Boston Children's Hospital

♥ Life Support Program

Life Support Program
Registration Policies & Procedures

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acls@childrens.harvard.edu
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Course Announcements

Courses will be announced in several ways, including, but not limited to the following:

- Children's Hospital's intranet announcements
- Children's Hospital's external website (www.childrenshospital.org/PALS and/or www.childrenshospital.org/ACLS and/or www.childrenshospital.org/BLS).

Class size is limited. Preference will be given to staff that have been identified by the hospital leadership as having priority for training. Remaining course positions will be filled on a first-come, first-serve basis.

Registration

PALS and ACLS

Registration forms will be available on the website, www.childrenshospital.org/PALS and/or www.childrenshospital.org/acls or from the Life Support Program administrative office during regular business hours.

Due to limited class size, participants may wish to contact the Life Support Program by phone or e-mail (pals@childrens.harvard.edu or acls@childrens.harvard.edu) to determine availability in the desired course. Submitting a completed registration form with payment *does not* guarantee placement into the course. Confirmation of registration will be emailed to you within 2 business days and the necessary course materials will be mailed out approximately 2 months prior to the start date of the course.

For those eligible BCH Nursing staff members (please refer to the Clinical Administrative Manual Life Support Certification policy), the Department of Nursing will support the cost of the course the participant is registering for. Should the need arise to cancel less than the 3 week cancellation policy, the participant "no shows" to a course or shows up 30 minutes after the course begins, the participant will be responsible for the payment of the next course they register for.

Registration forms submitted without payment and proper certification documentation will not be accepted or processed until all required information is received.

Participants must complete the correct registration form. There may be several courses accepting registration at the same time. The program is not responsible for incorrect selection of forms, including date and course type.

BLS

Class offerings are posted on the website, www.childrenshospital.org/BLS and interested participants can inquire regarding class availability and/or register by calling the Life Support Program

administrative office. Classes are scheduled on a monthly basis and payment is required in advance to secure a place in the desired course.

Attaining & Maintaining Certification

Per AHA guidelines, the expectation for successful completion of these courses is attendance and participation in the entire course. Students who are more than 30 minutes late for a course will not be allowed to participate and forfeit course payment.

The recommended update or renewal interval for all AHA courses is 2 years. Providers who intend to take an update course must show a valid provider card to enroll in a renewal course.
Anyone who exceeds the recommended renewal date by 3 months will be required to take a full Provider course.

Students that do not meet criteria for successful completion of a course will be allowed to register in another course at no charge. Students that are not successful in completing a renewal course will be required to participate in a full Provider course. In the event that the participant is unsuccessful in passing the second course, they will be responsible for any payment of any additional courses.

Payment Requirements

Payment must accompany registration to guarantee space in the desired course.
The following payment methods are accepted:

- Credit Card / Debit Card (Visa / Master Card / Discover / American Express)
- Check - Made payable to "Boston Children's Hospital"
  Out of state personal checks are acceptable with valid driver's license
- General and/or Restricted Fund Transfer

Refunds

For PALS and ACLS courses no refunds are issued if the registrant canceled within 3 weeks prior to the first day of the course. For BLS courses there are no refunds issued if the registrant canceled within 1 week prior to the first day of the course. For PALS, ACLS and BLS classes no refunds are issued if the registrant did not attend the course (i.e. "no show"), or are more than 30 minutes late for the course and therefore not allowed to participate.

The cost of the textbook will be refunded only after the manual has been returned in its *original* (unopened) condition. If the textbook is not returned, a refund will be issued minus the cost of the textbook and any applicable administrative fees.

When re-registering or rescheduling, the registrant is responsible for any difference in cost, including, but not limited to: price increases, textbook changes and other applicable fees.

Certification Cards & CEU Certificates

For PALS and ACLS courses all participants will receive a certification card and CEU certificate, as applicable, upon successful completion of the course. BLS participants will receive a certification card upon successful completion of the course.

All re-issued certification cards will be charged a nominal fee.