

## FAQs for Inova Employees Who are Required by Their Job Code to take Various Life Support Classes

**Q: How do I register for BLS, Heartsaver, ACLS and PALS classes as an employee and have the fee charged to my department?**

A:

1. Go to [www.inova.org/classes/cpr-first-aid-acls-pals](http://www.inova.org/classes/cpr-first-aid-acls-pals).
2. Review the course descriptions to find the class that meets your employment needs.
3. After determining the best class for your needs, click on the **Register** link for the class.
4. **Select a class based on date, location and time**; please review your choice and then click on register if you agree it is the correct course for you.
5. In order for your department to be charged for the class you have selected, you must enter a discount code. The discount code you will enter if the class you have selected is required for your job is **LS2016**. You will then be directed to record your **Employee ID# and Department Code**.
6. The payment page will not require you to pay out of pocket as long as you have completed your discount code and employee information correctly.

**Q: How do I know if I am required to take BLS for HCP, Heartsaver AED with Infant CPR skills, ACLS or PALS classes?**

A:

1. HR Policy 3036 will guide you on how to decide if your job requires you to take a Life Support Class.
2. Usually, licensed personnel such as RRT, RN, PT, MD, PA are required to hold an American Heart Association BLS for HCP certification card.
3. Usually Sitters, CNAs, and Transporters are required to hold an American Heart Association Heartsaver CPR AED with Infant Skills certification card.
4. Certain jobs require holding an American Heart Association ACLS and or PALS certification card. HR Policy 3036 and your manager will be able to tell you if either of these courses is required for your job.

**Q: What is the difference between HealthStream and HealthSource?**

A:

1. HealthStream is an online education system (sometimes referred to as an LMS - Learning Management System) used by Inova employees for online education in many areas requiring training/education.
2. HealthStream is the place for Inova employees who are required to maintain a current BLS for HCP card. Inova employees can take HeartCode BLS Part 1 and register for a HeartCode BLS Skills Validation session on the HealthStream site.
3. Inova HealthSource is an Inova department that offers a variety of education experiences for the community and employees. These include Childbirth Education, Fitness, and CPR & First Aid, BabyNet, BackNet and various wellness screenings.
4. HealthSource manages the skills check off sessions held throughout the Inova System monthly for those Inova employees who have completed HeartCode BLS Part 1.

**Q: Can I take a HealthSource community BLS for HCP class to meet my Inova job requirement?**

A:

1. The most cost effective process for Inova employees to renew their BLS for HCP card is to complete HeartCode BLS Part 1 and register for a Skills Validation Session through HealthStream

2. You may take a community class to meet your job requirement and your department will be charged the full price of the class. This may be necessary if:
  - a. You have never taken an American Heart Association BLS for HCP class before.
  - b. Your American Heart Association BLS for HCP has been expired for over a year.
  - c. The CPR card you hold is expired and not an American Heart Association BLS for HCP Card.
  - d. The CPR card you hold is not accepted by Inova for employment.

**Q: I need to attend a Heartsaver course for my job, is it offered through HealthStream?**

A:

1. Heartsaver courses are not available through HealthStream.
2. You will need to register online at [www.inova.org/classes/cpr-first-aid-acls-pals](http://www.inova.org/classes/cpr-first-aid-acls-pals) and attend one of our community based classes and use the **LS2016** discount code in order to charge the classes to your department.

**Q: What is the difference between a Heartsaver course and a BLS for HCP Course?**

A:

1. There is no written exam.
2. Two person CPR is not taught.
3. Use of a barrier device is taught. Bag-valve-mask skills are not taught.
4. Compression rates for age groups are the same for BLS and Heartsaver Courses.
5. The class is shorter than a BLS for HCP course.
6. There is no renewal for Heartsaver classes; you must take the full class each time you need to update your certification.

**Q: How do I know which Heartsaver class is required for an Inova Employee?**

A:

1. Heartsaver CPR AED with Infant Skills is the course required most often for Inova employees who are not required to have BLS for HCP certification.
2. If your manager, requires you to take a different Heartsaver course, please get the exact name of the course before you register.

**Q: I need ACLS and/or PALS for my Inova job and I want to take it online. Can I take it on HealthStream?**

A:

1. This course is not available through HealthStream
2. To take HeartCode ACLS eLearning Program or HeartCode PALS eLearning Program, you need to complete your registration through [www.inova.org/classes/cpr-first-aid-acls-pals](http://www.inova.org/classes/cpr-first-aid-acls-pals). We will email you your key code within two business days of your registration.
3. You can register for a key code and a skills check off session.
4. Certificates of completion must be through the American Heart Association HeartCode ACLS or HeartCode PALS courses only and these courses are offered only at [www.onlineaha.org](http://www.onlineaha.org).

**Q: What information do I need in order to register for a class required for my job at Inova?**

A:

1. Your full name and address
  - a. Books will be mailed to this address.
  - b. Use your home address; your Inova OU address is not reliable and we will not mail to this address
2. Your email address
  - a. This is a requirement for registration – we send you important course information by email
  - b. This should be an email account that you open and read

- c. Your primary and secondary phone numbers
- d. Your department cost center
- e. Your employee ID number
- f. Your manager's name
- g. Your date of birth
- h. Your credentials, i.e. RN, RRT, MD, MO, CAN, EMT, etc.

**Q: How will I receive my provider manual to study before the course?**

A: If you register more than 7 business days prior to your scheduled class, your book will be mailed to you. If you register less than 7 business days prior to your scheduled class you can pick up your book in class. If this process does not meet your needs, please schedule a class being held at a later date.

**Q: How will I know if my provider manual was mailed?**

A: You will receive an email telling you when your book was mailed along with other information about your scheduled class.

**Q: I have been waiting two weeks for my book to arrive. How do I make sure that it was mailed?**

A:

1. If you live in an apartment, the book may be too large for your mailbox. Please check with your apartment mailroom to see if they have the book.
2. If your home mailbox is too small for your book, you may have received a slip from your local US Post Office asking you to come pick up your book.
3. Please call 703-698-2441 or email [healthsource@inova.org](mailto:healthsource@inova.org) and give this following information and we will answer within two business days:
  - a. Your name, phone number, address where your book was to be mailed

**Q: How do I cancel or reschedule a class?**

A: Call 703-698-2441 or email [healthsource@inova.org](mailto:healthsource@inova.org) for all requests. Requests must be submitted 7 calendar days prior to the start of CPR and First Aid classes and 14 days prior to the start of ACLS and PALS classes. If you register within the cancellation period, a transfer or cancellation will not be allowed. Please carefully read the full Cancellation, Refund, Transfer and Weather Policy when completing your online registration.

**Q: If the class I want to attend is full, can I be added to a waitlist?**

A: There is no waitlist. We suggest registering for the next available class.

**Q: Once I complete my registration, do I receive confirmation of my registration?**

A: Yes, you will receive a confirmation in the form of an email immediately after your registration is complete. You must provide a valid email address.

**Q: Will I receive a receipt for my class?**

A: Your confirmation letter serves as your receipt.

**Q: How do I get answers to specific questions about course content?**

A: Please call 703-698-2441 or email [healthsource@inova.org](mailto:healthsource@inova.org) and state your name and contact number as well as the reason for your request. A Life Support staff member will contact you within 2 business days and answer specific questions regarding class content.

**Q: Do you make adjustments for students who cannot kneel for CPR skills demonstrations?**

A: Yes, please tell your instructor at the start of class that you need to have the manikin placed on the table to perform your CPR skills.

**Q. What is the cancelation policy for Inova Employees?**

A.

1. *To obtain a refund for ACLS/PALS classes, a request must be submitted 14 calendar days prior to the start of the class.*
2. *To obtain a refund for all non-ACLS/PALS classes, a request must be submitted 7 calendar days prior to the start of the class.*
3. *Materials and cost of books may be refunded if unopened, in usable condition and returned within two weeks of cancellation.*
4. *Fees paid for online course key codes are not refundable after they have been issued.*
5. *In order to reschedule a class or receive a refund within the minimum cancelation time frame (less than 7/14 days prior to start date), these conditions must be met:*
  1. *A class is canceled by Inova due to low enrollment or weather*
  2. *You have a documented medical condition verified in writing by a physician. Refund requests for medical reasons must be accompanied by a physician note and are considered on a case-by-case basis. Physician verifications should be faxed to 703-698-2401 or emailed to [healthsource@inova.org](mailto:healthsource@inova.org).*

**Q. Is there a phone number or email I can use if I have other questions about registration?**

A: Yes, the phone line is 703-698-2441 and email is [healthsource@inova.org](mailto:healthsource@inova.org). Your message will be answered within two business days.