



## SCREEN Training Frequently Asked Questions

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### General

**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 May 2009**, you will need to retake it to receive a new and valid SCREENER ID.

**Q: How can I complete SCREEN training?**

**A:** SCREEN training is available online and is self-paced.

**Q: How can I verify if I am SCREEN certified?**

**A:** If you are unable to find your record online, or if you took this training **prior to 2016**, you can request your information by completing our [Reissue Request Form](#).

**Q: I am from a facility; is there any way for me to confirm that an employee/potential employee is SCREEN certified?**

**A:** There is not a database of people who are SCREEN-certified available to the public. The person who has been certified to complete SCREEN assessments is provided an ID card and should be able to provide it upon your request.

**Please note:** the numbering convention for SCREEN IDs varies depending on the year the person took the training. Some IDs include letters as well as numbers depending on what provider conducted the training. SCREEN ID cards issued in/after 2016 should contain a 10-digit number. This may have two zero's at the beginning of the number, which you can disregard.

**Q: Will this training certify me for the Hospital/Community Patient Review Instrument (H/C PRI) as well?**

**A:** **NO.** The H/C PRI training and certification is **separate** from SCREEN training and certification. You can find more information about H/C PRI training at: [www.nysrhcfassessment.org](http://www.nysrhcfassessment.org) - click on the H/C PRI Training tab.

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

**A:** The Center for Public Health Continuing Education cannot advise you on which training is needed. Please see the website [www.nysrhcfassessment.org](http://www.nysrhcfassessment.org) and click on *Training Overviews* 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 am not an RN, can I still take the training and receive a SCREEN ID?**

**A:** Any professional with demonstrated skills in assessing psychosocial situations, including but not limited to registered nurses, social workers, and discharge planning professionals, may take the SCREEN training and receive a SCREEN ID.

## Registration & Payment

### Q: How do I sign up for online SCREEN Training?

A: Visit our website at [www.nysrhcfassessment.org](http://www.nysrhcfassessment.org) and click on the SCREEN Trainings tab in the middle of the page. Read the directions listed there and check the training specifications. Step-by-step registration instructions can also be accessed on the website.


### Q: How do I pay for SCREEN?

You may pay immediately online via credit card. See the picture 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.](#) receive a Transaction ID, and enter it below:  
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. Please see the Check Policy below.**

**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: CPHCE 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 i.e. SCREEN Training
- Name of a point-of-contact
- Email Address (a Transaction ID will be sent directly to this email with information on how to access training)
- Telephone number

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

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

**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:

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

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

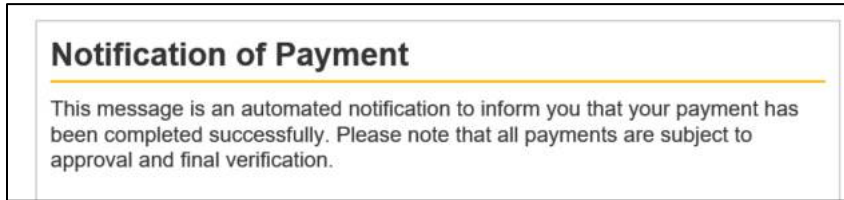
Please contact us at [nysrhcfassess@albany.edu](mailto:nysrhcfassess@albany.edu) to inquire further about this.

**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](mailto: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 training online?**

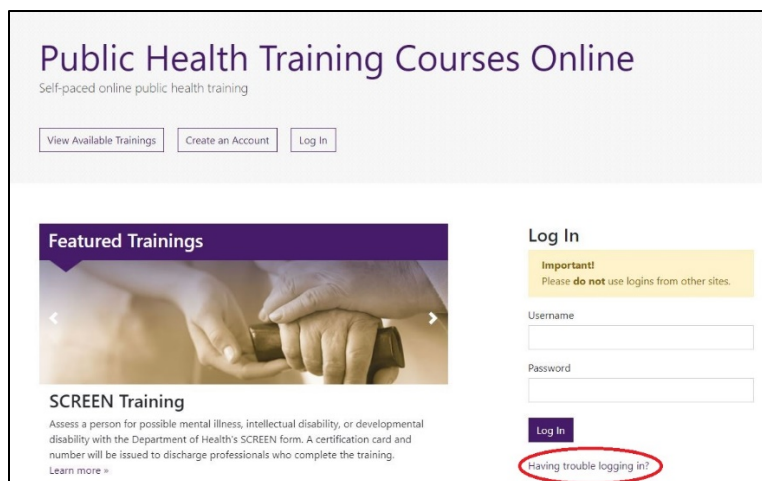
**A:** Please check that the computer you intend to use for this online training uses the **most recent web browser(s)** (e.g., Firefox, Google Chrome, Explorer, etc.). The School of Public Health is unable to provide technical assistance with this; please contact your facility ITS staff for assistance.

**Q: How long will it take me to complete the SCREEN training?**

**A:** The training is self-paced and takes approximately 2 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 training content, 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.

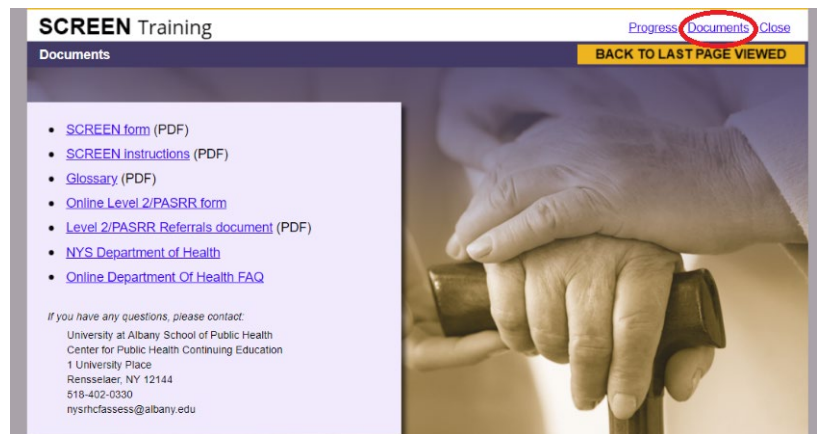
**Q: I lost my password and cannot log in. How do I request a new password?**

**A:** You can look up your username and password on the PHTC Online website: [www.phtc-online.org](http://www.phtc-online.org). See the picture on the next page.



**Q: Will I have access to any materials for SCREEN training?**

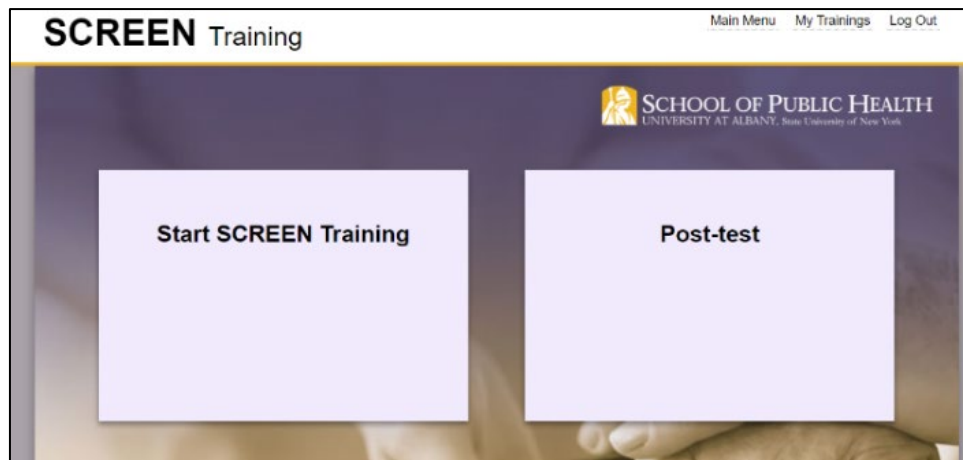
- A. Resources such as the SCREEN Form, and the SCREEN Instruction Manual are available in the training under the DOCUMENTS tab on the top right-hand corner of the Introduction Page.



**SCREEN ID and Continuing Education Questions**

**Q: Where is the post-test located?**

- A: After you complete the training and evaluation, you will receive automatic 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 SCREEN ID card?**

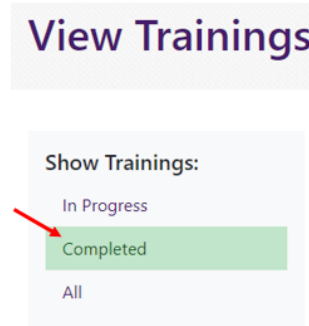
- A: Your SCREEN ID will be available online after completing the training and passing the post-test. You can/should immediately download and/or print your SCREEN ID, as well as your CE certificate, if requested (**note: we DO NOT email these to you**). Those taking the online course from 2016 –present can also log back into the training to retrieve and print their SCREEN ID at a later date.

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

**A:** If you completed **online training in 2016 through present**, you may log in at <https://phtc-online.org> and under **View Trainings** select **Completed**. Locate your SCREEN Training and select **Open Certificate**.

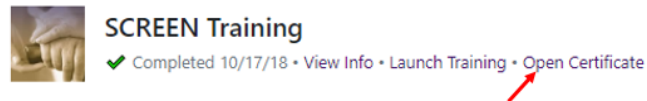
How to access your SCREEN ID Card:

Image A



- Steps:**
1. Log into your [phtc-online.org](https://phtc-online.org) account.
  2. On your view trainings page, select "Completed" (see Image A)
  3. Select "Open Certificate" under SCREEN Training (see Image B)
  4. At the top of your certificate, select "Download ID Card" (see Image C)
  5. Print your ID Card

Image B



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



**B:** If you completed **online training prior to 2016**, you may complete an online [Reissue Request Form](#).

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

**A:** Yes, contact hours in nursing continuing education (2 hours) and self-study continuing education hours for social work (1.75 hours) 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 training completion.

## **Level II PASSR Information/ Questions about Completing SCREEN**

**Q. How do I find our more information about Level II evaluation/PASRR?**

**A:** The NYSDOH has contracted with ASCEND to provide support for Level II/PASRR referrals. Please go to: <https://www.ascendami.com/ami/Providers/YourState/NewYorkPASRRUserTools.aspx> for user tools, the referral and intake forms, and an explanation of the process.

**Q: What should I do if I have questions about *using or completing* a SCREEN assessment in my facility?**

**A:** For questions about how to use or complete the SCREEN assessment, the New York State Department of Health has a [Frequently Asked Questions](#) document. Please direct any unanswered questions related to how to use or complete the SCREEN assessment, to the New York State Department of Health via this email: [hcpriSCREEN@health.ny.gov](mailto:hcpriSCREEN@health.ny.gov).