

# HospitalDirect

## Complimentary Continuing Education Courses

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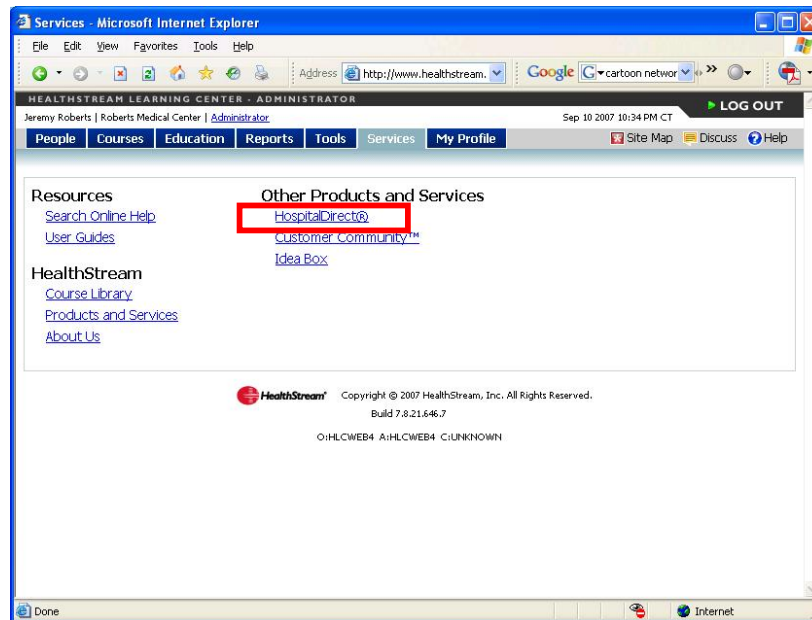
### Complimentary CE Overview

HealthStream is dedicated to improving the quality of healthcare by developing the people who deliver care. We are pleased to offer over sixty-five complimentary continuing education courses for nurses, pharmacists, rad techs, respiratory therapists, case managers and physicians. We are scheduled to launch an additional ten courses in the coming months. Complimentary CE courses are turned on for your students at your discretion through the acceptance of a HospitalDirect offer. Once accepted, complimentary CE courses are available to you for assignment through the standard assignment tools and for student self-enrollment through the catalog and HospitalDirect tab.

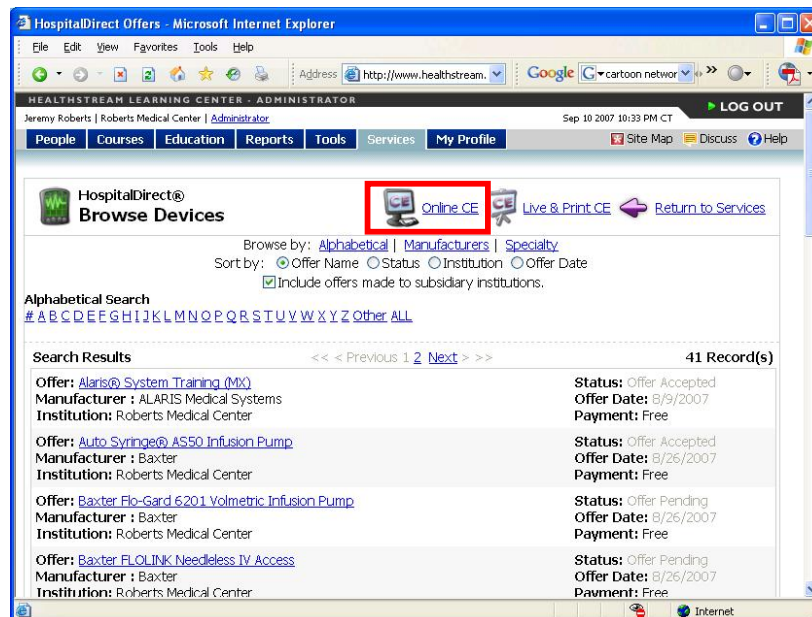
## Instructions for Accepting Offers

In order to begin accessing complimentary CE courses through HospitalDirect, an administrator must first “accept the offer.” Once an offer has been accepted, the course will be available to assign and is also immediately available to students to self enroll through the catalog and the HospitalDirect tab.

**Step 1:** Log into the HealthStream Learning Center (HLC) and click on **HospitalDirect** from the “Services Tab.”



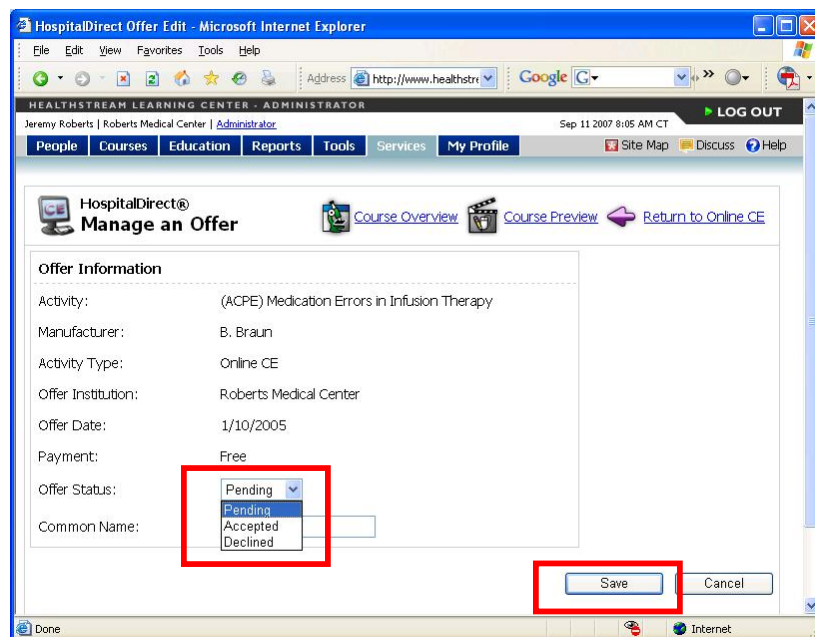
**Step 2:** The default page will display any offers that have been made for “product training” or “device courses.” Click on “**Online CE**” to access your complimentary CE offers.



**Step 3:** You can browse offers numerous ways including alphabetically, by grant fund provider, or by specialty. Click on the **course name** to manage an offer.



**Step 4:** From the “Manage an Offer” page, you can review the course overview information and preview the course to determine if you wish to accept the offer and make the course available to your learners. To accept the offer, select “accepted” from the offer status drop down menu and then click “save”.



## **Maintaining Licensure Information** (taken from the online Help from the HLC)

The **Discipline and License Information** area allows details about professional licensure status to be stored so that the system can issue appropriate credit for continuing education courses. Based on your organization's preferences, students may or may not be able to input and manage information for one or more licenses.

All students, whether or not they are licensed professionals, will see a **Discipline** selection of **Other** and a state designation of Your Institution's State (or, in the event that there is no state on record with HealthStream, the state designation will be **TN**). Do not delete this license designation if you earned CE credit through the HLC prior to entering license information in the system (i.e. if you were a student in an earlier version of the HLC). If deleted, you will lose CE credit earned through the earlier HLC platform. If you hold a professional license, you should enter that information into the system by clicking the **Add Discipline/License** link. Once you've entered your actual licensure information, you can delete the Other license from your record.

Clicking **Manage Discipline and License Information** link from the **My Profile** screen displays the **View Discipline/License Information** screen.

**NOTE:** To ensure that continuing education credit is appropriately awarded for CE courses that you complete, you are strongly encouraged to maintain your license information in the HealthStream Learning Center™. If you do not have access to managing your license information, contact your HLC administrator.

## **Adding License Information**

To add information for a professional license, follow these steps:

1. Click the **Add Discipline/License** link at the upper-right of the **View Discipline/License Information** screen. The **Add Discipline/License Information** screen appears.
2. Select the state in which you are licensed from the **State/Province** dropdown list.

**NOTE:** If you are licensed in another country, select that country from the dropdown list (the default is United States) before selecting the state or province from the **State** dropdown list.

3. Select your license discipline from the **Discipline** dropdown list.
4. Enter your license number in the **License Number** field.
5. In the **Expiration Date** field, enter your **license expiration date** or click the **calendar** icon to select the date.

**NOTE:** Although license number and expiration date are not required fields, some CE accrediting/approving bodies require this information on CE certificates. For your license number and/or expiration date to appear on certificates you have earned for CE course completion, you must enter your license number and/or license expiration date.

6. Click the **Save** button to save your license information to the system.
7. If you have more than one professional license, you can click **Add Discipline/License** and follow the steps above to enter another license.

## Frequently Asked Questions

### General Information

1. Are there any fees associated with the complimentary CE courses?  
No. Through the generous support of grant fund providers HealthStream is able to provide over sixty-five continuing education courses to hospitals for no charge.
2. Do the courses expire?  
Yes. Each course has an expiration date which is generally tied to the expiration for the course accreditation. The CE expiration date is located in the Course Continuing Education Credit section as well as listed on the course listing in the HLC HospitalDirect online Help.
3. Who is eligible to take the courses?  
Any learner in the HLC may take the courses. Students from specific disciplines qualify to receive continuing education credit for completing the courses. We currently offer courses which have been accredited for nurses, pharmacists, rad techs, respiratory therapists, case managers and physicians.

### Accepting an Offer

1. Where do I go to accept an offer?  
Offers can be managed through HospitalDirect, located under the “services tab” on the administrator side of the HLC.
2. Why are there multiple offers for the same course title?  
Most courses carry multiple accreditations and were originally made available prior to the launch of the “multi-credit” capabilities of the Next Generation HLC. Therefore, the courses were originally setup as separate courses in the system.
3. I don't see an offer for a course?  
There are three different types of training offered through HospitalDirect. The “Devices” area is used to deliver product training on medical devices and software applications. The “Online CE” section is used to deliver complimentary online continuing education courses and finally, the “Live/Print CE” section is used to complete the online evaluation for courses that are delivered offline either in a live instructor led setting or via a print resource or study guide. Offers for the complimentary CE courses are located in the Online CE section of HospitalDirect.
4. What happens when I accept an offer?  
Once an offer is accepted, the course becomes available to you for assignment through the standard assignment tools and for student self-enrollment through the catalog and *HospitalDirect* tab. The course is also available for all standard reports.
5. Will I be able to decline an offer once I have accepted it?  
Once an offer is accepted, you will not be able to decline the offer. You must contact HealthStream Customer Service to have the course unpublished and removed from your site.
6. What happens if I decline an offer?  
Declined offers can later be accepted if the administrator chooses to do so.

## **Accessing the Courses**

1. Can I assign the courses?

Yes, complimentary CE courses may be assigned using all standard assignment tools.

2. How do students access the courses?

Students may access the course either through an assignment or alternatively may self-enroll in the courses through the catalog or HospitalDirect tab.

3. How do students receive credit?

To ensure receipt of the proper credit, students must maintain their licensure information in the HLC. Continuing education certificates are directly tied to the licensure information of the student. Please see p.5 for additional information on maintaining licensure information.

## **Other Areas of HospitalDirect - Devices & Live and Print CE**

1. What are the accepted offers under the Live/Print CE area of HospitalDirect?

Courses that are located under the Live/Print CE section of HospitalDirect are not actual courses. In addition to online continuing education courses, HealthStream sponsors live and print based activities. Students who attend or complete these activities may complete the evaluation online and obtain a record of completion on their HealthStream transcript. Completion of these activities requires an access code which can be found in the syllabus or study guide.