



DREXEL UNIVERSITY

Emergency
Medicine

College of Medicine

Department of Emergency Medicine

Division of EMS and Continuing Education



American
Heart
Association®

AUTHORIZED
TRAINING
C E N T E R

Training Center Policies

1. **Course Attendance** – Student must show up on time and prepared for class. Any student who is more than 15 minutes late after the start of the class will be not permitted to attend and must re-schedule for another course.
2. **AHA Course Textbooks** – THIS POLICY DOES NOT APPLY TO ONLINE HEARTCODE COURSES. Every course requires the student to have a textbook. If student does not have a textbook for their course they will not permitted to attend the course and must re-schedule for another course, unless otherwise noted in specific course information (i.e. EMT Class and AHA BLS Instructor class). To purchase or pickup AHA textbooks, students can either do so online or in person. To order a book or to purchase a book, please call (215) 762-1801.
3. **AHA Pre-course Material** – Any AHA pre-course material, required for any course, must be complete and presented while signing in for course. If pre-course work is not complete the student will not be permitted to attend and can choose to re-schedule for another course.
4. **BLS/Heartsaver Courses** – BLS/Heartsaver does not require a pre-test.
5. **ACLS Course** – ACLS Provider requires a copy of a current BLS card and completion of ACLS pre-test. ACLS Renewal requires a copy of current BLS and ACLS cards and completion of ACLS pre-test. If any of the required material is not presented at the start of the course, the student will not be permitted to attend and must re-schedule for another course.
6. **PALS Course** – PALS Provider requires a copy of a current BLS card and completion of PALS pre-test. PALS Renewal requires a copy of current BLS and PALS cards and completion of PALS pre-test. If any of the required material is not presented at the start of the course, the student will not be permitted to attend and must re-schedule for another course.
7. **Heartcode Skills Session** – The applicable Heartcode completion certificate must be presented upon arrival. Time slots are 45 minutes long and end promptly. If extra time is needed to complete AHA Heartcode Parts 2 and 3, then the student will be billed \$15 in fifteen minute increments (i.e. 30 minutes of extra skills session time will cost \$30). Please arrive on time and be prepared for your skills evaluation. Any student unable to successfully pass the skills verification portion of Heartcode will be required to take a traditional (in-person) Provider course of that specific discipline. There are no Heartcode re-tests.
8. **ATLS/ATCN** – Our ATLS and ATCN courses demand a high degree of coordination and pre-purchase of materials. By policy, these materials are mailed out to the class attendees 4-5 weeks prior to class. As such, a \$125.00 non-refundable processing fee is included in the course tuition. ***Written/E-mail cancellation requests received 30 days prior to the course start date are eligible for refunds according to the following schedule:***
 - **\$800 refund for ATLS Provider (Physician)**
 - **\$750 refund for ATLS Provider (Advanced Practice Clinician)**
 - **\$400 refund for ATLS Renewal**
 - **\$150 refund for ATCN**

Please be aware that ATLS/ATCN course cancellations offered less than 30 days prior to the course, or failure to attend the course will result in forfeiture of the entire course tuition. Please contact our staff with any questions regarding this policy.

9. **Neonatal Resuscitation Program** – Our NRP program is distinctive as the NRP 7th edition curriculum is an online program. Once a learner signs up for the course, he/she will receive an email highlighting the process for Online NRP Curriculum completion. After completion of the program they will attend a skills evaluation called an ILE (Instructor Led Event). No refund will be issued if a NRP student cancels after starting the Online NRP course. A refund can only be processed if a student has not started the Online NRP course and 30 days advance notice (30 days prior to the ILE) is offered in writing/email. Textbook, textbook shipping costs, and Online NRP course access fees (add-ons) will not be refunded in any circumstance without the approval of the Program Director.

AHA Cancellation, Refund, Re-Test and Re-Scheduling Policy

A full refund will only be issued if the student cancels two (2) weeks prior to scheduled date. Within a two (2) week period, a \$75.00 fee to cancel and or re-schedule an AHA course will be charged.

There will be no refund issued for cancellations or no-shows on the day of the AHA course. There are no refunds for the AHA BLS Instructor course. Refunds for any ATLS, NRP, ATCN or EMS classes are handled according to the specific course policy (see above).

Traditional (In Person) AHA Re-Tests – Retesting of any skills or written portion of any traditional AHA course will be free for any initial certification course. If a second re-test is required a \$40.00 fee will be charged and must be paid in full prior to the retest being scheduled. Any failure during a recertification course will require the student to take an initial provider certification course at a fee of \$75.00 which must be received prior to being scheduled.

****Laerdal Heartcode (On-line) Re-Tests – There are NO RETESTS for any portion of Laerdal’s Heartcode BLS/ACLS/PALS courses. Any student unable to successfully pass the skills verification portion of Heartcode will be required to take a traditional (in-person) Full Provider course of that specific discipline.

AHA Course Completion Card Replacements and AHA eCard Assistance

Paper Certification Card Replacement - Paper course completion cards, originally issued by DUCOM EMSCE, can be replaced for \$20 each. A photocopy of your original card is available for \$10. These fees can ONLY be waived by decision of the Program Director.

Electronic Certification Card (eCard) Replacement/Assistance - If your eCard was claimed, then we can provide, via email, a PDF or JPG of your card for a \$10 fee. If your card was not claimed and 90 days have passed since your certification class, then a \$20 fee will be charged for any assistance necessary in order to locate your card. You must provide the date that you took your course/class. When students take ANY certification or class, it is SOLELY the responsibility of the learner to be attentive when eCard instructions are given. It is also the responsibility of the learner to enter ACCURATE email address when supplying information to DUCOM EMSCE. DUCOM EMSCE cannot be responsible for errant information passed on by the student. If you don't receive your eCard within 2 weeks after completing a course, please contact our administration office at (215) 762-1801. These fees can ONLY be waived by decision of the Program Director.

Certification Card Replacement

We are now offering AHA eCards for most of our AHA courses. We offer free assistance to anyone searching for their AHA eCard for up to 90 days after taking a class. If you need assistance in finding your eCard or if you need it to be emailed, there will be a \$20.00 charge, PRIOR TO any assistance being given.

There is a \$10.00 charge to email or fax a copy of certification cards (all course completion cards).

There is a \$20.00 charge to receive a reprint of each certification card (all course completion cards).

Severe Weather Policy

In the event of snow, or other extreme weather, this training center complies with Drexel University College of Medicine’s Severe Weather Policy. Call 215.762.UNIV (8648) for information on course closings or delayed courses.

Listen for school code **213** on radio station KYW-1060 (AM).

**DREXEL UNIVERSITY COLLEGE OF MEDICINE DEPARTMENT OF EMERGENCY MEDICINE
DIVISION OF EMS AND CONTINUING EDUCATION RESERVES THE RIGHT,
TO CANCEL OR RESCHEDULE COURSES FOR ANY REASON**

TO SCHEDULE A CLASS OR VIEW OUR CALENDAR PLEASE VISIT:

<https://drexel.enrollware.com/schedule>