



Boston Children's Hospital

♥ Life Support Program

Registration Policies & Procedures

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Course Announcements

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

- Boston Children's Hospital's homepage intranet announcements
- Boston 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 basis.

Registration

PALS, PEARS 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. Cancellations within 21 days, "no show" candidates, students who are more than 15 minutes late, and students who do not complete the mandatory Pre-course Self-Assessment not be allowed to participate in the course and 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, students are expected to attend and actively participation in the entire course. Students who are more than 15 minutes late for a course and, if applicable to the course, does not complete the mandatory Pre-course Self-Assessment will not be allowed to participate in the course and forfeit course payment.

Participants who intend to take a PALS and/or ACLS Update course must have a valid Provider card to enroll. The renewal interval for all AHA courses is 2 years. Anyone who exceeds the recommended renewal date by 3 months will be required to take a full Provider course.

The Life Support Program, in accordance with the AHA guidelines, requires both cognitive and practical components to all training. Participants that receive certification outside of the hospital's Training Center must provide proof of completion of both components in order to participate in a PALS and/or ACLS Update course.

Of note: the Department of Nursing pays for PALS and ACLS training for identified nursing staff per Department of Nursing Life Support Certification policy. The cost for a 2-day Provider course is only covered when appropriate. If a staff member is eligible to take a renewal course and misses the opportunity, then the Department of Nursing will only cover the cost of the renewal course. The burden of the difference is on the staff member.

Of note: per Department of Nursing Life Support Certification policy, PEARS training is only required every four years for those nursing staff members identified.

Students that do not meet criteria for successful completion of a course will be allowed to register into another course at no charge. Students that are not successful in completing a renewal course may 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)
- 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"), misses their scheduled skills session time, or are more than 15 minutes late for the classroom course and therefore not eligible 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.