

Getting Started with HospitalDirect: Hospital Staff

Introduction Getting Started

We are happy to offer you device training through HospitalDirect® by HealthStream®. This introduction and training guide has four parts:

Part 1 – Quick Steps

If you are comfortable with computers and familiar with online education, the one-page **Quick Steps** should give you all the information you need to get started with the training.

Part 2 – Expanded Steps

If you are not yet familiar with the HospitalDirect® training system, you may wish to refer to the **Expanded Steps**, for a more extensive explanation of the following:

- Register as a student
- Login to the system
- Access HospitalDirect courses

Part 3 – Taking the Course

This section provides tips for navigating an online course, once you have accessed it. Included are the following topics:

- Starting a course
- <u>Completing a course</u>
- Taking an exam
- <u>Completing an evaluation</u>
- <u>Getting your certificate/Printing a duplicate certificate</u>

Part 4 – Minimum Computer Requirements

If you are having any computer difficulties, you may want to check the computer requirements and recommended configuration. Included are the following topics:

- <u>Computer requirements</u>
- <u>Recommended settings</u>
- Plug-ins

Part 5 – More Information:

This section provides you with additional HospitalDirect® resources.

If at any time you need additional assistance getting started or navigating courses, contact customer support at:

• Email: <u>Customer.Service@HealthStream.com</u> Phone: 800.521.0574 (7:00 AM to 7:00 PM central time)

1. Register as a student.

If you have received a User ID and Password from your System Administrator, skip to **Step 2**. Otherwise, you will need to register yourself as a student:

- Go to http://learn.healthstream.com/[*your facility code*]. This web address will be specific to your organization and will be provided to you by your administrator or trainer.
- Click on the First time students click here to register link.
- Complete the short registration form, choosing a User ID and Password.
 - If you have an email address, your email address will be your User ID. A follow-up email will be sent to you, reminding you of your User ID (email address) and the Password you selected.
 - **If you do not have an email address**, choose any alphanumeric combination of five to ten characters. This will be your User ID. You will not receive an email.
- Click on the **Submit This Form** button. After clicking on **Submit This Form**, you will be taken to your personal HealthStream® account (**My Account**), as if you had logged in to the system from the login page. If you wish to start the course at this time, you may skip to **Step 3** of these instructions.

Hint: After submitting your registration form, you may log back in to http//learn.healthstream.com/[your facility code] at any time. Provide your User ID (email address or alternative) and Password. You do not need to wait for the confirmation email. If you forget your User ID/Password, however, the confirmation email will remind you.

2. Login to the system.

Once you have self-registered or received a User ID and Password from your Administrator:

- Go to http://learn.healthstream.com/[your facility code].
- Enter your User ID and Password, then click on the **Login** button.
- The first time you login in, you may be prompted to identify yourself as a physician or non-physician, depending on how your Administrator has set up your system. Respond to these prompts appropriately. You also may be asked to provide license numbers (if any) to receive CE credit for the courses you take. Respond appropriately and click the **Save** button.

Hint: If you are not prompted to identify yourself as a physician or non-physician, proceed directly to **Step 3** of these instructions.

3. Access HospitalDirect courses.

- Click the **HospitalDirect** tab.
- Select the device.
- Click the **Online Course** button to open the course LAUNCH page.
- Click on the LAUNCH COURSE button to take the course.
 - -- Return to the top --

Part 2 Expanded Steps

1. Register as a student.

If you have received a User ID and Password from your System Administrator, skip to **Step 2**. Otherwise, you will need to register yourself as a student:

• Go to http://learn.healthstream.com/[your facility code]. This web address will be specific to your organization and will be provided to you by your administrator or trainer.

The facility code may be the name of your facility or just the initials. For example, Direct Memorial Hospital may have the code "dmh" and the web address would appear like this:

🔚 me page	cannococi	ioana micro	Sole meeting en	50101
<u> </u>	<u>V</u> iew F <u>a</u> vo	orites <u>T</u> ools	Help	
] 🗢 Back 🔻	⇒ - ⊗ ₫) 🔏 🔍 🧟 Se	arch 🛛 😹 Favorites	() Mec
Address 🥘	http://learn.h	nealthstream.o	com/dmh	

• Click on the First time students click here to register link.

HealthStream Learning Center [™]	
First time students click here to register	<u>Administrator Log In</u>
Student Login	
User ID: Password:	
Login	
P <u>assword Reminder</u> If you have set a password reminder, you click here to viev you have forgotten your password, this may help you remer	wit. If mberit.

• Complete the short registration form, choosing a User ID and Password.

Find My Accoun	
	t Help
Log In Registration	
f you have already registere	ed for HealthStream Express_please click <u>here</u> to login.
1. Login I-1auon —	
"E-mail Address:	If you do not have an e-mail sources, enter an ID between 5 and 10 alpha uneric characters or click here for a free Atomai account.
*Enter a Password:	Between 5 and 10 alphanumeric characters, please.
*Re-type Password:	
*Pageord Reminder	If you forget you password end you have provided us
i activitation.	with a valid email adden a we will email you this reminder.
2. User Information	
*First Name:	
Middle Name:	
*Last Name:	
*Last Name: *Facility:	Your Facility

When choosing a User ID/Password:

- **If you have an email address**, your email address will be your User ID. A follow-up email will be sent to you, reminding you of the User ID (email address) and the Password you selected.
- **If you do not have an email address**, choose any alphanumeric combination of five to ten characters. This will be your UserID. You will not receive a follow-up email.
- Click on the **Submit This Form** button.

After clicking on **Submit This Form**, you will be taken to your personal HealthStream® account (**My Account**), as if you had logged in to the system from the login page. If you wish to start the course at this time, you may skip to **Step 3** of these instructions.

Hint: After submitting your registration form, you may log back in to http://learn.healthstream.com/[*your facility code*] at any time, by providing your User ID (email address or alternative) and Password. You do not need to wait for the confirmation email. If you forget your User ID/Password, however, the confirmation email will remind you.

2. Login to the system.

Once you have self-registered or received a User ID and Password from your Administrator:

• When you are ready to start the course, go to http://learn.healthstream.com/[your facility code].



• Enter your User ID and Password and click on the Login button.

HealthStream Learning Center™	Administrator Log In
First time students click here to register. Student ~gm	_
User ID: user.name@email.com Password: House	
Login	
If you have set a password reminder, you olick here to view it. If you have forgotten your password, this may help you remember it.	

• The first time you login in, you may be prompted to identify yourself as a physician or non-physician. On the first popup window, click the **Cancel** button if you are NOT a physician. On the second popup window, click the **OK** button to confirm your choice.

Microsoft	Internet Explorer
?	To comply with requirements for issuing CME credit, HealthStream must know if you are licensed as an M.D. or D.O. in the United States.
	If you are, please click OK.
	If you are not, please click Cancel. You will immediately receive a confirmation screen to ensure that we have the correct information. This information is only required on your initial login. Thank you.
	OK Cancel
Microsof	t Internet Explorer
?	You have indicated that you are not an M.D. or D.O. in the United States. If this is correct, click OK. If this is incorrect, click Cancel.
	OK Cancel

Hint: If you are not prompted to identify yourself as a physician or non-physician, proceed directly to **Step 3** of these instructions.

• You may be asked to provide license numbers (if you have one) to receive CE credit for the courses you take. If you do not wish to enter any license number, check the box at the top of the screen. Click the **Save** button.

Find My Account HospitalDirect Documentation Help	
My My My Profile	
Add New License	
	Cant I Save
Reck here if you do not have a license number and click the Save button.	
Can de-select this checkbox in the future and add any licenses that you may obtain.	
Select the discipline for which you need to receive credit for course completion. Choose the in which you hold a license pertaining to that discipline, and enter any applicable license nu that license expiration date. Click the Save button. You can enter additional licenses by rep for each license.	corresponding state imbers, along with leating this process
🖗 * Select Discipline:	
🖉 * Select State:	
🕸 * Enter License Number: 🛛 🕹 * Expiration Date:	
* Denotes required fields.	
	Cancel Save

3. Access HospitalDirect courses.

• Click on the Find tab located at the top left of your screen and click on the appropriate course title listed.

HealthStream	
Find My & count Documentation Help Log Out	
Elective Courses	Status

or

• Click the **HospitalDirect** tab.

Find My Account	HospitalDirect	cumentation	Help	Log Out
Type your search term(s) a	and press "Search"	Search	<u>Help</u> Advanced Search	
Welcome to Hospita	IDirect by He	althStream	n!	

• Select the device.

Find My Account	HospitalDirect Documentation Help	Log Out	🚭 HealthStream
Device Online CE	skill		
Viewing Options	Select a Device		
Sort By: Al Devices Specialty Manufacturer View Dy: Inoze List Per Page:	HealthStream Bone Coment	Previous Landon Lond HealthStream Electrosurgical Systems	HealthStream Gloves
12 18 24	HealthStream Introduction to HospitalDirect	AllMed RestAssured Rx	AllMed VenTabulous 3000

• Click the **Online Course** button to open the course LAUNCH page.

Find My Account Hos	pitalDirect Documentation Help	Log Out
Device Online CE Skill		
Current Device	Select a Resource	
HealthStream Electrosurgical Systems	Online Course	From your Rep
	Online Reference	From your Manager
Add To My Devices	Device Map	

Note: Under the HospitalDirect tab, you may also see additional learning resources available for the device including the **Online Reference** and the **Device Map.** These resources are available on an on-going basis to serve as quick references to enhance your learning experience.

- **Online Reference**: The online reference is a comprehensive tool to provide you with easily accessible information about the purpose, function, and use of the device. The online reference is not assigned, and you may access it at any time for help and information.
- Device map: The device map is an interactive version of the device that allows you to identify the different components and parts of a device, and to learn more about the function of each part.

These learning resources do not have educational credit associated with them.

• Click on the LAUNCH COURSE button to start the course.



Part 3 Taking the Course

1. Starting a course.

• Once you have launched the course, a **Course Information** screen may appear. This screen provides information for continuing education accreditation. Close this window by clicking on the X in the top right corner, and proceed to the course.

Course Information - Microsoft Internet Explorer		I
and the second se		
Description	<u>Close</u>	

• The course will open to the **Main Menu**. The course is designed in chapters so that you can complete it all at one sitting, or you can take a few chapters at a time. The first chapter is **Getting Started**, which will show you how to navigate through the course. We recommend that you use the **Getting Started** review to become familiar with the course format.



• As you move through the chapters, you will see information on both the left and right sides of the screen. The left side of the screen provides the primary course information. The tabs on the right side of the screen allow you to access images, warnings, notes, and other more detailed information pertinent to the primary course information.



2. Completing a course.

• Once you have completed a chapter, an indication appears next to it on the Main Menu screen. If you leave the course and return later, you will be asked if you want to resume where you left off.



- After you have finished, close the course using the **Exit X** button in the lower right-hand corner of the screen.
- If you have completed enough of the course to advance to the exam, you will see a green check mark next to the course name and the Exam title becomes an active blue link.

Courses Transcript Profile		
Courses Transcript Profile		
HospitalDiract: Electrosurgical Systems		
HospitalDirect: Electrosurgical Systems		
HospitalDirect: Electrosurgical Systems	Score	Last Access
HospitalDirect: Electrosurgical Systems Activity	Score	Last Access
HospitalDirect: Electrosurgical Systems Activity <	Score	Last Access 09/08/04
HospitalDirect: Electrosurgical Systems Activity HospitalDirect: Electrosurgical Systems Exam 	Score	Last Acces 09/08/04

Hint: Some courses require that you complete (read or open) EVERY page in the course before receiving a completion status and proceeding to the exam. If you are not able to open the exam, check to make sure you have finished ALL the course pages and that you have a green check mark next to the course name.

3. Taking an Exam.

• Click on the **Exam** link under the **My Account** tab to take the exam. The word Exam should appear as a blue-line link if you are now eligible to take the exam. If it does not, return to the course and complete all of the pages.

Find My Account HospitalDirect Documentation	Help	Log Out
Courses My My Profile		
HospitalDirect: Electrosurgical Systems		
Activity	Score	Last Accessed
, "Pirect: Electrosurgical Systems		09/08/04
• <u>Exam</u>		
Example on [available when all activities are complete.]		
Legend 🔹 not completed 🗸 completed 🗸 completed, but not	passed	

• Complete the exam, then click on the Click Here to Score Your Exam button to view your results.

Prev Next
Question 10 of 10
True or False. The number of wave cycles in a minute is called frequency.
Answers O False
O True
Prev
Click Here To Score Your Exam

• After viewing your exam results, exit the exam, using the indicated link.

Exam Results HospitalDirect: Electrosurg	ical Systems		
Lesson Name	No. Correct	Mastery Percentage	
Exam	7 of 10	70%	
Exam Total (Mastery = 70%)	7 of 10	70% Percentage Correct - Percentage Incorrect -	
rou must CLICK HERE to exit the exam and receive credit.			
Congratulations! You have passed this exam!			

4. Completing an Evaluation

Click on the <u>Evaluation</u> link and complete the course evaluation. The word Evaluation will appear
as a blue-lined link when you are eligible to complete the evaluation. If not, you may need to finish
the course or the exam.

Find My Account HospitalDirect Documentation	Help	Log Out
My Courses Transcript Profile		
HospitalDirect: Electrosurgical Systems		
nospitalon oot Electrosta gioar Systems		
Activity	Score	Last Accessed
HospitalDirect: Electrosurgical Systems		09/08/04
⊂xalli	70%	09/08/04
Evaluation		

5. Getting your certificate/ Printing a duplicate certificate

• A completion certificate will appear. You may print this for your records. An electronic record is also available for review by your or your manager.



You may print a duplicate certificate at anytime.

- Go to the My Account tab and click the My Transcript subtab.
- Find the course for which you would like a duplicate certificate. Click **View.** Your certificate will appear on screen with a link for printing.

Fin My Account aspitalDirect Documentation Help	Log Out	
Name	View	Date Awarded
O HospitalDirect: Electrosurgical Systems	View	09/10/2004

Part 4 Minimum Computer Requirements

Listed below are the minimum system requirements to run HealthStream's online courseware. User experience will improve with faster CPU and connectivity speeds.



Minimum Requirements – cont'd	How to Check
Browser	Open Internet Explorer. Select "About Internet
Internet Explorer 5.5 or higher	Explorer" from the Help menu.
Internet Explorer 5.5 of higher	Training Courses - Gateway - Microsoft Internet Explorer
NOTE: Courses will not run correctly using any	File Edit View Favorites Tools Help
version of Netscape!	😓 Back 🕶 🚽 🕢 👔 🖓 🔞 S Contents and Index 🔒 💡
	Address Addres
If you are using AOL:	Google - Online Support Site
 Minimize the AOL window 	Send Feedback
Open Internet Explorer	About Internet Explorer
Go to http://learn.healthstream.com/[your	
facility code]	About Internet Explorer
Connectivity	Version: 6.0.2800.1106 Cipher Strength: 128-bit Product ID:5573-6589-4378904-04802 Update Versions:; SP1; Q328970; Q324929; Based on NCSA Mosaic. NCSA Mosaic(TM); was developed at the National Center for Supercomputing Applications at the University of Illinois at Urbana-Champaign. Image: Copyright @1995-2001 Microsoft Corp. Acknowledgements
Connectivity 56 kbps modem (minimum) Cable/DSL/T1/ISDN (recommended)	Please contact your company IT department or Internet Service Provider (ISP) to determine your connection speed and resolve connection issues
	connection speed and resolve connection issues.

If at any time you need additional assistance checking or configuring your computer, contact customer support at:

- Email: Customer.Service@HealthStream.com
- Phone: 800.521.0574 (7:00 AM to 7:00 PM central time)

Recommended Settings	How to Check
Screen Resolution	
800x600 or greater Select "Start: Settings: Control Panel." Find the Display icon and double-click on it. Click on the Settings tab. Adjust the screen resolution by dragging the slider left or right.	Display Properties 2 × Background Screen Saver Appearance Web Effects Settings Image: Setting Set
If you are using AOL:	
 Connect to the Internet via AOL Minimize the AOL window Open Internet Explorer Go to <u>http://learn.healthstream.com/[your</u> <u>facility code]</u> 	

Required Plug-in How to Check macromedia Macromedia Flash Player 6.0 is required for HospitalDirect courses. Home Products Showcase Support Developers Solutions Dow This plug-in is available free at Home / http://www.macromedia.com/downloads Downloads Studio MX 2004 Drea with Flash Professional 2004 Includes everything in Build Studio MX 2004 plus the sites : advanced features of Flash Professional. Buy | Buy | Upgrade | Try Download Free Players Macromedia Macromedia More Flash Player Shockwave Player

Part 5 More Information

1. Take the online course "Introduction to HospitalDirect."

• After accessing the HospitalDirect tab, click Introduction to HospitalDirect.



• Select the Online Course.



2. Read and print detailed instructions.

• Click the Help tab.

Find My Account HospitalDirect Documentati	Help Log Out	
Online Courses		
Type your search term(s) and press "Search"	<u>Help</u> Advanced Search	
Welcome to HospitalDirect by HealthStream!		

• Look for the **HospitalDirect** heading.

Find My Account HospitalDirect Documentation Help	Log Out
General FAQs About This Site	
Getting Started	About Us
Starting an Online Course	<u>About This Site</u> <u>Privacy</u> Security
Find Course Catalog Search	Disclaimer, Copyright, & Terms of Use Return Ref:
My Courses Taking a Course Paying For A Course Exams Pre-Assessments	HospitalDirect Selecting a Device Selecting a Resource Taking a Course Using the Reference Using the Device Map Getting Help with the Device Itself
My Transcript Getting Credit Surveys & Evaluations Certificates	

3. Contact customer support.

- Email: <u>Customer.Service@HealthStream.com</u>
- Phone: 800.521.0574
 - (7:00 AM to 7:00 PM central time)