



H/C PRI Frequently Asked Questions

General

Q: I am not a RN, can I still take the course and receive an Assessor ID? What if I am a RN from another state?

A: Only Registered Nurses (RNs) with a current RN license are eligible to receive an H/C PRI Assessor ID. If you are not an RN, you may still complete the training and receive a certificate of completion or continuing education credits, however, you will not be issued an Assessor ID.

If you are an RN registered in a state other than New York, you are still eligible to become certified to complete a PRI in New York State, but will need to contact us when registering for the training.

Q: How can I complete the H/C PRI training?

A: H/C PRI training is available in two ways. The cost for the training is the same no matter which way you take the course, and either way the learner takes the training allows them to become H/C PRI certified (provided they are an RN). Either training option offers continuing nursing education (CNE) and Social Work continuing education (CE) credits.

Online training is self-paced. Individuals taking the training in this format are able to save their work as they go. Those interested in immediate access to H/C PRI training should take the **online course**.

In-Person Training *CURRENTLY SUSPENDED DUE TO COVID* In-Person Training for PRI is available on a limited basis in select regions of New York State. Trainings are scheduled based on need (locations and dates). Those wishing to take the training in-person should complete an [In Person Interest Form](#) to be notified when training is scheduled in the desired region.

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

A: No. At this time there is no renewal requirement nor expiration date for PRI certification. Once you take the PRI training and receive your Assessor ID, it remains valid until the New York State Department of Health changes the PRI assessment instrument.

Q: I have already been certified/I was certified a long time ago. How can I improve my understanding of the PRI Assessment process?

A: As of October 2020, there is a **PRI Refresher Course** available to those who are already certified PRI Assessors. The cost for this 1-hour recorded webinar course is \$25.00 payable by credit card.

Q: Will this training certify me to complete the SCREEN form as well?

A: No. SCREEN training and certification is separate from H/C PRI training and certification. Find more information about SCREEN training here: www.nysrhcfassessment.org. Click on the SCREEN Training tab.

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

A: The Center for Public Health Continuing Education cannot advise you on which training you need. Please see the website: www.nysrhcfassessment.org, and click on *Training Overviews* for more information on the purpose of each training and target audience. If you are still unsure, contact your facility or your supervisor for clarification.

Registration & Payment

Q: How do I register for online H/C PRI Training?

A: Visit our website at www.nysrhcfassessment.org, and click on the H/C PRI Trainings tab in the middle of the page. We strongly advise that you read all information before registering, including the refund policy. Step-by-step registration instructions can also be accessed on the website.

Q: How do I pay for online H/C PRI Training?

A: You may pay online via credit card. See the picture below for an example of the payment pages and information required at the time of payment.

Step 2: Payment

The cost of this course is **\$275.00**. You have two ways to complete payment:

1. Click the button below to pay by credit card:

(opens link on University at Albany payment website)
2. [Contact the University at Albany School of Public Health to make your payment.](#)

Transaction ID:

SCHOOL OF PUBLIC HEALTH
UNIVERSITY AT ALBANY State University of New York

Please enter your credit card information

* Indicates required information

* Payment method:

* Credit Card Type:

* Account Number:

* Expiration Date:

* Security Code: ([View example](#))

* Name on Card:

Billing Address

* Street Address 1:

Street Address 2:

* City:

* State:

* ZIP Code:

* Country:

* Email:

* Day Phone:

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

A. Yes, checks are accepted.

Check Policy

Make Checks Payable to: University at Albany

Please note that we place a 10-business day hold on all checks.

Mail Checks to: Attn:

TRAINING

University at Albany

1 University Place, GEC-202

Rensselaer, NY 12144

Amount: \$275 per Trainee

Please provide with check:

- Type of Training being purchased (e.g., PRI, SCREEN, MDS)
- Name of a point-of-contact
- Email Address (a Transaction ID will be sent directly to this email with information on how to accesstraining)
- Telephone number

Please Note: There is a \$20 charge for returned checks.

View the full [University Returned Check Policy](#).

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

Q: Can our facility re-assign trainees to a purchase?

A: In limited circumstances, as outlined below.

Premise: Facilities purchase training and assign the training to a particular trainee so that that trainee can complete the training. Thus, the understanding is that the training belongs to the assigned trainee.

Limited factors however may be cause for reassignment of a facility's purchase. They include:

- a. The purchase must have been made within THE LAST 30 DAYS.
- b. The original assigned trainee must NO LONGER WORK for your facility.
- c. The original assigned trainee must NOT HAVE STARTED training.

Please Note: ****There is a \$25 reassignment processing fee****

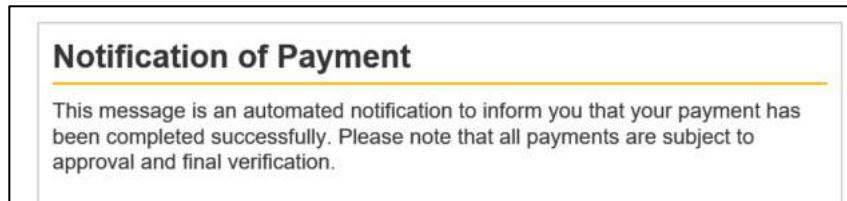
Please contact us at nysrhcfassess@albany.edu to inquire further about this.

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

A: Yes. We can accept payment for multiple trainees via credit card or check. These requests will be handled on a case-by-case basis. Please email us at: nysrhcfassess@albany.edu.

Q: Where do I find the receipt for my purchase of the training?

A: You should receive an e-mail with the heading, "Notification of Payment." This e-mail serves as the receipt for this purchase. The email is sent from the University at Albany with the following header.



Technical Issues and Online Training Navigation

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

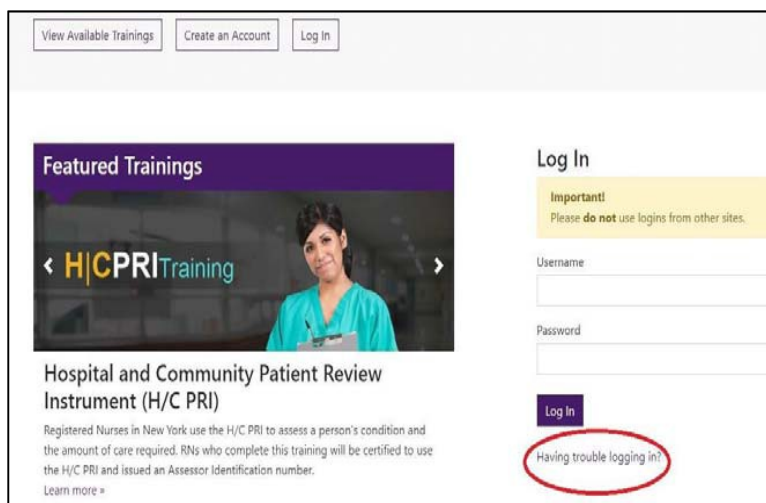
A: Please check that the computer you intend to use for this online training has the **most recent web browser(s)** (e.g., Firefox, Google Chrome, Explorer, etc.). The School of Public Health is unable to provide individualized technical assistance related to your specific computer browser; please contact your facility ITS staff for assistance.

Q: How long will it take me to complete the online H/C PRI training?

A: The **online training** is self-paced will take you approximately 4 hours to complete. For your convenience, you do not need to complete the entire training in one sitting. You can log out, and log back in and continue from where you left off. After completion of the final module, you will need approximately 30 minutes to complete the required evaluation and multiple question post-test. Please note that unlike the training, you must complete the evaluation and post-test in one sitting. The **in-person training** takes place in one-day over a five-hour period.

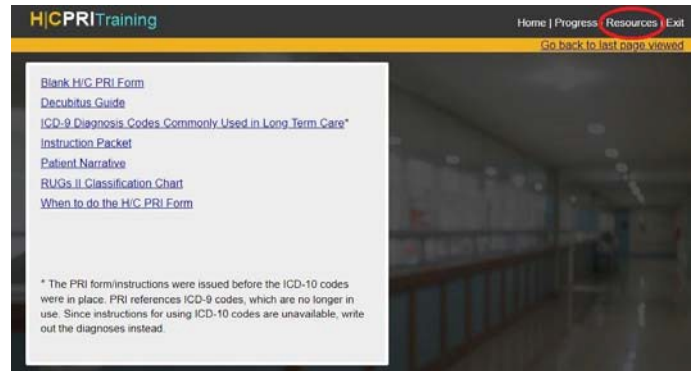
Q: I lost my password and cannot log in. How do I request a new password?

A: You can look up your username and password on the Public Health Training Course Online (PHTC) website: <https://phtc-online.org>.



Q: Will I have access to any materials for the online training?

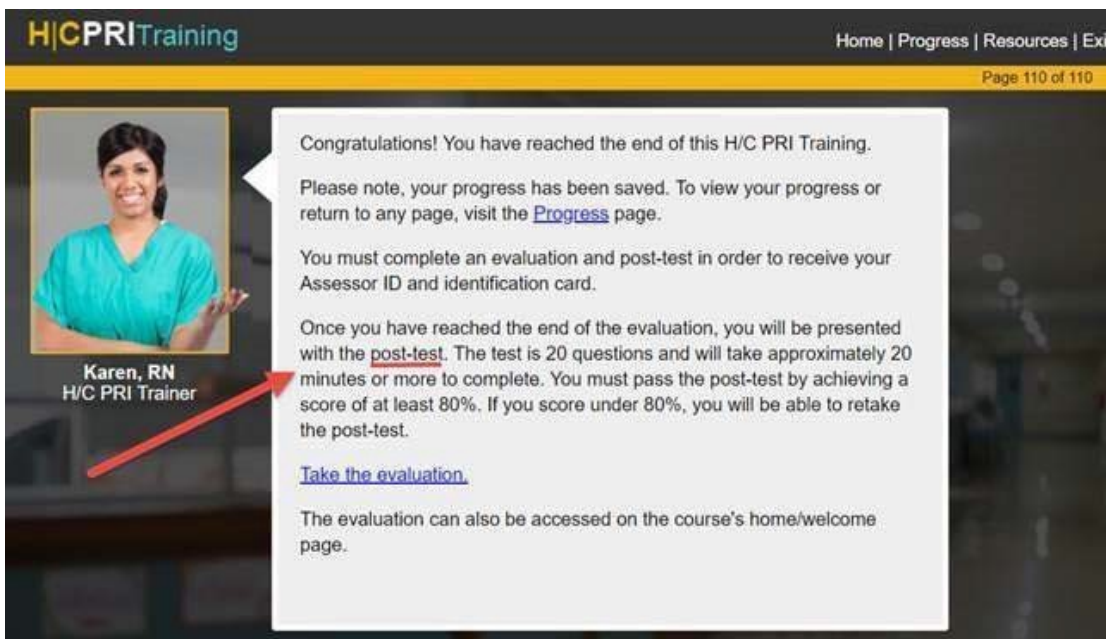
A: Resources such as the H/C PRI Instrument (Form), Instruction Packet and the RUGs II Classification Chart are available for those taking the online training under the Resources link on the top right hand corner of the training.



Assessor ID and Continuing Education Credits

Q: Where is the post-test located?

A: After you complete all three sections of the training and complete the evaluation, you will automatically be given access to the post-test.



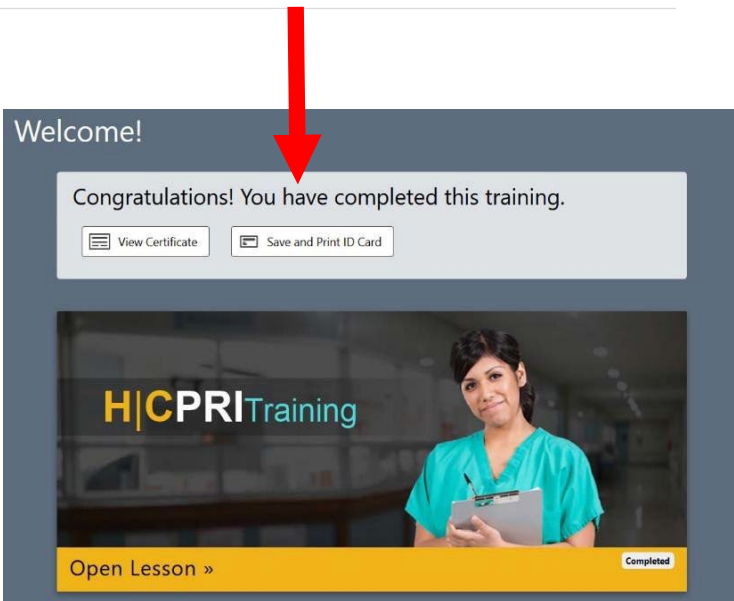
Q: What happens if I don't pass the post-test?

A: You have up to three (3) attempts to pass the post-test (with a passing score of 80%). After three unsuccessful attempts, there is a \$25 processing fee to retake the exam (this fee provides 3 more attempts to successfully pass the post-test).

Q: When will I receive my H/C PRI Assessor ID?

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

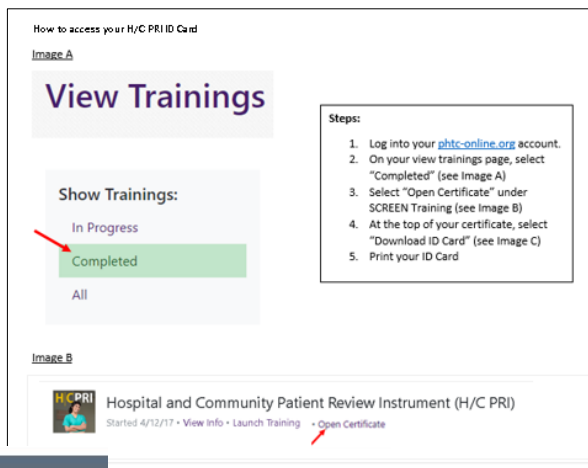
In person training: We email PDFs of learner’s Assessor IDs, and CE certificate (if requested) to the email address provided during the in- person registration sign-in approximately 2 weeks after the training takes place. Learners can print these IDs from their computer/device. If you cannot locate this email, please complete a [Reissue Request Form](#) and we will resend the card.



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

A: If you completed **online training**, you may log in at <https://phtc-online.org> and under **View Trainings** select **Completed**. Locate your Hospital and Community Patient Review Instrument (H/C PRI) training and select **Open Certificate**.

This will take you to the following screen (pictured below). Click on “Save and Print ID Card” for a copy of you Assessor ID.



B: If you completed **in-person training**, please complete the form [here](#). Re-issued ID cards will be emailed to recipients on a weekly basis upon confirmation of previous participation in training.

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

A: Yes, contact hours in nursing continuing education and self-study continuing education hours for social work are available. Please view the Additional Information Tab on the [PRI/SCREEN Training](#) page.

For the **online training**, an evaluation and post-test (with a passing score of 80%) are required to receive continuing education credits.

For the **in-person training**, you must certify that you were present for the entire training at sign-in and sign-out. You will choose which credits you would like to receive. We will email the continuing education certificate to you with your PRI ID card.

[Using the Form at My Facility](#)

Q: What should I do if I have questions about using or completing the H/C PRI assessment instrument at my facility?

A: Please direct questions about how to use or complete the H/C PRI assessment instrument to the New York State Department of Health: hcpriscreeen@health.ny.gov.

Q: The PRI Training references ICD-9 codes. I know that ICD-10 codes are in effect now. What should I do?

A: The PRI form/instructions were issued before the ICD-10 codes were in place. PRI references ICD-9 codes, which are no longer in use. Since instructions for using ICD-10 codes are not included in PRI instructions, you may write out the diagnoses, or look up the ICD-10 codes here:

- Centers for Medicare & Medicaid Services (CMS): <https://www.cms.gov/Medicare/Coding/ICD10>
- CMS Medicare Provider Resources: <https://www.cms.gov/Medicare/Coding/ICD10/Medicare-Fee-For-Service-Provider-Resources>
- WHO's Frequently Asked Questions on ICD codes: <https://www.who.int/classifications/icd/revision/icd11faq/en/>