

### *Frequently Asked Questions*

1. **Why do I have to take this course?** This education program is designed to improve the accuracy and consistency of interpretation of fetal heart monitor tracings and to reduce the frequency of miscommunication among clinicians regarding changes in fetal status. These objectives will help improve the safety of patients and reduce the risk of liability in your practice.
2. **How do I register and access the course?** The **Navigation Guide** (link to Navigation Guide) and **Course Brochure** (link to Course Brochure) contain important course and registration information (see below):

To login and register go to our Web site: [www.fojp.com](http://www.fojp.com).

Move your cursor over: Online Education for Healthcare Professionals (in the middle of the page), then Click on the third dropdown choice: **[OB Professionals – Fetal Heart Monitoring Interpretation]**.

Read the education program details and click on the link **[Enter course registration page]** at bottom of page to continue to the course registration and login page.

To register as a New User, enter your hospital-specific keycode in the space on the left side of the screen.

Keycodes by Hospital (enter, as indicated, for your particular hospital):

- BethIsrael\_FHM
- BronxLebanon\_FHM
- Maimonides\_FHM
- Montefiore\_FHM
- MountSinai\_FHM

You must include all registration information. Please make sure your medical or nursing license number and e-mail address are entered accurately. These will be your unique identifiers. This information is required by our CME provider, the Mount Sinai School of Medicine.

Read the Accreditation and Credit Designation information provided by the Mount Sinai School of Medicine.

Read the Online Education User Agreement below the registration data fields and click **[Yes]** at the bottom to indicate your agreement with the terms.

Click **[Register]**.

When you return to the course after registering, enter your User Name = your e-mail address and your password = your medical or nursing license number.

You will receive an e-mail confirming that your registration was successful.

3. **What is my keycode?** Your keycode is determined by your hospital, and is listed below:

- BethIsrael\_FHM
- BronxLebanon\_FHM
- Maimonides\_FHM
- Montefiore\_FHM
- MountSinai\_FHM

4. **What is my login and password?** Your login or username is your e-mail address that you registered with and your password is your medical or nursing license number.

5. **What are the necessary computer requirements for taking this course?**

Hardware and Software Requirements are listed below. *Click on the Flash link below to obtain the most recent version of the FlashPlayer. Click on the Windows XP or Windows Vista link to obtain instructions for setting your computer's screen resolution.*

- Intel Pentium III 1.3GHz
- Microsoft Windows XP OS or higher
- Internet Explorer version 6.0 or higher is recommended
- FlashPlayer 8 or higher ([get Flash](#))
- 512MB RAM, 1GB recommended
- 1,024 x 768 screen resolution (1,280 x 1,024 recommended) Get screen resolution control instructions for [Windows XP](#) or [Windows Vista](#)
- Internet connection (broadband recommended)
- Sound card/audio player capabilities for computer

6. **The screen is cut off at the bottom so I have to scroll down to see the tracing.** Set the screen resolution to a higher value, for example 1,280 x 1,024. Click on the link for your computer's operating system, [Windows XP](#) or [Windows Vista](#), for Microsoft's instructions on resetting your screen resolution.

7. **My computer is very slow and the video takes a long time to load and run.**

Confirm that you have the minimal hardware and software requirements. If it still operates slowly, then you may need to take the course on a different computer. Check with your hospital coordinator for computer options.

8. **Can I print out the course?**

You can print the slides and text of the narrative content for the Didactic Presentations and for the introductory module by clicking on the [Slides and Transcript] button at the top of the

screen when either of these activities is open. The Case Simulator slides cannot be printed this way.

**9. I don't have an e-mail address.**

An e-mail address is required. You may obtain your hospital e-mail address from the hospital course coordinator.

**10. How do I access the final exam?**

The Final Exam becomes available only after you have completed the six Case Studies with the associated Didactic Quizzes and the required 10 tracings in the Pattern Recognition Workshop. Access to the Final Exam is activated at that time. You will be able to click on the Exam on the Home Page at that time.

**11. How do I get my Certificate of Completion?**

Your Certificate of Completion will become available after all requirements for the course have been completed with a passing grade and the course Evaluation has been completed. Be sure to print your certificate out for your files, it is evidence that you have satisfactorily completed the course.

If you wish to re-access the certificate at a later time, click on the [**view certificates**] link that appears after your name at the top of the course Home Page and print the document.

**12. How do I get my CMEs/CEUs?**

The course Completion Certificate serves as evidence that you have met the requirements for the CMEs/CEUs for your profession. **Print a copy of this certificate for your records. This is the only certificate you will receive.**

**13. I finished everything but I cannot get my Certificate.**

Once you have completed the Case Simulator and Didactic Quizzes in the six modules and completed the Final Exam, you must complete the course evaluation before your certificate will appear.

**14. If I exit the course before completing it, how do I get back to where I left off?**

Check the Course Progress Summary on the course Home Page to identify which Case Studies are incomplete or which Patterns remain to be completed. Just click on that Case Study on the menu or on the Pattern Recognition Workshop and you will be returned to where you left off previously.

**15. How do I get around in the course, it is confusing to me?**

Consult the **Navigation Guide** ([link to Navigation Guide](#)) for detailed instructions on managing and completing the course.

**16. How do I use the Pattern Recognition Workshop?**

Consult the **Navigation Guide** ([link to Navigation Guide](#)) for detailed instructions on how to use the Pattern Recognition Workshop (PRW).

**17. I changed my mind on a question I answered. Can I go back and change my answer?**

No, once you have answered a question in the Simulators, the Didactic Quizzes or the Final Exam, you cannot go back and revise it.

**18. Can I retake a quiz or test that I did not pass?**

No, you can only take a quiz or test one time. An overall grade of 70% must be achieved. Consult your course coordinator for options that may be available to you.

**19. Do I have to do the course in a particular order?**

We recommend that you complete the course in order, beginning with the Introduction and Overview and proceeding through the 6 Case Studies and finishing with the Pattern Recognition Workshop (PRW). Within each case study you may find it helpful to complete the Didactic Presentation and Quiz at each time point before going through the Case Simulator.

**20. How long do I have to complete the course once I begin?**

We recommend that you proceed through the course as soon as possible after registering to maximize the learning experience. It is expected that once the course activities are completed, the 25-question Final Exam will be finished within 2 weeks.

**21. I don't agree with a test answer, who should I notify?**

It is important for this learning activity to be as accurate as possible. If you disagree with a question/answer please send an e-mail to the Help Desk. Indicate the Case Study, Quiz or Exam and indicate the time point for Case Study or Didactic. State the question and your reason for disagreeing with the answer. If you are going to identify the question by number, we must know whether you began that Case Study time point with the Didactic or the Simulator as that determines the order of the items. The Final Exam questions are chosen at random from several content buckets so you will have to state the particular question for us to locate it.

**22. Who will see my grade results?**

The course coordinator at your hospital will know the results of the testing and reports will be provided to the Department Chairman or his designee. FOJP Service Corporation also has access to your course information.