

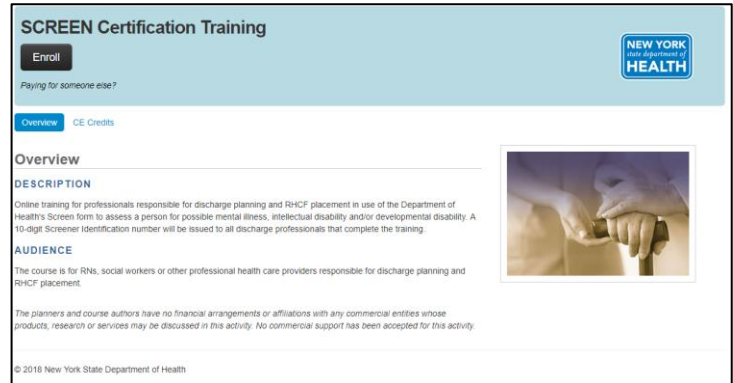


Frequently Asked Questions and Answers about SCREEN Training

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 in the middle of the page. Read directions listed there and check the course specifications.



Access step-by-step registration instructions here:

https://www.albany.edu/sph/cphce/screen_registration_instructions.pdf

Q: How do I pay for SCREEN?

A: You may immediately pay by credit card. See the picture for an example of the payment page.

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 provide with check:

- A point-of-contact person
- Email Address (a Transaction ID will be sent via email to access training)
- 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>

NEED IT FAST? Immediate access to SCREEN training is only available by paying with a credit card.

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

A: Purchases of six (6) or more SCREEN online training courses can be at one-time, at \$275 per trainee. Payment for the training may be made via credit card or check.

Credit Card Payments:

Email us at nysrhcfassess@albany.edu to set up the purchase
Subject Line: Multiple SCREEN Training Request

Make Checks Payable to: University at Albany

Mail Checks to: Attn: SCREEN, Multiple Training Request
University at Albany
1 University Place, GEC-202
Rensselaer, NY 12144

Please provide with check:

- A point-of-contact person
- Email Address (a Transaction ID will be sent via email to access training)
- Telephone number

*****Please note that a 10 business-days hold will be placed on all checks*****

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

A: No, at this time, SCREEN is only available online.

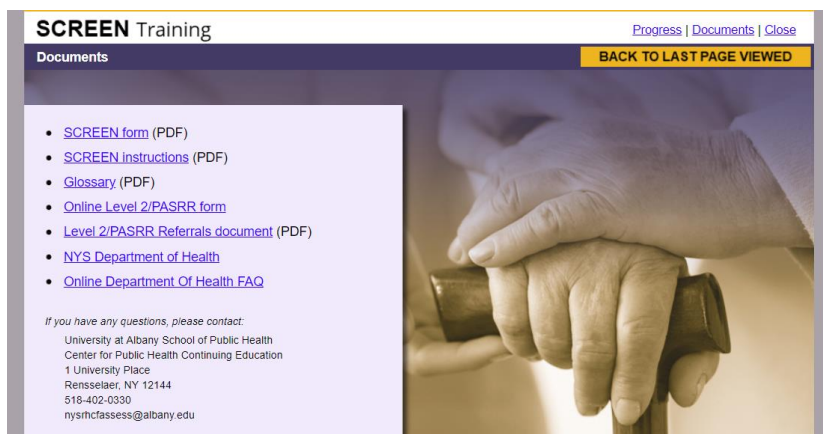
Course Navigation and Technical Issues

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 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 more information.

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

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



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

A: The course takes approximately 2 hours to complete. There is also a 20 question post-test after the final module.

Q: When will I receive my SCREENER ID card?

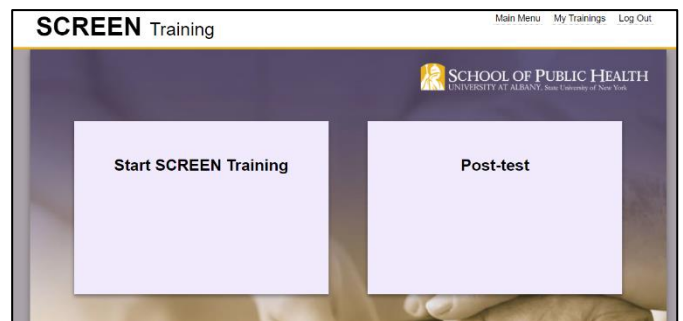
A: An evaluation and post-test (with a passing score of 80%) are required to receive a SCREENER ID. Your SCREENER ID will be available immediately upon successful course completion. You can log back into the course to retrieve and print your SCREENER ID at any time.

Q: Where is the post-test located?

A: After you complete 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).



SCREENER ID and Continuing Education Questions

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

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 course completion, if credits are requested.

Q: I cannot find my SCREEN card. How do I find my ID card if I need to reprint it?

A: You may **log in** at www.phtc-online.org and you will find a link to the "Certificate and Card" under the SCREEN course listed in "My Trainings." You can print your SCREENER ID card from there.

Q: I cannot remember if I am SCREEN certified – how can I check that?

A: If you are unable to find your record via the above process, you can request your information by completing our [Reissue Request Form](#), or by emailing a request to nysrhcfassess@albany.edu.

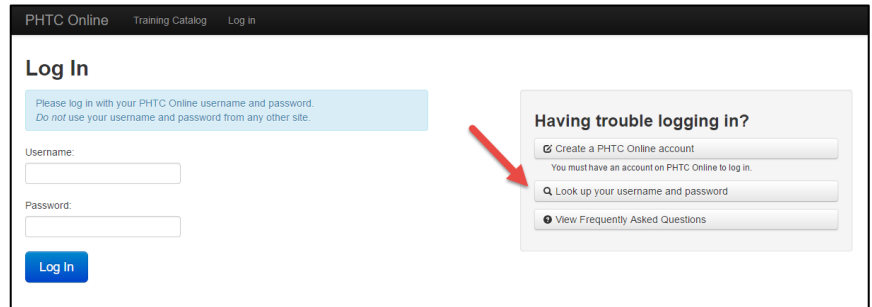
Q: I am from a facility; is there any way for me to confirm that an employee is SCREEN certified?

A: There is not a database of certified SCREENERS available to the public. If you, or your employee, wish to confirm SCREEN certification; information can be requested by completing our [Reissue Request Form](#), or by emailing a request to nysrhcfassess@albany.edu.

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 at: www.phtc-online.org.

See the picture for an example.



[SCREEN Certification Coverage/Other Certifications](#)

Q: Will this training certify me to for H/C PRI as well?

A: NO. The Hospital/Community Patient Review Instrument (H/C PRI) training and certification is **separate** from SCREEN training and certification. You can find more information about H/C PRI training at: <http://www.albany.edu/sph/cphce/pri-SCREEN.shtml> - click on the PRI tab in the middle of the page.

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

A: We cannot advise you on which training you need. 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: What should I do if I have questions about using or completing a SCREEN assessment in my facility?

A: Please direct questions about how to use or complete the SCREEN assessment to the New York State Department of Health: hcpriSCREEN@health.ny.gov.

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 a SCREENER 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 SCREENER ID.