



Frequently Asked Questions and Answers about SCREEN Training

Registration & Payment

Question: How do I sign up for online SCREEN Training?

Answer: Visit our website at www.nysrhcfassessment.org

Click on the SCREEN Trainings tab

Read directions listed there and check the course specifications.

You can find step-by-step registration instructions here:

http://www.albany.edu/sph/cphce/SCREEN_registration_instructions.pdf

Q: Our facility cannot use a credit card for online payment. Do you accept checks?

A: Yes, checks are accepted. Please note that a 10 business day hold will be placed on all checks.

Make Checks Payable to: University at Albany

Mail Checks to: Attn: SCREEN

University at Albany
1 University Place, GEC-202
Rensselaer, NY 12144

Amount: \$275 per Trainee

Please include: A person as-point of-contact

Email Address (a training access code will be sent to this email)

Telephone number

There is a \$20 charge for returned checks. To see the full University Returned Check Policy please go to <http://www.albany.edu/studentaccounts/returned.php>

NOTE: Immediate access to training may only be obtained by paying with a credit card.

Q: Can our facility register multiple people at once and if so, how?

A: We can accept a credit card or check for multiple trainees. These cases will be handled individually.

Please email us at: nysrhcfassess@albany.edu.

Q: Is there an option to take the training in-person?

A: No, SCREEN is only available online.



Course Navigation and Technical Issues

Q: What computer/IT requirements are necessary to take the course online?

A: Please check that the computer you intend to use for this online training has the following technical requirements before registering. The School of Public Health is unable to provide technical assistance with this; please contact your facility ITS staff for more information.

Recent Web Browser (IE 10+, Firefox, Chrome or Edge)

JavaScript Enabled

Adobe Flash installed and enabled

Adobe Connect Add In (the course will prompt you to install this)

Q: How long will it take me to complete the online SCREEN course?'

A: The course will take you approximately 3 – 3.5 hours to complete. There are 3 modules and each is about 30-45 mins long. There is also a 20 question post-test after the final module.

Q: I am registered for the course but my SCREEN is blank when I enter the lessons. What should I do?

A: This online course requires the most up-to-date version of Adobe Flash. Please check your version of Adobe Flash and update if necessary at this website: <https://helpx.adobe.com/flash-player.html>. If the issue persists, please e-mail us at nysrhcfassess@albany.edu.

Q: When will I receive my SCREENer ID card?

A: An evaluation and post-test (with a passing score of 80%) are required to receive a SCREENer ID. Your SCREENer ID will be available immediately upon successful course completion. If you completed online training at www.phtc-online.org, you can log back into the course to retrieve and print your SCREENer ID at any time.

Q: Where is the post-test located?

A: After you complete all 3 lessons in the course, you will take the evaluation. After you complete the evaluation, you will be directed to take the post-test. Before you begin, you may wish to print out the documents available on the Resources page.

Q: What happens if I don't pass the post-test?

A: You have up to 3 attempts to pass the post-test. After 3 unsuccessful attempts, there is a \$25 processing fee to retake the exam (3 more attempts are included in this fee).



Q: Are continuing education credits available for taking this course?

A: Yes, contact hours in nursing continuing education and self-study continuing education hours for social work are available. An evaluation and post-test (with a passing score of 80%) are required to receive continuing education credits. You will choose which credits you would like to receive. A continuing education certificate will be available immediately upon successful course completion, if credits are requested.

Q: How do I find my ID card if I need to reprint it?

A: If you completed **online training at www.phtc-online.org**, you may log in to the site and you will find a link to the “Certificate and Card” under the Hospital and Community Patient Review Instrument (H/C PRI) course listed in “My Trainings.” You can print your Assessor ID card from there.

If you **did not** complete training at www.phtc-online.org, please complete the form [here](#). Re-issued ID cards will be emailed to recipients by the end of each month upon confirmation of previous participation in training.

Q: Will this training certify me to complete the H/C PRI form as well?

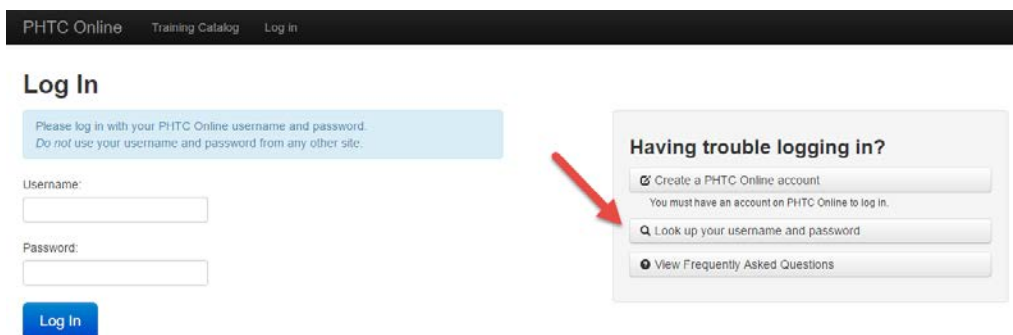
A: No. H/C PRI training and certification is separate from SCREEN training and certification. You can find more information about H/C PRI training here: [H/C PRI Overview](#).

Q: Should I take H/C PRI or SCREEN training, or both?

A: SPH cannot advise you on which training is needed. Please see the website www.nysrhcfassessment.org for more information on the purpose of each training and target audiences. If you are still unsure, contact your facility or your supervisor for clarification.

Q: I lost my password and cannot log in. How do I request a new password?

A: You can look up your username and password on the PHTC Online website: www.phtc-online.org. See the SCREEN shot below.





Q: Where can I find the resources I need to print for SCREEN training?

A: Resources such as lesson handouts, the SCREEN form, SCREEN Instruction Manual and handouts are available in the course under the Resources link on the top right hand corner of the of the Welcome Page.



Q: What if I have additional questions about using the SCREEN form in my facility?

A: E-mail us at nysrhcfassess@albany.edu.

Q: I have already taken SCREEN but it was a long time ago. Do I need to retake this training?

A: Possibly. If you took the SCREEN training prior to January 2009, you will need to retake it to receive a new and valid SCREENer ID.

Q: I am not an RN, can I still take the course and receive and SCREENer ID?

A: Any employee in a facility can take SCREEN and receive a SCREEN ID.