



## **HealthStream HeartCode ACLS Course Instructions**

Please follow the outline below to complete your course

### **Tips while using the program:**

- The HeartCode ACLS module will be available within 24 hours on KNOW.
- You must know your KNOW sign on & password to access the course. You may log in and out as many times as needed.
- This is a 3 STEP process (online module, scheduling appointment for skills check-off, hands on skills check-off). **YOU MUST HAVE AN APPOINTMENT FOR THE SKILLS CHECK OFF, NO WALK INS ALLOWED!**

### **STEP ONE**

- Log on to KNOW: Log in directly through KNOW on the KNOWLEDGE HUB icon or from home use the web address <https://www.healthstream.com/hlc/know>
- Choose 'HeartCode ACLS' and complete the module.
- **DO NOT MOVE FORWARD OR CLICK ON ANY ADDITIONAL STEPS! (DO NOT CLICK INSTRUCTOR LED)**

### **STEP TWO**

- Complete part HeartCode ACLS online first, then schedule an appointment for skills check-off (this will be a self-guided session.) *Please note: If you wait until the end of the month to schedule your check-off, time may NOT be available. The last week of the month fill up very quickly!*
  - Schedule an appointment by contacting Amber Archibald via email at [amberar@ulh.org](mailto:amberar@ulh.org) Appointments are on the

hour at 0800, 0900, 1000, 1100, 1300, 1400 & 1500.

- When emailing give several date/time options that work for you.
- Appointments are only valid if they have been pre-approved.

### **STEP THREE**

- Report for your appointment on time to the Nursing Education & Research Department Computer Lab located in the basement of the Ambulatory Care Building (across from the cafeteria).
- This is a self-guided process that should take around 30-60 minutes.
- Follow directions on the ACLS posters in the Computer Lab to complete your HeartCode ACLS.
- **Make sure to fill out the correct AHA roster located on the wall (as this will be the information used to email you the AHA eCard). You will not receive your certification until this is complete!**

If you have any questions about this course, please contact Mandi Pyles at [amandapy@ulh.org](mailto:amandapy@ulh.org)

\*\*\*Please note that your HeartCode ACLS course is a 2-part course. Once you have completed the online portion, you have until the end of the following month to complete the skills check off. If you do not complete the online portion as well as the physical check-off before your individual expiration date, you will be unable to complete the course online. This will also cause you to be out of compliance.

**Per hospital policy, once you access the module and you do not complete the entire online course, you will be responsible for reimbursing the Nursing Education Department \$120.00 (for employees, non-employee cost will be non-refundable) for the expired module. Failure to do so will place you in jeopardy of using the AHA certification services in the future.**