

## ***Basic Life Support (BLS) HCP Online Renewal Frequently Asked Questions***

***Q: What is it?***

**A:** The Basic Life Support (BLS) Healthcare Provider (HCP) Renewal Course allows the user to complete all but the skills assessment on the computer. When followed by the brief, hands-on skills session with an American Heart Association (AHA) BLS Instructor, participants earn the AHA BLS for Healthcare Provider card.

This course recognizes that healthcare providers have knowledge and skills acquired from years of patient care and prior CPR training. The greatest challenge in retraining healthcare providers lies not in skills acquisition, but in the cognitive component of memorizing the sequence of steps for multiple scenarios which reinforces rapid recall of the sequences during emergency situations.

***Q: Who is the intended audience?***

**A:** This course is designed specifically for healthcare providers who have prior CPR training and need recertification.

***Q: Is it just for renewal?***

**A:** Yes, this program was developed for the experienced healthcare provider with previous CPR training.

***Q: What is the course format?***

**A:** The online portion of the course contains mandatory checkpoints that must be successfully completed before a student is allowed to access the final test. There are exercises available for review, plus additional optional video clips that can be accessed for skills demonstrations. The confident student may opt to bypass the reviews and go immediately to the required checkpoint scenario. The student who answers a question incorrectly is redirected to the beginning of that checkpoint and given the option for review, and can then re-attempt the checkpoint. Each checkpoint must be completed with 100 percent accuracy.

If a student is unsure of an answer to a question in the checkpoint, he can select the "Brief Review" option. When he has completed the review, he returns to the checkpoint. After completing all the checkpoints, the student is directed to the online test. Following successful completion of the online portion, the student prints a certificate that he takes to the skills session.

Should a student not be able to successfully complete either version of the test, the student should print the course homepage. This page will document which parts of the program have been completed. The student should take this page to their scheduled skills session. The instructor providing the skills check will provide for additional remediation as needed, in accordance with the current Program Administration Manual.

**Q:** *Is a skills test required?*

**A:** Yes. In order to earn an AHA BLS Healthcare Provider Renewal card, the student must demonstrate the required skills to a current AHA Basic Life Support Instructor.

**Q:** *How is a skills session scheduled?*

**A:** If an employer provides the access code (key), the Training Center coordinator or employer will provide information about skill check sessions. If an access key is purchased online, a local Training Center must be contacted to arrange a skills check. Regular sessions may be scheduled by Training Centers to provide skills checks for the students they provide keys for and to accommodate the single user who has purchased a key online. A Training Center may charge for their time to perform the skills check and for issuing the card.

**Q:** *What comprises the skills check?*

**A:** The skills check, which must be completed by an instructor, includes those skills required in a standard BLS for Healthcare Providers course:

### **Adult Skills**

- Integrated relief of foreign-body airway obstruction (FBAO) in the responsive and unresponsive adult victim, rescue breathing and use of a bag-mask device
- Integrated adult 1- and 2-rescuer CPR and AED use and use of a mouth-to-mask device

### **Child Skills**

- Integrated relief of FBAO in the responsive and unresponsive child, 1- and 2-rescuer CPR, rescue breathing and use of a bag-mask device

### **Infant Skills**

- Integrated relief of FBAO in the responsive and unresponsive infant, 1- and 2-rescuer CPR, rescue breathing and use of a bag-mask device

Skills checksheets are available to instructors for use in all Healthcare Provider courses. These sheets are posted behind the Instructor Network section of the American Heart Association's Web site at [www.americanheart.org](http://www.americanheart.org).

**Q:** *After the completion of the online program, how long does a student have to complete the skills check?*

**A:** Students are allowed up to 60 days after the completion of online part of the course to complete the skills check.

**Q:** *How long does it take to complete?*

**A:** Students generally require 1 to 2 hours to complete the online portion of the course.

**Q: *Can a student log in and out of the course?***

A: A student has up to one year to complete the course. During this time, a student can log in and out as many times as they like. To log out, just click the "Click here to logout" link located at the top of the page after login. When the student is ready to continue training, they can return to [www.onlineAHA.org](http://www.onlineAHA.org) and login with their registered e-mail and password.

**Q: *Can course material be accessed after the online portion is completed?***

A: After completion, students have 12 months from the day of enrollment to refer to the course material for review and knowledge updates.

**Q: *What should I do if my checkpoints won't check off?***

A: This could be due to browser settings. Students can get troubleshooting tips and recommended settings on the [Browser Check](#) page. This link is also at the bottom of the Course Home Page.

**Q: *How do I get a receipt for my purchase?***

A: You can print a receipt for your order on the "Order History" page. The "Order History" link is located on the left-hand sidebar on your Course Home Page.

**Q: *How will this affect a BLS Training Center?***

A: This product will not replace the need for traditional classroom courses. Many people will find the instructor-led course the most appealing for their learning style. This new product should be viewed as an additional tool to meet the needs of students.

Skills check or verification will still be needed and can only be completed by an AHA BLS instructor through an AHA Training Center. A Training Center may be asked by an individual to provide this service. Thought should be given to how this request can be met. A Training Center may want to plan a regularly scheduled skills check to accommodate these professionals. It is expected that a Training Center will need to charge for the time to perform this service and issue the card.

Documentation of skills sessions will be the same as for a renewal class. Instructors providing skills checks will receive credit as having taught a renewal course.

**Q: *Is there a demo or tutor?***

A: Yes, a sample of the Healthcare Provider Online Renewal Course is available for review at [www.americanheart.org](http://www.americanheart.org).

**Q: *Does the program require special computer or support software?***

A: Most Web browsers will have no problem using our site. The videos require the free QuickTime plug-in. You can click on [Browser Check](#) to make sure your browser is compatible.

***Q: What is the process for this course?***

**A:** Here are the steps for this course:

- Contact an AHA BLS Training Center about skills check availability prior to purchasing.
- If you purchase in bulk, you will be able to view your keys in your "Order History" on the side bar. Keys are 12-digit alphanumeric combinations that users can enter to gain access to the course.
- If you have received a key from your employer or from another source, you can activate the key once you register by clicking "Activate a key" on the My Courses page.
- After a key is activated, you will be able to re-enter the course at anytime using your registered email and password.
- Obtain access to the BLS HCP Online Renewal Course by either obtaining a key through a Training Center or instructor or by direct purchase from this website.
- Complete all checkpoints
- Complete the test
- Print certificate for Part 1
- Present certificate verifying completion to the AHA BLS instructor doing the skills check
- Complete the skills check
- After successful completion of the online course and skills check, an AHA BLS for Healthcare Provider card will be issued by the AHA BLS Training Center where the skills check is completed.

***Q: Who should be contacted if there are problems with the online course?***

**A:** You can [contact us](#) by phone, e-mail, or postal mail with questions about the site, content, policy, or technical issues.