Getting Started with HospitalDirect:
Hospital Staff

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
- Completing a course
- Taking an exam
- Completing an evaluation
- Getting your certificate/Printing a duplicate certificate

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:
- Computer requirements
- Recommended settings
- 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: Customer.Service@HealthStream.com
  Phone: 800.521.0574
    (7:00 AM to 7:00 PM central time)

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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.
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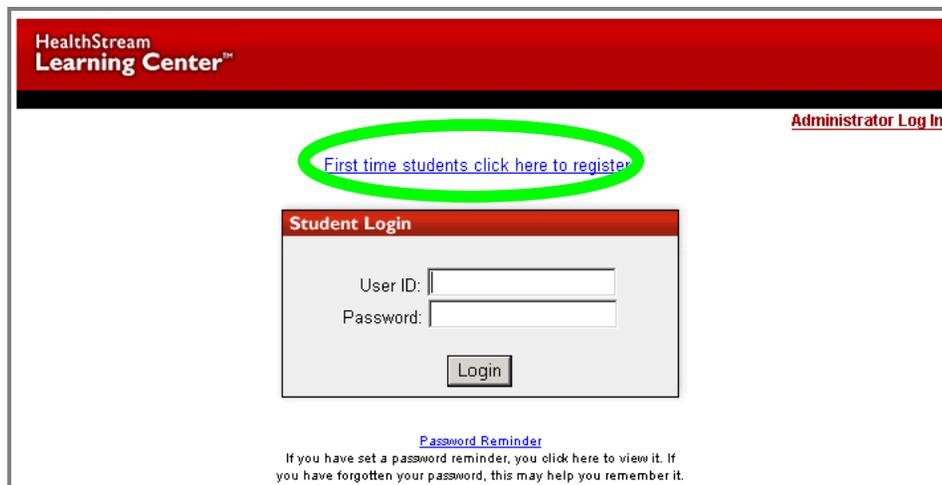
1. Register as a student.

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:

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

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

When choosing a User ID/Password:

- o **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.

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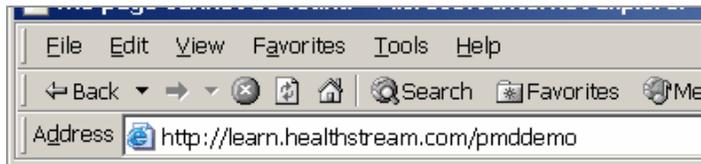
> **Hint**: After submitting your registration form, you may log back in to http://learn.healthstream.com/[*your facility code*] at any time, by providing your User ID (email address or alternative) and Password. You do not need to wait for the confirmation email. If you forget your User ID/Password,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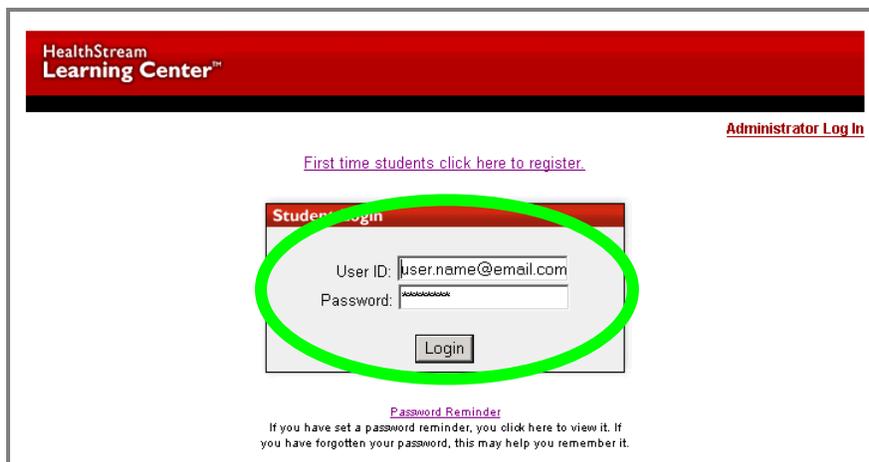
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2. Login to the system.

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.

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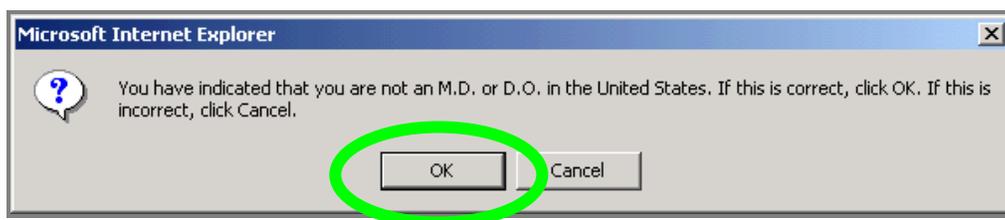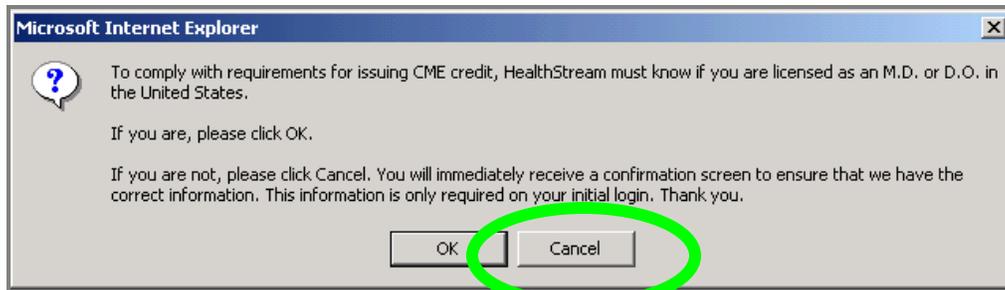
> **Hint**: If you are not prompted to identify yourself as a physician or non-physician, proceed directly to **Step 3** of these instructions.

- 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.
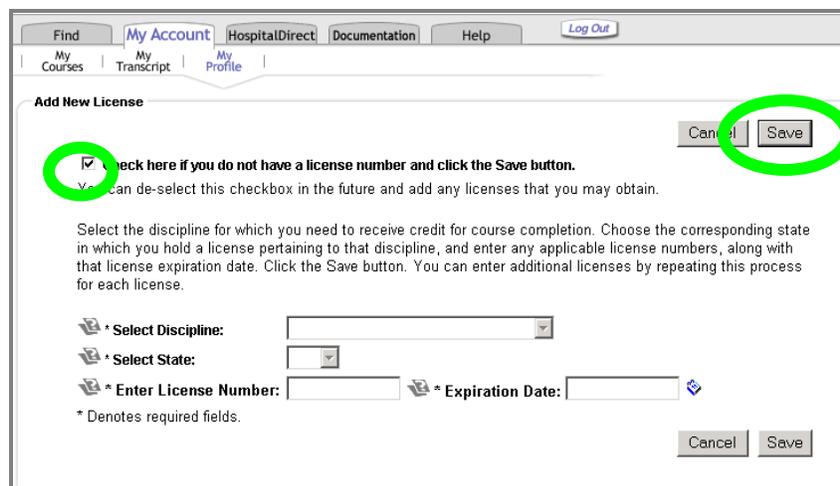
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3. Access HospitalDirect courses.

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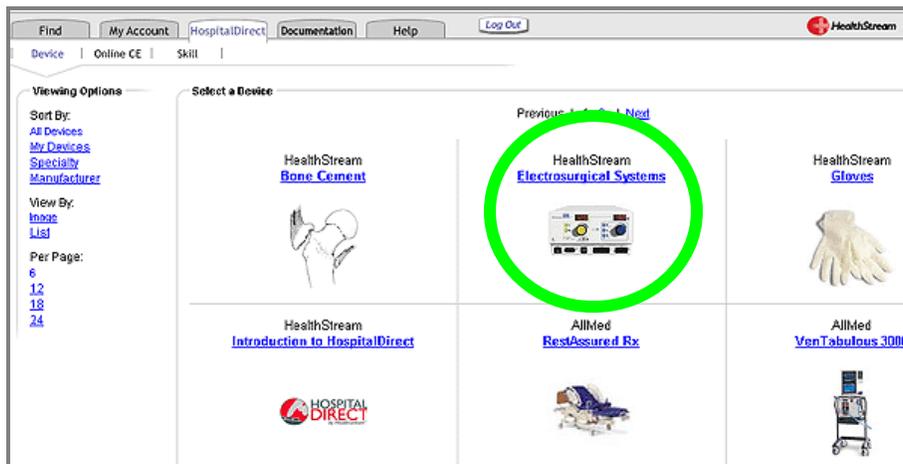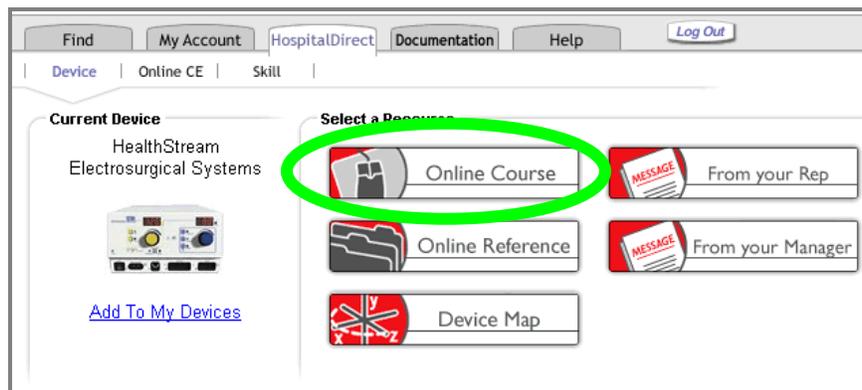

or

- Click the **HospitalDirect** tab.

- Select the device.

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

> **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.*

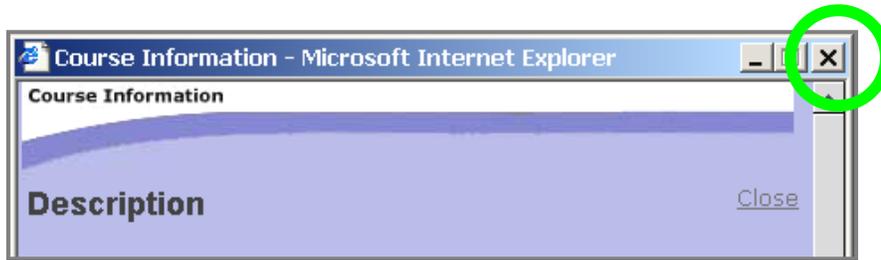- Click on the **LAUNCH COURSE** button to start the course.
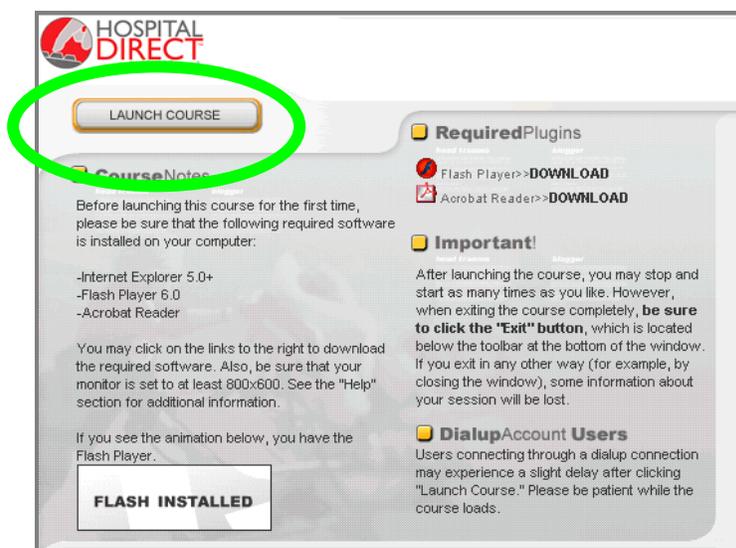
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1. Starting a course.

- 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.

- 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.


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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.
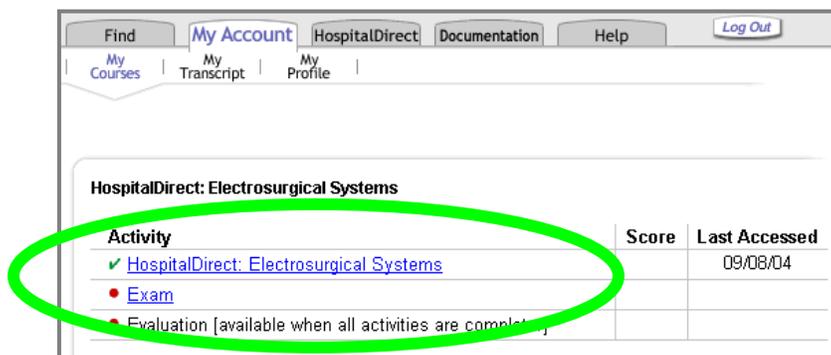

Hint: Some courses require that you complete (read or open) EVERY page in the course before receiving a completion status and proceeding to the exam. If you are not able to open the exam, check to make sure you have finished ALL the course pages and that you have a green check mark next to the course 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.
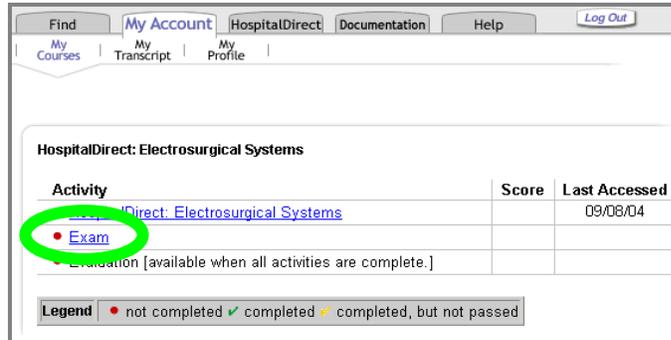
- Complete the exam, then click on the **Click Here to Score Your Exam** button to view your results.
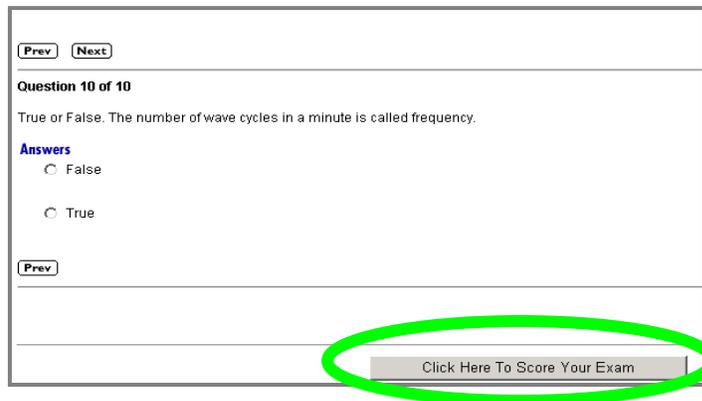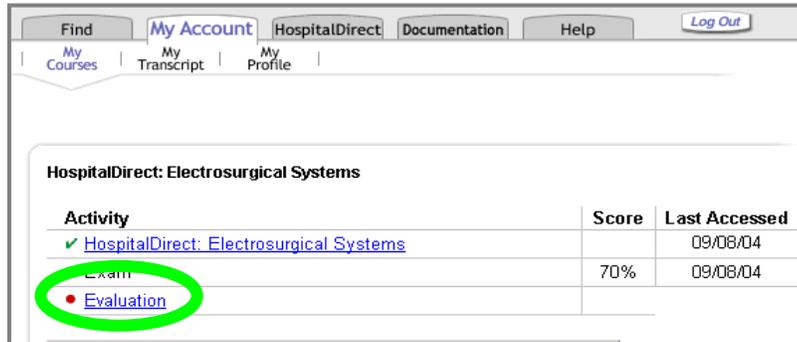

- After viewing your exam results, exit the exam, using the indicated link.
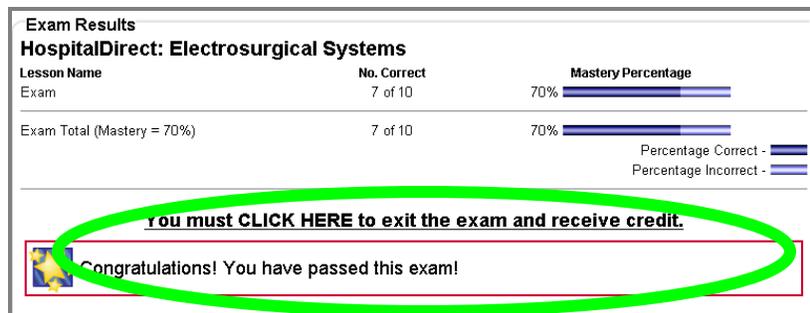
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4. Completing an Evaluation

- 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.


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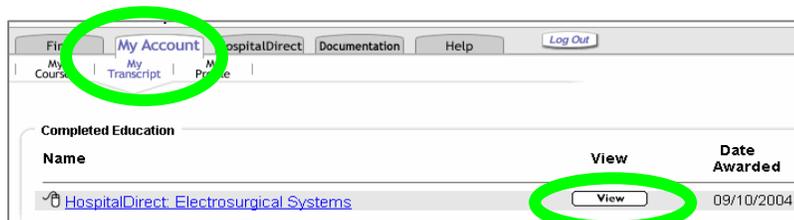
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Listed below are the minimum system requirements to run HealthStream's online courseware. User experience will improve with faster CPU and connectivity speeds.

| Minimum Requirement	How to Check
Operating System **Windows 95, 98, NT & 2000 and XP only** Click the "My Computer" icon with the right mouse button. Click on "Properties." The operating system version can be found here. **NOTE: Macintosh is not supported. Other operating systems may work but full functionality is not likely.**	
Memory 64 MB or more The amount of RAM you have installed on your PC can be found toward the bottom of the same screen.	

Minimum Requirements – cont'd	How to Check
Browser **Internet Explorer 5.5 or higher** **NOTE: Courses will not run correctly using any version of Netscape!** If you are using AOL: • Connect to the Internet via AOL • Minimize the AOL window • Open Internet Explorer • Go to http://learn.healthstream.com/[your facility code]	Open Internet Explorer. Select "About Internet Explorer" from the Help menu.
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.

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.	
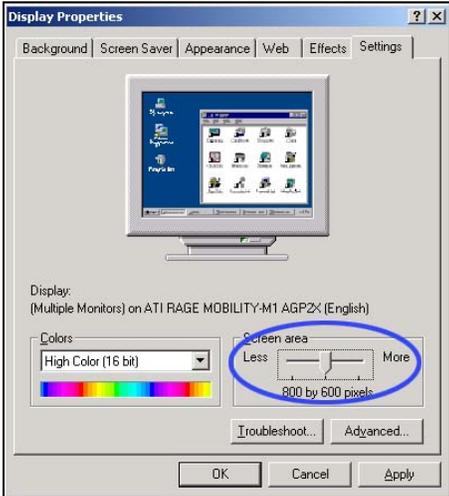
If you are using AOL:
 	
   o   Connect to the Internet via AOL
   o   Minimize the AOL window
   o   Open Internet Explorer
   o Go to http://learn.healthstream.com/[*your facility code*]	

| Required Plug-in	How to Check
Macromedia Flash Player 6.0 is required for HospitalDirect courses. This plug-in is available free at http://www.macromedia.com/downloads	

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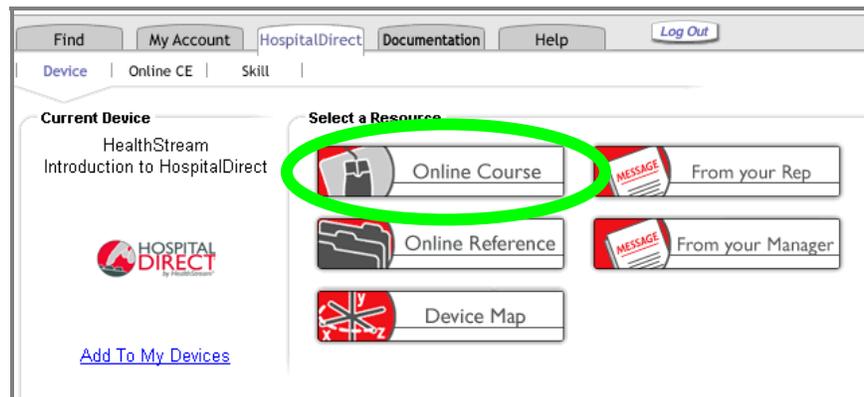Version 09.09.2004   HealthStream, Inc.   Customer support: 800.521.0574
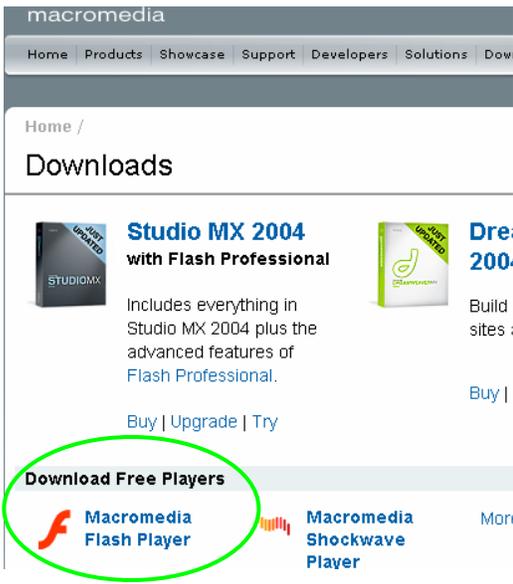
1. Take the online course "Introduction to HospitalDirect."

- After accessing the **HospitalDirect** tab, click **Introduction to HospitalDirect**.
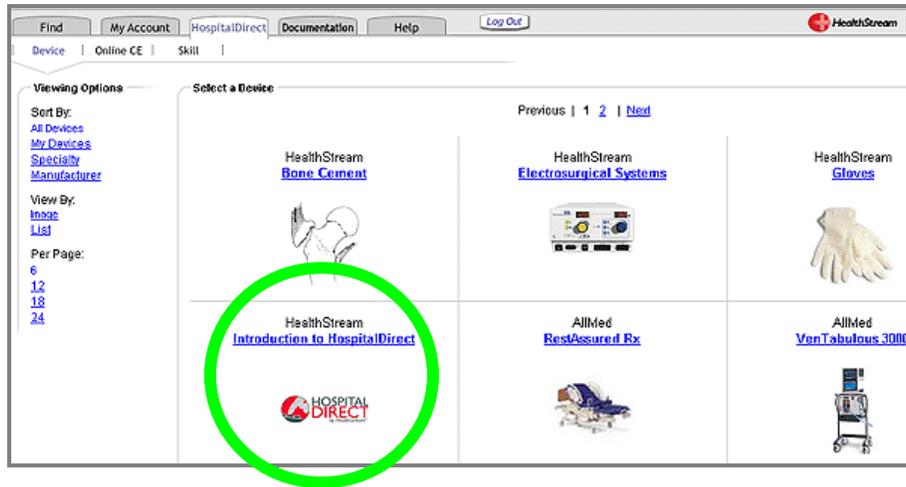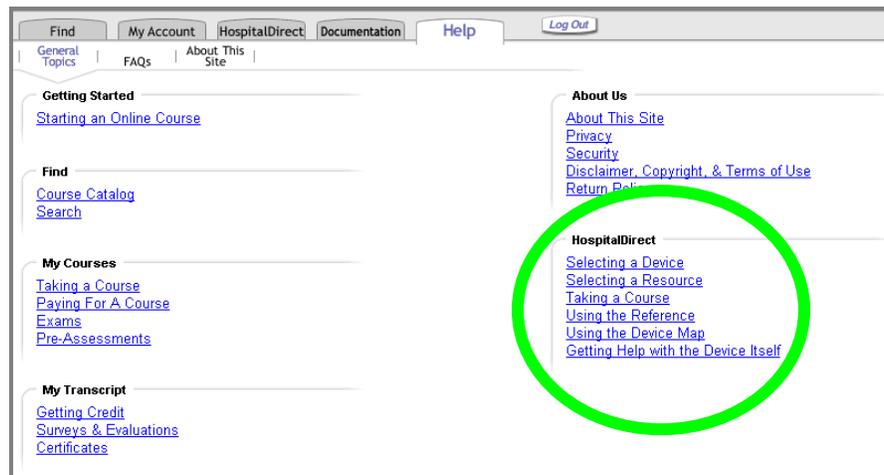

- Select the Online Course.

2. Read and print detailed instructions.

- Click the Help tab.

- Look for the **HospitalDirect** heading.

3. Contact customer support.

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

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