

## Home Care/Hospice Online Training

Therapist Courses  
Paraprofessional Courses  
CNA & HHA Courses  
Personal Care Worker Courses

2011

# CATALOG



**RCTC LEARN.NET**  
*e-learning for those who care*

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## Approvals

### CDPHE Approved

Signifies this Library of courses is approved by the Colorado Department of Public Health and Environment.

## Paraprofessional

### Healthcare Continuing Education

#### Abuse and Neglect for the Health Care Paraprofessional

Each year, millions of adults and children in the United States are abused and neglected. Many of them are severely assaulted, and thousands are killed. Others are intimidated, isolated, humiliated, and controlled by their abuser. Recognizing the signs of abuse, neglect, and vulnerability and then knowing where and how to report it is an important step to preventing further injury.

**Contact Hours:**  
2.0 hours based on a 50 minute contact hour

#### Advanced Principles of Infection Control for the Paraprofessional

Preventing and controlling infections is a primary concern for health care workers. Learning infection control principles and common sense work habits is important to meet the goal of controlling infections. New medical devices and procedures add an additional challenge to applying good infection control habits. This course is designed to provide the paraprofessionals with

a review of standard infection control practices and procedures as well as more advanced information on various commonly seen diseases.

**Contact Hours:**  
2.0 hours based on a 50 minute contact hour

#### Basic Infection Control for the Paraprofessional

Preventing and controlling infections is a primary concern for health care workers. Learning about infection control and common sense work habits is important to meet the goal of controlling infections. This session is designed as an entry-level course for paraprofessionals learning about infection control. Common infectious diseases and protective practices associated with the diseases are discussed.

**Contact Hours:**  
1.0 hours based on a 50 minute contact hour

#### Cardiovascular System Review for the Health Care Paraprofessional

The cardiovascular system is vital to the health and well being of all people. The heart and blood vessels that make up the cardiovascular system deliver blood and other material within the body. Even though treatment for cardiovascular disease has improved over the years, it is still the number one cause of death in the United States. This course will help you better understand the effect of the aging process on the cardiovascular system, as well as your role in the care of older persons with cardiovascular disease.

**Contact Hours:**  
3.0 hours based on a 50 minute contact hour

#### Care Sim: Decision Making and Communication

Safe and effective care for the client requires each Home Health Aide to have a base knowledge of the proper care and assistance for the client, common changes or conditions to observe for in the client, and the appropriate methods for effective communication.



However to be effective in the role, the Home Health Aide needs to be able to put this knowledge into action. This course is designed to help you understand key elements in the decision making and communication process and apply those skills to a real-life care situation. The course consists of several mini–courses that provide a refresher or background information on the client conditions and situations seen in the simulation. The simulation provides a non-threatening learning environment that allows the participant to make real-life care decisions and learn the consequences of those decisions without any harm to an actual client.

**Contact Hours:**  
3.6 hours based on a 50 minute contact hour

#### Focus on Vision for the Paraprofessional

Good vision plays a major role in our ability to care for ourselves and carry out all the activities we enjoy in our everyday lives. The eye is an important sensory organ that makes vision possible. Our eyes usually work so well that we are unaware of how much we rely upon them each day. People often take good vision for granted until it is hurt or made worse in some way. Poor vision and certainly blindness have a large impact on nearly every aspect of a person's life. Close your eyes for a minute. Then think about how difficult it would be if you could never open them again. Doing simple tasks like getting a drink of water, climbing in or out of a car, or bathing would no longer be simple activities. Completing our daily routines is something we take for granted when our vision is good. But with sudden or even gradual loss of vision, the importance of good eyesight becomes apparent. This course is designed to introduce the paraprofessional to how the eye functions. The course will also address the eye changes that occur due to aging, disease and injury. Participants will also learn about care issues for the visually impaired.

**Contact Hours:**  
1.0 hours based on a 50 minute contact hour

### Hearing for Health Care for the Paraprofessional

In this course, you will appreciate the major role hearing plays in a person's everyday life.

**Contact Hours:**  
1.0 hours based on a 50 minute contact hour

### HIPAA Regulations: Confidentiality and the Law

The rules have changed. Because of new regulations, every person who works with patients – from front-line bedside workers, to billing clerks and secretaries, to CEOs – will be held to a higher standard of accountability for keeping confidential information private. More than ever before it is critical for all health care workers to receive information to reduce the risk and vulnerabilities associated with patient data security and privacy. The rules are significantly more far-reaching than any confidentiality rules to date, covering not only electronic medical records, but also paper records and oral communications. They also require patients' written consent for even routine disclosure of information. With criminal and civil penalties for improperly using or disclosing medical information, the stakes are high. It is critical that every employee, even those with access to limited patient information, become familiar with confidentiality requirements.



**Contact Hours:**  
1.0 hours based on a 50 minute contact hour

### Intergenerational Communications

We live and work in a diverse world. One aspect of diversity is communicating with people from different generations. In a single day, we may interact with someone who is 80, 60, 35 or 22. Each person is part of a unique generation – Matures, Baby Boomers, Gen X's or Gen Y's – with common experiences that shaped his or her values. Once we understand these attributes, we can appreciate and have better relationships with those we serve.

As caregivers and coworkers, we are more productive and satisfied when we can build bridges, not walls, between generations. This course examines issues and challenges related to intergenerational communications. Ethnicity, immigration and family dynamics are also integrated with widely-accepted research on the behaviors, perceptions and preferences of individuals from four generations. Caregivers will learn tips and techniques for connecting with others so they can be more effective in their roles.

**Contact Hours:**  
5.8 hours based on a 50 minute contact hour

### Respiratory System Review for the Health Care Paraprofessional

According to the American College of Allergy, Asthma, and Immunology, we breathe nearly 25,000 times and inhale more than 10,000 liters of air during a normal day. The importance of a properly functioning respiratory system is obvious. So also is the need to recognize when the respiratory system is not working well. This course is designed to inform the paraprofessional caregiver of the normal and abnormal symptoms and diseases associated with the respiratory system.

**Contact Hours:**  
4.0 hours based on a 50 minute contact hour

### Skin and Wound Care for the Health Care Paraprofessional

The skin and its components are called the integumentary system. It is an important protective barrier. Any abnormal opening in the skin, such as a wound, an injury, or sore area may result in the need for costly (financial, emotional, and physical) corrective action. This program is designed to review the integumentary system in its normal, healthy state and to examine some of the common health problems associated with skin problems. Additionally, various treatments for skin problems will be identified.

**Contact Hours:**  
1.5 hours based on a 50 minute contact hour

## End of Life Care

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### Healthy Boundaries and Healing Hearts

Health care boundaries are the limits within which health care services are to be delivered. Health care boundaries are important for the protection of both the

patient and the health care provider. Maintaining healthy boundaries can be difficult when faced with the challenge of end-of-life care. Health care providers and volunteers need to demonstrate a healthy balance between care and compassion without becoming overly involved in their patient's lives. This course is designed to assist the learner in understanding boundaries in health care, identify boundary issues and methods to avoid or address those issues.

**Contact Hours:**

3.0 hours based on a 50 minute contact hour

**Overview of Hospice: Care Beyond Cure**

A team of professionals, paraprofessionals, and volunteers comprise the unique team of support available to the hospice patient and their families. It is important for all team members to have a clear understanding of hospice care. This course is an entry-level module for those interested in learning more about hospice, defining the roles of the team members, and understanding the services available to the hospice patient and family.

**Contact Hours:**

1.0 hour based on a 50 minute contact hour

**What Do I Say? Facing Challenges in Communication**

Communication can dispel myths and fears as well as increase knowledge and trust. Paraprofessionals as well as professionals are often concerned about "what to say" and "what not to say" in the face of a terminal illness. This course is designed to provide information and tools to enhance communication methods for working with the patient and family at the end of life.

**Contact Hours:**

2.0 hours based on a 50 minute contact hour

**What to Expect: Physical and Emotional Symptoms of Dying**

Dying is much more than a medical "event". It is a time of many emotions, grief, joy, anger, reconciliation, forgiveness, and transformation for all involved. Fear of the unknown for the patient and families is only natural. One of the fears for the paraprofessional and volunteer may be the bodily changes as death approaches. This course is an entry-level module for those interested in learning more about the physical and emotional changes a human body experiences as death approaches.

**Contact Hours:**

3.0 hours based on a 50 minute contact hour

**HHA/NA Training**

**CDPHE Approved**

*This library of courses is designed for agency or education institution use as an educational aid and resource in conjunction with hands-on instruction in a lab and or clinical setting supervised by a nurse*

*educator. The agency or education institution is responsible for ensuring the learner has attained the knowledge and care skills, according to their state's requirements, before providing care to a client.*

**Approaching Care for Dementia**

Dementia is a global term used to describe a group of symptoms caused by changes in the brain. This module is designed to provide an entry level overview of the different types of dementia and common symptoms seen with the different types of illnesses. Approaches to dementia care as well as specific techniques for working with patients with dementia will be presented.

**Contact Hours:**

2.0 hours based on a 50 minute contact hour

**Approaching Care for Difficult Behavior**

Difficult behaviors or challenging behaviors are terms used to describe disruptive behavior. Any patient may display difficult behaviors, regardless of his or her physical or mental health. However, such terms are typically used to describe patients who demonstrate the behaviors on a somewhat regular basis as opposed to an occasional outburst. This program provides an introduction to the different types of difficult or challenging behaviors, potential causes for the behavior, and methods to cope with, reduce or prevent the incidence of these behaviors when working with any patient.

**Contact Hours:**

3.0 hours based on a 50 minute contact hour

**Approaching Care for Mental Illness/Disability**

This session is designed as an entry-level course for paraprofessionals to gain knowledge and develop skills for the care and support of patients with mental illness or

disabilities. Information on general mental health, stress, and coping mechanisms will be presented as well as specific mental illnesses and

disabilities. Special care considerations will also be discussed.

**Contact Hours:**

1.0 hours based on a 50 minute contact hour

**Assisting with Activity and Exercise**

This course will present information on basic body mechanics, benefits of exercise, effects of immobility, and basic principles of rehabilitation. Appropriate, effective skills for activity and exercise will be presented.

**Contact Hours:**

3.0 hours based on a 50 minute contact hour



### **Basic Blood Pressure Measurement Training**

Blood pressure plays an important role in the health of each person. Knowing the facts about blood pressure and the proper procedure for measuring a blood pressure is important in order to provide proper care for the patient. This session is designed as an entry-level course for paraprofessionals learning about blood pressure.

**Contact Hours:**  
2.5 hours based on a 50 minute contact hour

### **Basic Pulse and Respiration Measurement Training**

This course is designed to train the paraprofessional in the skills of taking a pulse and respiration. A specific step-by-step procedure is included.

**Contact Hours:**  
0.8 hours based on a 50 minute contact hour

### **Basic Temperature Measurement Training**

This course is designed to train the paraprofessional in the skills of taking a temperature. Specific step-by-step procedures for each method are included.

**Contact Hours:**  
2.3 hours based on a 50 minute contact hour

### **Basic Weight & Height Measurement Training**

This course is designed to train the paraprofessional in the skills of measuring weight and height. Specific step-by-step procedures for each are included.

**Contact Hours:**  
0.3 hours based on a 50 minute contact hour

### **Communicating Effectively**

Learning to effectively communicate with the patient is an important aspect of your job as a home health aide or nursing assistant/nurse aide. To effectively communicate, you need to learn to “listen” to the person’s non-verbal communication (facial expression, body stance, eye contact, etc.) as well as listening to the words, in order to better understand what the patient is telling you.

**Contact Hours:**  
3.0 hours based on a 50 minute contact hour

### **Creating and Maintaining a Safe and Clean Environment**

This session is designed as an entry-level course for paraprofessionals to learn about the basic safety measures and maintaining a clean environment. This course will present information on safety measures, emergency situations, and good body mechanics. Additionally, several skills that are necessary to maintain a safe and clean environment are presented.

**Contact Hours:**  
3.6 hours based on a 50 minute contact hour

### **Introduction to Home Health Aide and Nursing Assistant**

Paraprofessionals (home health aides, nursing assistants, personal care attendants etc.) are the backbone of the nursing home and home health industry. It is important for workers to have a solid understanding of what the job entails. This session is designed as an entry-level course for paraprofessionals to learn about the job roles and responsibilities in the paraprofessional role.

**Contact Hours:**  
5.4 hours based on a 50 minute contact hour

### **Managing Elimination of Body Waste**

Elimination is the body’s way of removing digestive and body chemical waste products and harmful substances referred to as toxins. The process of elimination is critical for the body to operate at its best. This course will examine the different routes of elimination, the wastes created and the paraprofessional’s role in providing support to the patient for the elimination process.

**Contact Hours:**  
4.0 hours based on a 50 minute contact hour

### **Meeting Special Care Requirements**



This course addresses special procedures the aide may be asked to perform when caring for a patient with special care needs such as oxygen, tube feedings, IV therapy, drainage tubing, stoma care

or support stockings. Assisting the licensed nurse with the tasks related to these special care needs improves patient care and outcomes.

**Contact Hours:**  
2.4 hours based on a 50 minutes contact hour

### **Overview of Vital Signs Measurement for the Paraprofessional**

This course is designed to provide an overview of vital signs measurement for the paraprofessional.

**Contact Hours:**  
0.08 hours based on a 50 minute contact hour

### **Preparing for the Work Environment–Home Health Aide**

This course will help the reader identify the purpose of the orientation to home care experience. Important steps to take before and after performing various skills are described. The course also reviews the importance of developing sound organizational skills and strategies for working effectively with all members of the health care team. Procedures for patient admission are also discussed.

**Contact Hours:**  
1.5 hours based on a 50 minute contact hour

## Preparing for the Work Environment–Long Term Care

This session is designed as an entry-level course for paraprofessionals to gain knowledge and develop skills for the care and support of patients with mental illness or disabilities. Information on general mental health, stress, and coping mechanisms will be presented as well as specific mental illnesses and disabilities. Special care considerations will also be discussed.

**Contact Hours:**

1.2 hours based on a 50 minute contact hour)

## Providing Personal Care

Activities of Daily Living (ADLs) are activities that adults do every day to carry out their lives. These include bathing, dressing, grooming, going to the bathroom, walking, eating and other basic activities. The vast majority of ADLs are provided by the paraprofessional in most health care settings. Because of this responsibility, it is important as caregivers to have a solid understanding of the appropriate techniques in providing personal care. The paraprofessional also needs to be able to correctly demonstrate the proper skills necessary to provide personal care. In addition to ADLs, it is important that the caregiver understand and practice the goals of proper skin care and the preventive measures necessary to avoid pressure ulcers.

**Contact Hours:**

5.3 hours based on a 50 minute contact hour

## Supporting Proper Food and Fluid Intake



This course will present information on basic nutrition, factors affecting nutrition, common types of diets, the importance of fluid balance, and meal preparation. Appropriate, effective

skills for feeding a patient and measuring intake will also be presented.

**Contact Hours:**

4.0 hours based on a 50 minute contact hour

## Understanding Basic Human Needs

This course presents information on lifespan growth and development, including the different levels of human needs. Normal changes typically seen with aging are identified, and reality as compared to myths associated with aging are examined. Additionally, individual aging differences and age-related conditions will be reviewed, as well as information on death, dying, grief, and loss.

**Contact Hours:**

3.5 hours based on a 50 minute contact hour

majority of ADLs are provided by the paraprofessional in most health care settings. Because of this responsibility, it is important as caregivers to have a solid understanding of the appropriate techniques in providing personal care. The Personal Care Workers also needs to be able to correctly demonstrate the proper skills necessary to provide personal care. This course will present information on basic body mechanics, benefits of exercise, effects of immobility, and basic principles of rehabilitation. Appropriate, effective skills for activity and exercise will be presented.

**Contact Hours:**

3.0 hours based on a 50 minute contact hour

## Assisting with ADLs Bathing and Skin Care

Activities of Daily Living (ADLs) are activities that adults do every day to carry out their lives. These include bathing, dressing, grooming, going to the bathroom, walking, eating and other basic activities. The vast majority of ADLs are provided by the paraprofessional in most health care settings. Because of this responsibility, it is important as caregivers to have a solid understanding of the appropriate techniques in providing personal care. The Personal Care Workers also needs to be able to correctly demonstrate the proper skills necessary to provide personal care. In addition to ADLs, it is important that the caregiver understand and practice the goals of proper skin care and the preventive measures necessary to avoid pressure ulcers.

**Contact Hours:**

5.3 hours based on a 50 minute contact hour

## Assisting with ADLs Elimination

Elimination is the body's way of removing digestive and body chemical waste products and harmful substances referred to as toxins. The process of elimination is critical for the body to operate at its best. This course will examine the different routes of elimination, the wastes created and the Personal Care Worker role in providing support to the client for the elimination process.

**Contact Hours:**

4.0 hours based on a 50 minute contact hour

## Assisting with ADLs Nutrition and Diet

This course will present information on basic nutrition, factors affecting nutrition, common types of diets, the importance of fluid balance, and meal preparation. Appropriate, effective skills for feeding a client and measuring intake will also be presented.

**Contact Hours:**

4.0 hours based on a 50 minute contact hour

# Personal Care Worker

## Assisting with ADLs Activity and Exercise

Activities of Daily Living (ADLs) are activities that adults do every day to carry out their lives. These include bathing, dressing, grooming, going to the bathroom, walking, eating and other basic activities. The vast

## Communications for the Personal Care Worker



Learning to effectively communicate with the patient is an important aspect of your job as a personal care worker. To effectively communicate, you need to learn to “listen” to the person’s non-verbal

communication (facial expression, body stance, eye contact, etc.) as well as listen to the words, in order to better understand what the patient is telling you.

### Contact Hours:

3.0 hours based on a 50 minute contact hour

## Legal Issues

There are many aspects related to the responsibility an employee has to his or her employer in order to be successful in the job and make sure the working relationship is a good one. Some of the responsibilities are related to state and federal rules and laws that the employer needs to follow. Other responsibilities are in place for the employee’s safety and the safety and well-being of the patient. This course will review the responsibilities an employee has to his or her employer.

### Contact Hours:

3.4 hours based on a 50 minute contact hour

## Member of the Professional Care Team

Personal care workers are the backbone of the home health industry. It is important for workers to have a solid understanding of what the job entails. This course is designed as an entry-level course for personal care workers to learn about the job roles and responsibilities in this paraprofessional role. This course will introduce the learner to the role of the personal care worker, including various responsibilities and functions of the role that are critical to employment success.

### Contact Hours:

0.5 hours based on a 50 minute contact hour

## Safe and Clean Environment

Safety is an important aspect of any job. In health care, safety measures need to be taken to protect the patient and the worker. This lesson reviews basic safety measures to use and response steps to take to decrease the spread of infections and prevent injury resulting from an unsafe or unclean environment.

### Contact Hours:

3.6 hours based on a 50 minute contact hour

## Understanding Basic Human Needs

This course presents information on life-span growth and development, including the different levels of human needs. Normal changes typically seen with aging are identified, and reality as compared to myths associated with aging are examined. Additionally, individual aging differences and age-related conditions will be reviewed, as well as information on death, dying, grief, and loss.

### Contact Hours:

3.6 hours based on a 50 minute contact hour

# Physical Therapist

## Difficult Decisions: Managing Communication Challenges

This lesson is designed for professionals supporting patients who have recently learned that they have a terminal illness. It is the physician’s role to discuss a new diagnosis and the expected course of the disease (prognosis) with the patient. However, it is the role of the healthcare professional to reinforce, educate, support and empower the patient and the patient’s family to understand and accept the illness.

### Contact Hours:

3.0 hours based on a 50 minute contact hour

## Documentation in Home Care

This course is designed to assist the Physical Therapist and Occupational Therapist in understanding the unique aspects of documentation in home care. Further, it introduces the many aspects of developing a plan of care from assessment through discharge. Specific home care rules and regulations regarding documentation and staff supervision in this setting will also be included in this course.

### Contact Hour(s):

2.4 contact hour(s) based on 50 minute contact hour

## Effective Communication Using the SBAR Tool

Though communication can be complicated, learning to effectively communicate with patients and peers is important. This course is designed to review communication style differences and other factors affecting communication. In addition, the course will introduce the SBAR communication model and explore strategies to apply it in home health and assisted living settings.

### Contact Hours:

1.2 contact hours based on a 50-minute contact hour

## Healthy Boundaries and Healing Hearts

Health care boundaries are the limits within which health care services are to be delivered. Health care boundaries are important for the protection of both the patient and the health care provider. Maintaining healthy boundaries can be difficult when faced with the challenge of end-of-life care. Health care providers and volunteers need to demonstrate a healthy balance between care and compassion without becoming overly involved in their patient’s lives.

This course is designed to assist the learner in understanding boundaries in health care, identify boundary issues and methods to avoid or address those issues.

**Contact Hours:**

3.0 hours based on a 50 minute contact hour

**HIPPA Regulations: Confidentiality and the Law**

The rules have changed. Because of new regulations, every person who works with patients - from front-line bedside workers, to billing clerks and secretaries, to CEOs - will be held to a higher standard of accountability for keeping confidential information private.

More than ever, before it is critical for all health care workers to receive information to reduce the risk and vulnerabilities associated with patient data security and privacy. The rules are significantly more far-reaching than any confidentiality rules to date, covering not only electronic medical records, but also paper records and oral communications. They also require patients' written consent for even routine disclosure of information.

With criminal and civil penalties for improperly using or disclosing medical information, the stakes are high. It is critical that every employee, even those with access to limited patient information, become familiar with confidentiality requirements.

**Contact Hours:**

2.0 hours based on a 50 minute contact hour

**Infection control for the Professional Clinician**

The application of infection control principles and practices is important to mitigate and prevent the spread of infectious diseases. More advanced medical devices and procedures, combined with prolonged survival amidst complex medical conditions further enhance the need for meticulous prevention efforts. This session encompasses a review of various disease processes including common symptoms, and preventive practices associated with individual disease states. Additionally, bioterrorism information and its effect on health care is presented.

**Contact Hours:**

2.5 hours based on a 50 minute contact hour

**Introduction to Home Care for Physical and Occupational Therapists**

This course is designed to assist the Physical, Occupational and Speech Therapist in understanding the unique aspects of their - and their assistants (PTA and COTA) - roles within the home care environment. Further, it provides an introduction to the unique challenges and opportunities posed to therapists. Such challenges include the many special rules and regulations regarding practice in this setting.

**Contact Hours:**

2.10 hours based on a 50 minute contact hour

**Introduction to Home Care for PTAs and COTAs**

This course is designed to assist the Physical Therapist Assistant and Certified Occupational Therapist Assistant in understanding the unique aspects of their roles within the home care environment. Further, it provides an introduction to the unique challenges and opportunities posed to therapists. Such challenges include the many special rules and regulations regarding practice in this setting.

**Contact Hours:**

1.80 hours based on a 50 minute contact hour

**Medicare 101 for Home Care**

Agencies participating in the Medicare Home Health Program need to educate professional staff on how to comply with Medicare's Conditions of Participation. Additionally, paraprofessional staff should have a general understanding of Medicare requirements related to homebound status, so they can notify their employer of any concerns that may affect Medicare eligibility. Failure to comply with Medicare requirements may result in survey deficiencies, loss of Medicare reimbursement, and penalties with far-reaching consequences. This program is an introductory course for professional staff working with Medicare clients.

**Contact Hours:**

2.0 hours based on a 50 minute contact hour

**Overview of Hospice: Care Beyond Cure**

A team of professionals, para-professionals, and volunteers comprise the unique team of support available to the hospice patient and their families. It is important for all team members to have a clear understanding of hospice care. This course is an entry-level module for those interested in learning more about hospice, defining the roles of the team members, and understanding the services available to the hospice patient and family.

**Contact Hours:**

1.0 hours based on a 50 minute contact hour

**The Faces of Grief: Addressing Spiritual and Bereavement Needs**

Grief manifests itself in many ways to the patient and to the family. A broader understanding of spirituality and bereavement enables the care team to provide help to those they serve as well as take care of themselves. This course will assist the participant in identifying methods to comfortably assess and address the spiritual and bereavement needs of the patient and family with education, resources, and information.

**Contact Hours:**

2.5 hours based on a 50 minute contact hour

**What Do I Do? Managing Physical and Emotional Symptoms of Dying**

Dying is much more than a medical "event". It is a time of emotions that may include fear, grief, joy, anger, reconciliation, forgiveness, and transformation for all in-

volved. Fear of the unknown for the patient and family is only natural.

One of the fears the professional might face is the observation of the emotional and bodily changes of the patient as death approaches. The professional may not be prepared to provide the appropriate assessments and education that is expected by the patient and family. In the journey between living and dying, this is an emotional time during which the professional is needed for support, encouragement, and direction.

This course is designed for professionals with a desire to learn more about the physical and emotional signs of the terminally ill patient, including the expected sequence of changes. Included are teaching aids for communication with the patient and family as symptoms occur.

**Contact Hours:**

4.5 hours based on a 50 minute contact hour

## Testimonials

"We applaud RCTCLEARN.NET for their programs and technical expertise."

Jan Costello, Executive Director Illinois Home Care Council

"RCTCLEARN.NET is a valuable tool for providing our staff with learning opportunities across our care providers. Course content is part of our professional orientation program and annual training requirements and will soon be implemented for our Hospice Volunteers."

Mary F. Kelly, RN, MS Director of Education  
Visiting Nurse Service of Rochester and Monroe County, Inc.

"The system was easy to use and I could do it on my own time table."

Anonymous Student

"These courses are very important before starting to take care of patients in the field."

Anonymous Nurse Educator

"The course, What to Expect: Physical and Emotional Symptoms of Dying increased my knowledge about caring effectively for terminal patients."

Anonymous Student

## Help Desk Information

<b>Phone</b>	<b>1-877-396-6261</b>
<b>Date</b>	<b>Monday – Friday</b>
	7:30 a.m. - 4:30 p.m. (Central Time)
	<b>Evenings, Saturday &amp; Sunday</b>
	Please leave your name and phone number and your call will be returned on the next business day.
	If you are having issues with logging on or printing your certificate please provide your username in addition to the above information.

## Affiliations



Rochester Community and Technical College (RCTC)  
851 30<sup>th</sup> Ave SE  
Rochester, MN 55904



Minnesota Home Care Association (MHCA)  
1711 W County Rd B  
Ste 211S  
St. Paul, MN 55113



Minnesota STATE COLLEGES & UNIVERSITIES

Minnesota State Colleges & Universities - Wells Fargo Place  
30 7th St. E., Suite 350  
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National Association for Home Care & Hospice (NAHC)  
228 Seventh Street, SE  
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