

Basic Life Support (CPR) FAQs

What if I don't remember when I last took CPR? Who should I call?

- Anyone who took CPR *before* October 1, 2011 will need to contact their supervisor or unit educator.
- Anyone who took CPR through the Continuing Education department *after* October 1, 2011 will be able to access this information by logging into their Continuing Education (CE) credits record.

How do I retrieve my Continuing Education (CE) Credits record?

You are able to access your Continuing Education (CE) Credits by simply going to:

- www.baystatehealth.org/learn
- click on "**returning user or Baystate Health Employees**"
- Enter your employee number with letter prefix (en98765) in the Baystate Continuing Education ID field
- Click on the "**CE Credits**" link located on the top of the page

How do I know what dates are available for CPR?

Go to:

- www.baystatehealth.org/learn
- Click on "**returning user or Baystate Health Employees**"
- Click on "**Course Calendar by Month**" link located at the top of the page
- Select and click the month (located along the top of page) that you would like to view. Schedule yourself into a class that fits into your schedule.

What if I lost my card, how do I replace it?

The process to replace a lost or misplaced card requires two steps:

1. Complete the entire replacement form and mail to Continuing Education Department
2. Make a check for \$20.00 payable to *Baystate Continuing Education*

Who do I call about registering for a CPR class and how do I pay?

We offer on-line registration only. Simply go to:

- www.baystatehealth.org/learn
- Click on “**new to this site**” link
- Look for a class that works into your schedule (*If you click on a month, the calendar will open to all offering available for that month*).
- Click on the course you would like to register for
- On lower left hand side click on **Add to Shopping Cart**
- On top left click on **Go to Checkout**
- Click on **I already have an Account**
- Type in you en# (e.g. en12345) click **Continue**
- Under Payment Options, click **Credit Card** (*This is the only form of payment*)
- Lower left click **Complete Registration**
- Fill out credit card information and click **Buy**
- You will receive confirmation

Can anyone take the online BLS for Health Care Provider course?

No. You can only take the on-line course if you have a current CPR card and are proficient in CPR.

I've decided to take the online BLS for Health Care Provider course, what do I need to do?

Two steps are required to complete this:

Step 1: Purchase the online portion of the course for \$19.95. Once you successfully complete this course, print the Certificate of Completion.

Online courses can be purchased by clicking on:

<http://shop.aha.channing-bete.com/onlinestore/store.html> (AHA item#90-1403)

Step 2: Schedule and purchase a skills check session. BLS skill sessions are *not* included with the purchase of the online course. Skills sessions are \$25.00. AHA BLS Provider cards will be issued upon successful completion of step 1 and 2.

BLS skills check session can be purchased and scheduled by clicking on:

www.baystatehealth.org/learn

Cost is \$19.95 for online test and \$25.00 for the BLS skills check (total \$44.95)

Please note: For admission into skills session you **must** present your Certificate of Completion (from step 1). If you do not have this certificate, you will be asked to reschedule your skills check session and **no** refund will be given. You will need to schedule and purchase another skills check session. **NO EXCEPTIONS WILL BE MADE.**

How often do I need to get CPR certified?

Certification for our CPR course is good for two years

What if I can't make it and have to cancel?

- All cancellations will incur a \$25 cancellation/change fee. We cannot refund cancellations received ***less than 2 weeks*** before the course date.
- Cancellations must be in writing and FAXED to 322-4259 (ATTN Elizabeth Goncalves) OR mailed to:
Baystate Continuing Education
361 Whitney Avenue
Holyoke, MA 01040