 minutes</p> |
|--|--|---|---|

Training Sets

Clinical User Roles

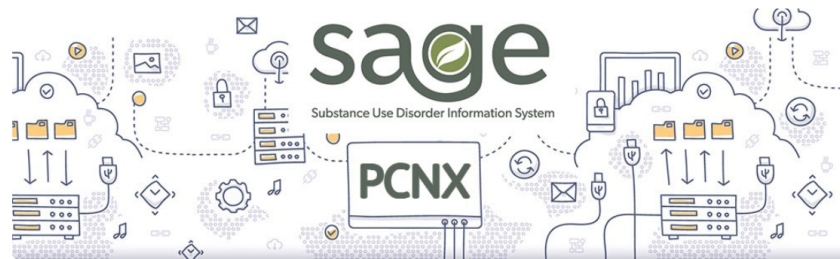
This training set comprises the required training modules for all clinical only user roles as a prerequisite for Sage access. Users will learn general Sage-PCNX navigation and user interface, general clinical workflows consisting of admissions, screening and assessment, authorizations and clinical documentation. This training is intended for Primary Sage Users only.

Time to Complete: 4 hours

Number of Trainings: 12

[ENROLL NOW](#) [MORE INFO](#)

From here, you can view training information and enroll in trainings or training sets. Click on the training “Introduction to Sage...” to open the training information page.



Sage Electronic Health Record Trainings

Introduction to Sage-PCNX: An Overview of SAPC's Electronic Health Record

Description

This training provides an orientation to Substance Abuse Prevention and Control's (SAPC) Electronic Health Record, Sage-PCNX. This training is part of the Sage Onboarding requirements in order to obtain access to Sage-PCNX.

Learning Objectives

Participants will learn how to access Sage PCNX.

Participants will learn the meaning of icons with Sage PCNX, through a navigation orientation.

Participants will learn how to search for patients, forms, and reports.

Intended Audience

This training is intended for any provider that will enter, pull, or review data within Sage-PCNX.

Instructor

Esther Orellana, Ph.D.

Hours/CEs

N/A

Format

This online course uses a mixed-media format with PowerPoint slides, video demonstrations, and closed captions.

Process

Participants will read and/or listen to the material presented in the slides.

CE Approval

N/A

Disclosure

County of Los Angeles, Department of Public Health, Substance Abuse Prevention and Control does not receive commercial support for the content of these trainings.

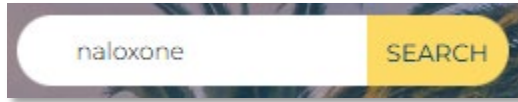
Questions and Concerns:

If you have any questions related to the training content and continued education, please email SAPC.CST@PH.LACOUNTY.GOV.

If you have any questions or concerns with the training, please email INFO@SAPC-LNC.ORG.

[ENROLL NOW](#)

- c. You can also search for content in SAPC-LNC. From the top every page, you can enter a search term and click Search. Type “naloxone” in the search field.



Search Trainings for *naloxone*



Clinical Trainings for Substance Use Services

Utilizing Naloxone and Other Harm Reduction Strategies for Substance Use Providers

🕒 65 minutes

By clicking on a Naloxone training tile, you can view more information about that training



Clinical Trainings for Substance Use Services

Utilizing Naloxone and Other Harm Reduction Strategies for Substance Use Providers

Engagement

Harm Reduction

Naloxone

Overdose

Description

This training will focus on information meant to inform participants about the potential risks of overdose specifically with opioid substances, focusing on skills to recognize and respond to an overdose safely. The training will identify ways of responding to an overdose with Naloxone, demonstrate the techniques used to administer Naloxone, and discuss other steps needed to ensure peoples' health and safety. This training will also review current trends in substances of abuse, with specific focus on Fentanyl. Additionally, this training will focus on harm reduction strategies and Engagement and Overdose Prevention (EOP) Hubs that provide syringe exchange services in Los Angeles County. This training is meant as a resource for specialty behavioral prevention and treatment providers to utilize when working with youth, transitional age youth (TAY) and adult populations who are considered at risk of developing substance use disorders. Techniques for maximizing engagement will also be explored. Participants will be provided with a host of resources available in Los Angeles County, including information on the Substance Abuse Prevention and Control's Substance Use Disorder (SUD) prevention and treatment provider network, harm reduction and syringe exchange resources.

Learning Objectives

1. Discuss two (2) risk factors associated with increased risk of an opioid overdose and ways of utilizing harm reduction to decrease this risk.
2. Develop three (3) skills to effectively recognize and respond to individuals who may have overdosed on opioid substances with Naloxone.
3. Evaluate three (3) harm reduction strategies and include appropriate resources that are available to youth, transitional age youth, adults, and substance use treatment providers in Los Angeles County.
4. Identify three (3) methods of engagement with individuals who are considered at risk for developing substance use disorders, specifically those using opioids and using opioids intravenously.

Attachments Available for Download

[Naloxone and Harm Reduction Slides](#)

[Resource Guide for Naloxone and Harm Reduction Strategies](#)

The training information page contains a collection of helpful information, including: description, learning objectives, intended audience, instructor, hours/CEs, format, process, and prerequisites.

- d. You can also view learning content by library. To view a library, use the top menu: **Explore Content > Content Libraries > Sage Electronic Health Record Trainings**. This will open all Sage-related content.

Sage Electronic Health Record Trainings

A collection of trainings to orient and optimize SAPC substance use network providers to navigate within the Sage PCNX (SAPC electronic health record system).

Trainings

- Charting Cycle of a Patient in Sage-PCNX
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- Sage-PCNX – Problem List
- Sage-PCNX – Progress Note
- Sage-PCNX – Service Authorization Request
- Sage-PCNX – Attachments
- Sage-PCNX – Discharge and Transfer
- Sage-PCNX – Widgets

Trainings

| | | | |
|--|--|--|---|
| <p>Sage Electronic Health Record Trainings Introduction to Sage-PCNX: An Overview of SAPC's Electronic Health Record 15 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Assessment and Medical Necessity Documentation 25 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Attachments 30 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Charting Cycle of a Patient 15 minutes</p> |
| <p>Sage Electronic Health Record Trainings Sage-PCNX: Completing the Problem List/Treatment Plan 35 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Completing the Progress Note Form 30 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Discharge and Transfer 25 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Document Routing and Appending 45 minutes</p> |
| <p>Sage Electronic Health Record Trainings Sage-PCNX: Financial Eligibility Form 25 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Initial Engagement and Screening Documentation 35 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Intake and Specialty Forms 40 minutes</p> | <p>Sage Electronic Health Record Trainings Sage-PCNX: Service Authorization Request Process 30 minutes</p> |

Training Sets

Clinical User Roles

This training set comprises the required training modules for all clinical only user roles as a prerequisite for Sage access. Users will learn general Sage-PCNX navigation and user interface, general clinical workflows consisting of admissions, screening and assessment, authorizations and clinical documentation. This training is intended for Primary Sage Users only.

Time to Complete: 4 hours

Number of Trainings: 12

[ENROLL NOW](#) [MORE INFO](#)

This page contains both individual trainings as well as a **Training Set** which is a collection of 12 trainings that focus on a particular learning goal.

Training Sets

Clinical User Roles

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Time to Complete: 4 hours

Number of Trainings: 12

[ENROLL NOW](#)

[MORE INFO](#)

- Let's take a look at another training library: **Explore Content > Content Library > Clinical Trainings for Youth Substance Use Services**. This training library has a collection of trainings organized into different topics.

Clinical Trainings for Youth Substance Use Services

Clinical Trainings for Youth Substance Use Services is a series of trainings aimed at equipping mental health professionals, substance use counselors, and service providers in Los Angeles County with tools and knowledge on issues surrounding youth substance use and treatment. This series of trainings were created by Dr. Rachel Gonzales-Castaneda and her research team at Azusa Pacific University (APU) for Department of Public Health (DPH) Substance Abuse Prevention and Control (SAPC). Continued education credits for a range of disciplines are provided for most of these trainings.

Therapeutic Approaches

In these trainings, participants are exposed to information, interventions, and tools to provide continuum of care services for youth at risk of a substance use disorder (SUD) and youth diagnosed with a SUD. This set of trainings equips participants with knowledge and skills in evidence-based practices, including brief therapies with motivational interviewing, cognitive behavioral/relapse prevention techniques, pharmacotherapies, recovery support continuing care services, and family-based services.



Clinical Trainings for Youth Substance Use Services
Brief Intervention Therapeutic Response for



Clinical Trainings for Youth Substance Use Services
Evidence-Based Approaches to Treating Youth

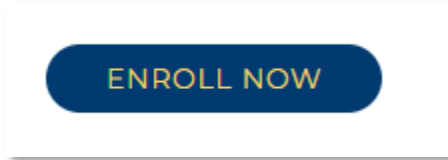


Clinical Trainings for Youth Substance Use Services
Cognitive Behavioral Therapy for Youth

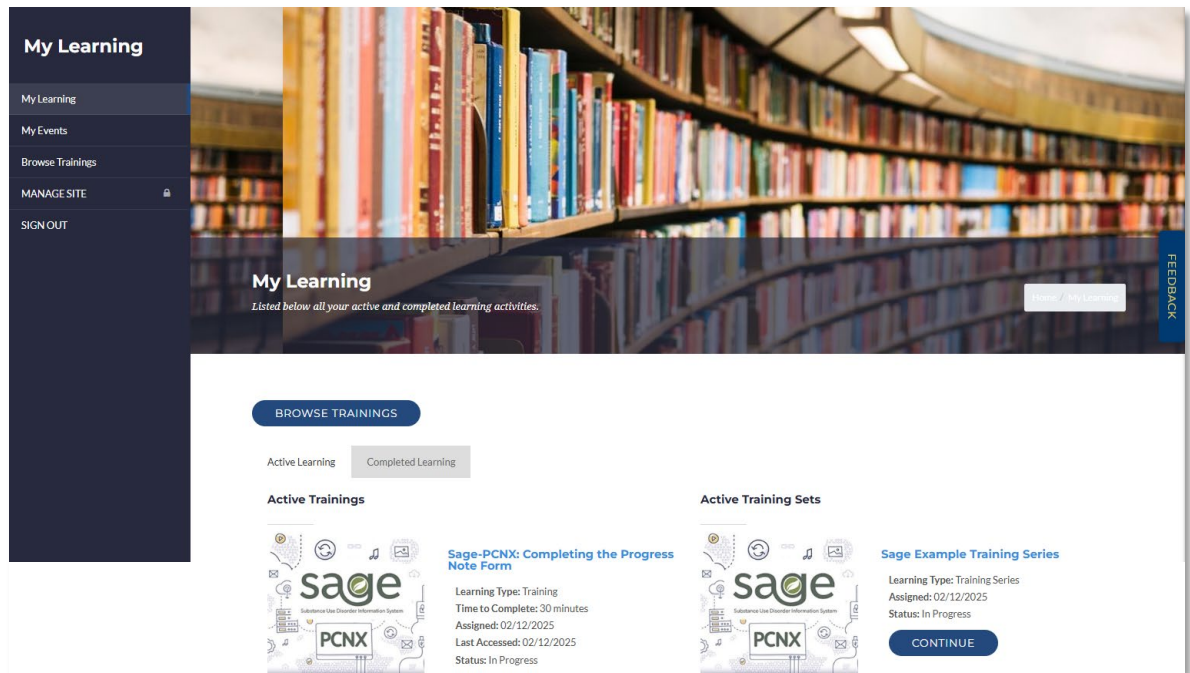


Clinical Trainings for Youth Substance Use Services
Medication Assisted Treatment for


- Now that we have reviewed different ways to find learning content, let's go ahead and enroll in one of them. Enter the search term "naloxone" at the top of any page and click Search. Click on the Naloxone tile and then scroll to the bottom of the information page and click on the **Enroll Now** button.



- This will take you to either the **Sign In** page or your **My Learning** page.
- (If you need to sign-in) After you sign in, you will be taken to the My Learning page.



9. From here, you can scroll to the Naloxone training you just enrolled in.



Utilizing Naloxone and Other Harm Reduction Strategies for Substance Use Providers

Learning Type: Training
Time to Complete: 65 minutes
Assigned: 03/19/2025
Status: Not Started

START

10. Click on the Naloxone training to open the training details page.

Training Details

[Home](#) / [My Learning](#)

Successfully added

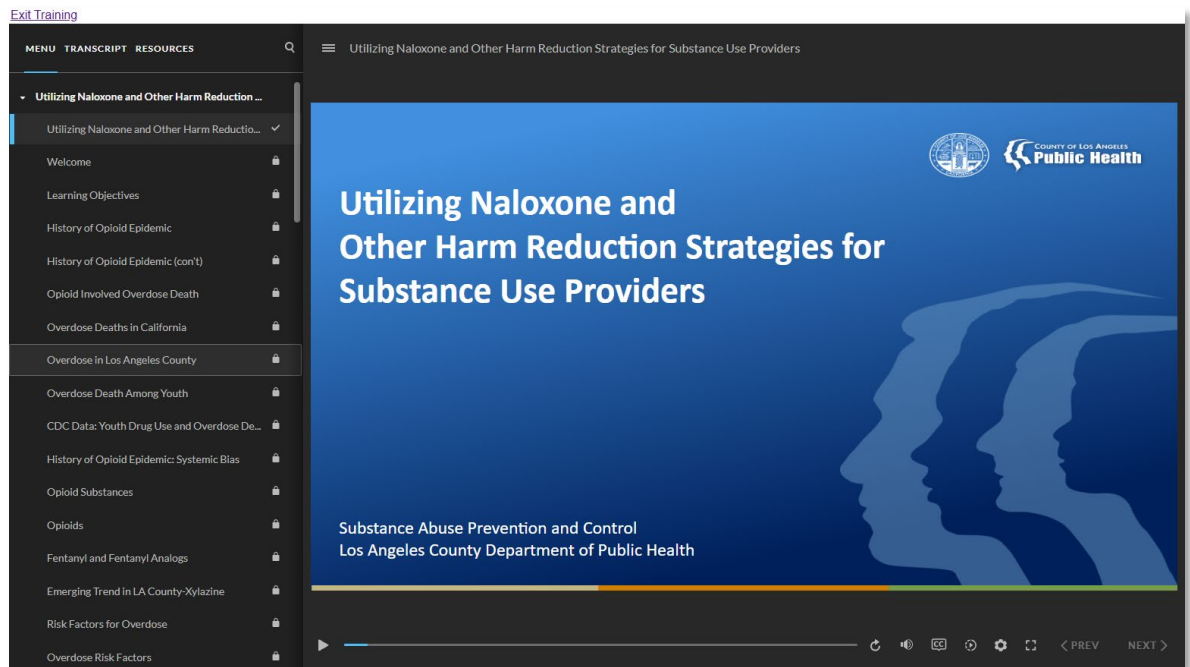
Utilizing Naloxone and Other Harm Reduction Strategies for Substance Use Providers

This training will focus on information meant to inform participants about the potential risks of overdose specifically with opioid substances, focusing on skills to recognize and respond to an overdose safely. The training will identify ways of responding to an overdose with Naloxone, demonstrate the techniques used to administer Naloxone, and discuss other steps needed to ensure peoples' health and safety. This training will also review current trends in substances of abuse, with specific focus on Fentanyl. Additionally, this training will focus on harm reduction strategies and Engagement and Overdose Prevention (EOP) Hubs that provide syringe exchange services in Los Angeles County. This training is meant as a resource for specialty behavioral prevention and treatment providers to utilize when working with youth, transitional age youth (TAY) and adult populations who are considered at risk of developing substance use disorders. Techniques for maximizing engagement will also be explored. Participants will be provided with a host of resources available in Los Angeles County, including information on the Substance Abuse Prevention and Control's Substance Use Disorder (SUD) prevention and treatment provider network, harm reduction and syringe exchange resources.

START

11. Click on the **START** button to open the training.

12. You will see the main training interface open.



This interface will allow you to control all aspects of the learning experience – navigation, audio, closed captions, transcripts, etc.

13. At the end of this module, you will be asked if you will complete a training evaluation and be asked if you would like to receive a Continuing Education (CE) certificate.

14. After completing the training, you will be able to download both a certificate of completion and CE certificate (if applicable). You can find these on the main training page.

Your Training Certificate is Now Available

[DOWNLOAD CERTIFICATE OF COMPLETION](#)



DOCUMENTATION OF COMPLETION
Substance Abuse Prevention and Control
Clinical Standards and Training Branch
1000 South Fremont Ave Bldg. A-9 East 5th Floor
Alhambra, CA 91803

This is to certify that **Michael Fiore** has attended, in its entirety, the following continuing education home study course sponsored by LAC-DPH Substance Abuse Prevention and Control Bureau's Clinical Standards and Training Branch:

Utilizing Naloxone and Other Harm Reduction Strategies for Substance Use Providers
SAPC Learning & Network Connection Platform
Alhambra, California
Date of Completion: 4/16/2025

[DOWNLOAD CE CERTIFICATE](#)

Certificate of Attendance
L.A. County-Department of Public Health
Substance Abuse Prevention and Control
Provider Continuing Education Program
 1000 South Fremont Ave Bldg. A-9 East 5th Floor
 Alhambra, CA 91803

Certifies that

| | | |
|-------------------------|-------------------------------------|-----------------------|
| Michael A Fiore | Licensed Psychologists (PSY) | R25636547 |
| Name of Attendee | Credential | License Number |

The above-mentioned professional verifies that they completed distance learning, in its entirety, the following:

| | |
|---|---------------------------|
| Course Title: Utilizing Naloxone and Other Harm Reduction Strategies for Substance Use Providers | Date: 4/16/2025 |
| Instructor(s): Ka Chi Grace Wong, PhD | Contact Hours: 1.0 |
| CPA OPD Provider Code: LAC020 | |

L.A. County-Department of Public Health (LAC-DPH) Substance Abuse Prevention and Control (SAPC) is approved by the California Psychological Association to provide continuing professional education for psychologists. The California Board of Behavioral Sciences accepts continuing education credit granted by the California Psychological Association or by any of its Approved Providers. LAC-DPH SAPC maintains responsibility for this program and its content.

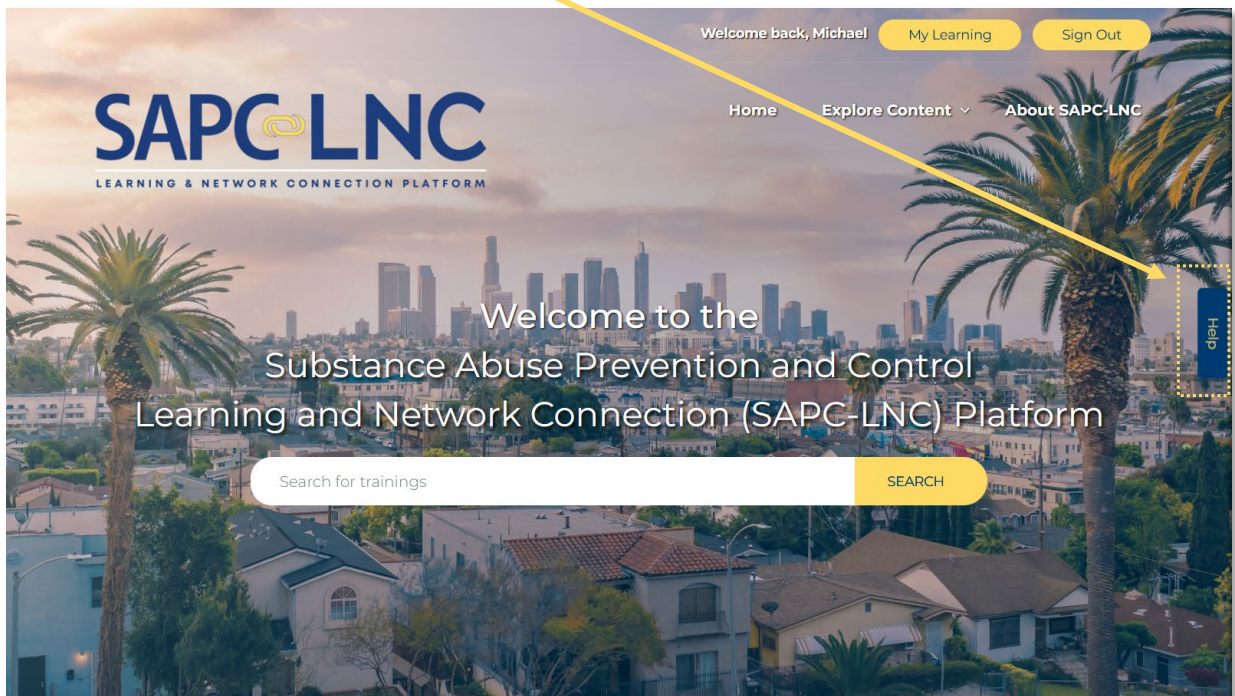


COUNTY OF LOS ANGELES
Public Health
Substance Abuse Prevention and Control

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|---|--|
|  <hr style="width: 80%; margin: 0 auto;"/> <p>David Hindman, Ph.D. Interim Chief, Clinical Standards and Training</p> |  <hr style="width: 80%; margin: 0 auto;"/> <p>Gary Tsai, MD, FAPA, FASAM, Director</p> |
|---|--|

Part 3: Getting technical support for SAPC-LNC Platform

1. Go to [HTTPS://SAPC-LNC.ORG](https://sapc-lnc.org)
2. Click on “Help” along the right-hand side of the and open a **Support Ticket**.

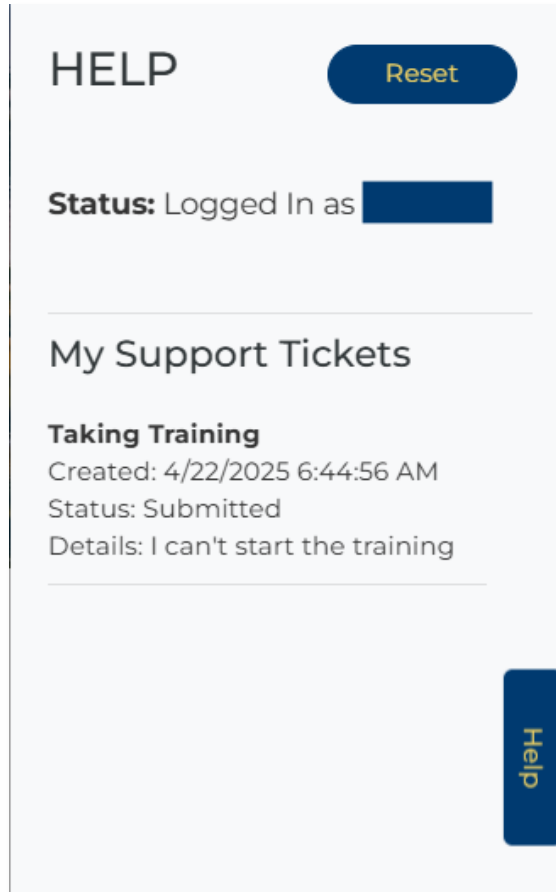


3. **Help Widget:** This allows you to quickly and easily seek technical support and provide feedback at any time on the site.
 - a. While it is best to sign in first to use this help widget to auto populate your contact information, you can use this help widget without signing in. If you are not signed in you will be prompted to enter your name, email, and contact phone number receive technical support.
 - b. **Submit a Technical Support Ticket.**
 - i. Click **Help** along the right-hand side of the page.
 - ii. Under ***What do you want to do?***, select **Create a Support Ticket**.
 - iii. Fill out the form: support request related to, severity, contact phone, and details.
 - iv. Click **Create a Support Ticket**.

The screenshot shows a mobile-style help widget. At the top, it says "HELP" with a "Reset" button. Below that, it shows the user's status: "Status: Logged In as" followed by a redacted name. The main section is titled "Create a Support Ticket" and includes the following fields: "Current Page:" with the URL "/www/lms/explore.aspx", "Support Request Related To:" with a text input field, "Severity:" with a dropdown menu, and "Contact Phone Number:" with a text input field. A vertical "Help" button is on the right side of the form. Below the form is a large text area labeled "Enter Details:" and a "Create Support Ticket" button at the bottom.

c. **View My Support Tickets.**

- i. Click Help along the right-hand side of the page.
- ii. Under ***What do you want to do?***, select **View My Support Tickets**.
- iii. You will see a summary of the support ticket with the current status.



d. Submit Feedback.

- i. Click Help along the right-hand side of the page.
- ii. Under ***What do you want to do?***, select **Submit Feedback**.
- iii. Fill out the form and click **Submit**.

HELP Reset

Status: Logged In as [Redacted]

Feedback

Current Page:
/www/lms/explore.aspx

Type of Feedback:

Enter Details

Help

Submit

4. After you create a support ticket, the support team will contact you to follow up. If you have any questions, please contact the SAPC-LNC Platform team at INFO@SAPC-LNC.ORG.
5. If you are unable to use the Help Widget to submit a technical support request, please contact the SAPC-LNC Platform team at INFO@SAPC-LNC.ORG.