

Life Support Program FAQs

Q: What type of courses do you offer?

- A:
- *Inova is an American Heart Association (AHA) Training Center and we teach courses developed by the AHA using scientific based evidence. These courses include Basic Life Support (BLS), Heartsaver, Family and Friends, Infant CPR, ACLS and PALS. We offer in classroom style and Blended eLearning style (which is the combination of online and classroom learning).*

Q: There are so many course choices! How do I decide which class to attend?

- A:
- *If you are required to take the course for your job or school, please ask your manager or school administrator the specific name of the course you are required to take for your job.*
 - *Please read all the descriptions to see if the information presented helps you decide which class will meet your needs.*
 - *If you have further questions, please call 571-472-1401 or email myinovawell@inova.org leave us your name, phone number and a detailed message. We will answer within 2 business days.*

Q: How do I request to cancel or reschedule a class?

- A:
- *Call 571-472-1401 or email myinovawell@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: 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 7 business days or less prior to your scheduled class you can pick up your book in class or come by our office at 8100 Innovation Park Drive, Suite 100, Fairfax, VA 22031. If this process does not meet your needs, please schedule a class held at a later date.*

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

- A:
- *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.*
 - *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 pick up your book at the Post Office.*
 - *Please call 571-472-1401 or email myinovawell@inova.org and leave your name, phone number, address where the book was to be sent and we will reply within 2 business days.*



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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. You will be asked to enter your email address two times to guarantee accuracy.*

Q: Will I receive a receipt for my class?

A:

- *Your confirmation letter serves as your receipt.*

Q: Can I receive a discount if I am a senior citizen?

A:

- *Inova classifies seniors as individuals 65 and older. To receive a senior citizen discount you must type **Senior** in the discount code box when registering online. You will also be asked your date of birth. There are no discounts for ACLS and PALS classes.*

Q: Can I receive an Inova employee discount?

A:

- *Yes, Inova employees are eligible for the **Wellness** discount unless the course they are registering for is required by your job code (please see the **Life Support FAQs for Inova Employees** for more information). If the course is for your personal enrichment, you should type **Wellness** in the discount code box when registering online. You need to enter your employee ID number and full department code to complete the transaction. If you do not have either of these pieces of information, you will need to obtain them from your supervisor before completing your registration. Employee discount is for current Inova employee ONLY, no family members.*

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

A:

- *Please call 571-472-1401 or email myinovawell@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.*



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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. When I register for an Infant CPR class and I want to bring my partner, how do I register?

- A:
- Infant CPR class registration is for one person, just like registration for all Life Support classes. If you and your partner are planning on attending a class together, please complete two registrations and pay the fee for each registration.

Q: Do you ever cancel class due to inclement weather or an area emergency?

- A:
- Yes. Information about class cancellations due to inclement weather or an area emergency can be obtained by calling the Inova Well weather hotline at 571-472-1438. Class cancellations due to inclement weather do not always follow local public school closings.

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

- A:
- Yes, the phone line is 571-472-1401 and email is myinovawell@inova.org. Your message will be answered within two business days.

