



## Frequently Asked Questions and Answers about H/C PRI Training

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### Registration & Payment

**Question: How do I sign up for online H/C PRI Training?**

**Answer:** Visit our website at [www.nysrhcfassessment.org](http://www.nysrhcfassessment.org)

Click on the H/C PRI 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/pri-registration-directions.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: H/C PRI  
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

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

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>

**Q: How can our facility register multiple people at once?**

**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](mailto:nysrhcfassess@albany.edu).



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

**A:** Please fill out [this form](#) to request in-person training in your region. You will be notified once training is scheduled. Trainings will be scheduled based on need (locations and dates).

## **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**

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

**A:** The course will take you approximately 4 hours to complete. You do not need to complete the entire course in one sitting. You can log out and log back in at your convenience.

**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](mailto:nysrhcfassess@albany.edu).

**Q: My course is frozen. I can't move forward or back when I click on the buttons in the course.**

**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](mailto:nysrhcfassess@albany.edu).

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

**A:** 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 course completion. If you completed online training you can log back into the course to retrieve and print your Assessor ID at any time.

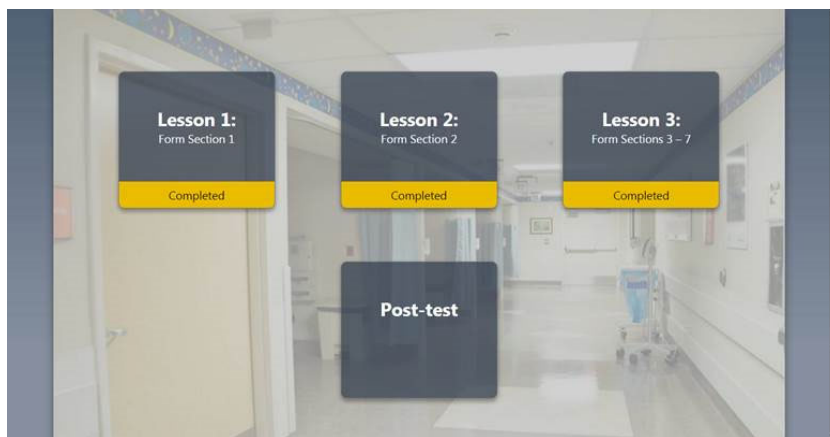


**Q: Are continuing education credits available for taking this course?**

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

**A:** After you complete all 3 lessons in the course, 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 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: How do I find my ID card if I need to reprint it?**

**A:** If you completed **online training**, you may log in at [www.phtc-online.org](http://www.phtc-online.org) 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 completed **in-person training**, 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.

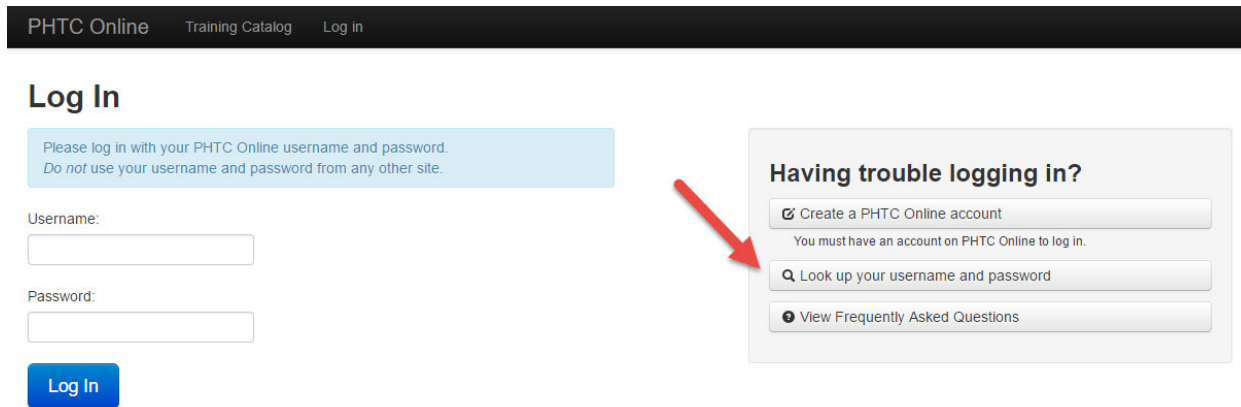
**Q: Will this training certify me to complete the SCREEN form as well?**

**A:** No. SCREEN training and certification is separate from H/C PRI training and certification. You can find more information about SCREEN training here: [www.nysrhcfassessment.org](http://www.nysrhcfassessment.org).



**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 screenshot below.

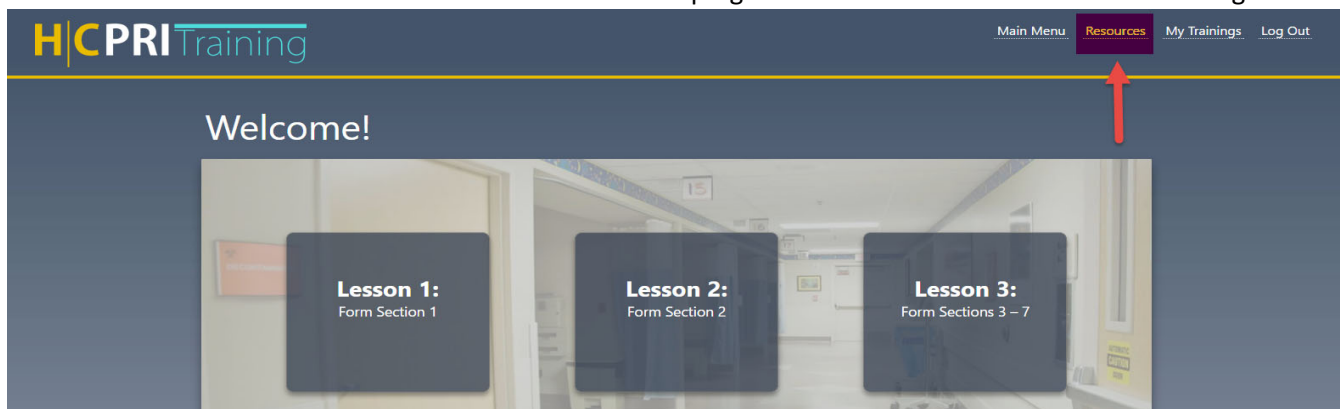


**Q: Should I take H/C PRI and/or SCREEN training?**

**A:** SPH cannot advise you on which training is needed. Please see the website [www.nysrhcfassessment.org](http://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: Where can I find the resources I need to print for the training?**

**A:** Resources such as lesson handouts, the H/C PRI form, Instruction packet and the RUGs II Classification Chart 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 H/C PRI form in my facility?**

**A:** E-mail us at [nysrhcfassess@albany.edu](mailto:nysrhcfassess@albany.edu).

**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 your Assessor ID is still valid.

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

**A:** Only validated RNs will be issued an Assessor ID. If you are not an RN, you may still complete the training and receive a certificate of completion or continuing education credits.

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

**A:** Please direct questions about how to use or complete the H/C PRI assessment to the New York State Department of Health: [hcpriSCREEN@health.ny.gov](mailto:hcpriSCREEN@health.ny.gov)