



## COURSE DESCRIPTIONS

### Basics of Customer Service

There are 6 courses in this library, each covering a different aspect of customer service. Experts agree that the single item that consistently makes companies and employees successful is a dedication and action for customer service. Find out why!

#### **CS 101 Quality Customer Service**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

There is no limit to the numerous voices shouting out the critical need for quality customer service. Yet, time after time, we see a failure in its application. This course goes beyond the abstract and offers piece by piece, step by step, information to employees seeking to provide quality customer service. The premise of this course is twofold: quality customer service is the key to success for any employee with customer service responsibility, and quality customer service is the foundation upon which an organization's success and profits are built.

#### **CS 102 Telephone Courtesy & Customer Service**

**Suggested Time to Complete Course & Test: 1 3/4 hours**

**Continuing Education Units: .2**

Effective telephone skills are the cornerstone of quality customer service. Clarity of speech, sincerity, and courtesy are essential to your success on the phone. This lesson is for anyone who picks up the telephone and communicates with a customer. You will learn how to improve your telephone skills, how to understand your customer's needs, and how to increase your ability to manage your customer's perception.

#### **CS 103 Grief: It's Impact On Your Customers And You**

**Suggested Time to Complete Course & Test: 1 3/4 hours**

**Continuing Education Units: .2**

Grief is the human reaction of sudden loss. It not only accompanies the loss of life, it is also a partner to those suffering a traumatic injury or those with a debilitating disease, both have to accept a change in plans and dreams. Grief affects our patients, their caregivers, and you, the service provider.

#### **CS 104 Taking The Customer's Perspective**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

The objective of this course is to provide a genuine understanding of the HME/Rehab/Respiratory customer's perspective. The course defines that perspective as empathy and discusses its unique role in quality customer service.

#### **CS 106 Customer Service Fast Facts**

**Suggested Time to Complete Course & Test: 1 3/4 hours**

**Continuing Education Units: .2**

This lesson is a collection of fact-filled information about customer service, with lists, important points, rules and reminders. Think of it as a Reader's Digest version: condensed stories, all related but each about a different topic.

#### **CS 107 Common Courtesy And Professionalism In The Home**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

This course focuses on important points in showing respect for our disabled customers through our actions, words and courteous approach. It also offers some basics on common courtesies in the homes of our customer's and dealing with their problems and complaints while there.

## HME: Industry and Services Overview Course Descriptions

There are 13 courses in this library, each covering a different aspect of the HME industry, the equipment we sell or the diseases and disabilities we respond to. These courses take a "fast facts" approach and provide great orientation for employees new to the industry. The information in these courses also helps long-time employees gain a better understanding of all facets of our business.

#### **HME 103 Understanding Medicare & Medicaid**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

Understanding Medicare and Medicaid provides basic information to aid in the comprehension of these programs and their impact on the way we do business.

**HME 104 An Overview Of Reimbursement & Managed Care**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

Probably the most essential aspect of success for the Home Medical Equipment business is getting reimbursed for the equipment and services you provide. Our goal in this series of lessons is to introduce you to the number of organizations that pay your company and what you have to do to get paid.

**HME 105 An Overview Of HME And Its Players**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

This is THE introductory course for every new MED U student and the ideal orientation for new employees. This course offers a great overview of our industry: the types of equipment we sell, the customers we respond to; the many individual players in our industry, including the physicians and therapists who are a part of the team in responding to patient's needs. In addition, students will gain a great understanding of the types of agencies and regulations, governmental and private, which impact HME providers, their employees and their customers.

**HME 201 Anatomy & Physiology Fast Facts: An Overview**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

This course is an overview of anatomy (the study of structures and organs of the body) and physiology (the study of the function of the body parts). For those new to health care practice, it is a good foundation upon which to build an understanding of the needs of our patients and customers!

**HME 202 Disabilities & Diseases - Pediatric Onset**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

This course provides a brief overview of diseases and disabilities that most often have their onset in young children. It describes general causes and symptoms, and common treatments and equipment considerations. In addition, consideration is given to the emotional needs and concerns of such patients and the importance of their relationship with the providers of home medical equipment products and services.

**HME 203 Disabilities & Diseases - Early Adult (20-50) Onset**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

This course provides a brief overview of diseases and disabilities that most often have their onset in young adults (aged 20 - 50). It describes general causes and symptoms, and common treatments and equipment considerations. In addition, consideration is given to the emotional needs and concerns of patients and their caregivers, with a special emphasis on the role of the providers of home medical equipment products and services.

**HME 204 Disabilities & Diseases - Later Adult (50+) Onset**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

This course provides a brief overview of diseases and disabilities that most often have their onset in older adults over the age of 50. It describes general causes and symptoms, and common treatments and equipment considerations. In addition, consideration is given to the emotional needs and concerns of such patients and their caregivers and the importance of their relationship with the providers of home medical equipment products and services.

**HME 205 Disabilities & Diseases - Sudden Onset**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

This course provides a brief overview of the disabilities that are unexpected and sudden. The course describes the causes of sudden onset disabilities and describes some of the symptoms. Common treatments and equipment considerations are discussed.

**HME 206 Disabilities & Diseases - Respiratory**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

This course provides a brief overview common respiratory diseases and disabilities. The course describes the causes of respiratory diseases and disabilities and describes some of the symptoms. Common treatments and equipment considerations are discussed.

**HME 310 Basic Durable Medical Equipment/Home Medical Equipment**

**Suggested Time to Complete Course & Test: 2.5 hours**

**Continuing Education Units: .3**

This course provides an overview of some of the most commonly provided durable medical equipment, consisting primarily of: bathroom and toileting equipment, hospital beds and supports surfaces, aids to daily living and mobility and ambulation. In addition to descriptions of products and their application, information is given indicating the types of customers who will most likely use this equipment and other kinds of home medical equipment the patient might require.

### **HME 311 Rehab Equipment**

**Suggested Time to Complete Course & Test: 1 ¼ hours**

**Continuing Education Units: .1**

A large population of individuals served by our industry consists of those with permanent disabilities such as spinal cord injuries or those with degenerative diseases such as MS or ALS. These folks are the primary users of rehab equipment. This course described this often sophisticated equipment, including manual wheelchairs, power chairs and other equipment that support the day-to-day lives of its users. This information will also provide understanding as to what other kinds of home medical equipment a patient might require.

### **HME 312 Respiratory Equipment**

**Suggested Time to Complete Course & Test: 1 1/4 hour**

**Continuing Education Units: .1**

This newly updated course provides an overview of some of the most commonly used respiratory therapy and related equipment to meet the needs of those with respiratory challenges. The course does a thorough job of describing different oxygen therapy approach, CPAP, nebulizers, aspirators and ventilators. There is also a section on responding to infant needs with apnea monitors and phototherapy.

### **HME 305 Infusion & Enteral Therapy**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

This course provides an overview of the types of therapies and medications offered through home infusion as well as the purpose and objectives of enteral feeding. Also included are the different types of infusion routes and access devices and the types of equipment available for these therapies.

## **Safety and Annual Training Course Descriptions**

The 8 courses in this library provide information on subjects that are the foundation for a safe and competent work environment. It is best for all staff to review this information annually and documentation of the completion of these courses will help meet the education requirements for accreditation.

### **HME 401 Respect, Confidentiality and Patient Rights**

**Suggested Time to Complete Course & Test: 1 ¼ hours**

**Continuing Education Units: .1**

This is an introductory course on the critical importance of respect for your patients. That respect is reflected in:

- recognizing the dignity and humanity of your customers
- treating all of the information they provide you as confidential
- knowing and responding to the rights and responsibilities of both you and your customers.

Especially significant in this course are the practical pieces on practicing confidentiality every day in your workplace.

### **HME 402 Infection Control**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

There has been growing concern and awareness in the United States and internationally about the spread of infectious diseases. Fear of AIDS, the result of the human immunodeficiency virus (HIV), has been the primary focus of concern. However, HIV is just one of the bloodborne pathogens to which any provider of health care service is exposed. With more and more patients being cared for in a home setting, it is essential that those of us associated with home care understand the importance of practicing infection control, both for our benefit and for the benefit of home patients.

### **HME 403 Ergonomics In The Office**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

Ergonomics is the **study of workplace design**: the study of how a workplace and the equipment used there can best be designed for comfort, safety, efficiency and productivity. It is the science of fitting the job to the worker. This course focuses on ergonomics in the office, especially as it relates to workstation set-up.

### **HME 404 Ergonomics In The Warehouse - Back Safety**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

According to the U.S. Department of Labor, more than one million workers suffer back injuries each year. This number doesn't include other types of work related injuries such as neck strain and knee injuries. A very high percentage of these injuries could have been prevented and it is much easier to prevent injury than to repair an injury. This course will give you the information you need to protect your back and prevent injury.

**HME 405 Hazardous Materials****Suggested Time to Complete Course & Test: 1 hour****Continuing Education Units: .1**

Chemicals are a major part of your workplace. There are an estimated 575,000 existing chemical products, and hundreds of new ones are being introduced annually. Because of the potential seriousness of safety and health problems due to chemical exposures, and to encourage processes to prevent the exposure, the Occupational Safety & Health Administration (OSHA) issued rules in the 1980s regarding the training on the handling of hazardous materials (commonly called HAZMAT). Upon completion of this course, participants will be able to explain common hazards; identify planning and skills for the prevention of hazards from chemicals; and be aware of effective procedures in responding to chemical emergencies and injuries.

**HME 406 Safety And Readiness At The Worksite****Suggested Time to Complete Course & Test: 1 hour****Continuing Education Units: .1**

The lessons in this course present simple ways to prepare so that accidents in the workplace either don't occur or are dealt with quickly and assuredly. Emergency procedures in responding to some injuries are presented as well as fire safety and basic elements for first aid.

**HME 407 Preventing Sexual Harassment****Suggested Time to Complete Course & Test: 1 hour****Continuing Education Units: .1**

The first step in any education is creating awareness. This course is designed to help you become aware of your responsibility to make your workplace a comfortable place to work. This course makes note of two perspectives on this subject: how to avoid behavior that would make someone else feel uncomfortable and what to do when you feel harassed.

**HME 408 Voluntary Compliance With Medicare In The HME Industry****Suggested Time to Complete Course & Test: 2 hours****Continuing Education Units: .2**

As an employee of an HME provider, it is essential that you understand the importance of compliance and how it affects billing, delivery, service, and all the elements of your company. The focus of this course is Medicare compliance because if you can understand and meet the standards and rules of Medicare, you will most likely meet the standards and rules for any other third party payer. The information in this course will help you identify the various agencies that influence compliance in the industry. The definitions of important terms pertaining to compliance are presented here as well as an outline of the basics of an effective compliance program. We've also included specific violations of Medicare fraud and abuse regulations and recommended ways to prevent such violations.

**HME 410- The HIPAA Privacy Rule including HITECH****Suggested Time to Complete Course & Test: 1 hour****Continuing Education Units: .1**

This course describes in detail the Final HIPAA Privacy Rule, part of the Health Insurance Portability and Accountability Act or HIPAA. This element of the act protects the privacy of individually identifiable health information that is stored, processed or transmitted and gives individuals the right to be informed of the privacy practices of a health care provider and to be informed of their privacy rights with respect to their protected health information. Successful completion of this course will offer the student the details he/she needs to know in order to fulfill the obligations (and opportunities) placed upon HME companies within HIPAA.

**HME 414- Recognizing and Responding to Abuse****Suggested Time to Complete Course & Test: 1 ¾ hours****Continuing Education Units: .2**

This course is all about how the elderly are increasingly the victims of abuse and exploitation, the extent of domestic violence and the sad effects of child abuse. Because so many of our patients are the older adults (Medicare patients), most of the course will deal with the abuse, neglect and exploitation of the elderly. This in no way should be interpreted to diminish the importance or destructiveness of domestic violence and child abuse.

**HME 415- Emergency Preparedness: An Emergency Action Plan****Suggested Time to Complete Course & Test: 1 ½ hours****Continuing Education Units: .2**

Because so many potential emergencies face your business and because compliance with OSHA rules and regulations is an important part of everyone's job, this course will take you through the most important things a company and its employees (you) must do. The most important thing is to develop an Emergency Action Plan (EAP).

**HME 416- Emergency Preparedness: Fire Prevention Plan****Suggested Time to Complete Course & Test: 1 ¼ hours****Continuing Education Units: .1**

This course is not designed to provide you an actual fire prevention plan. Each structure from which a company operates its businesses is unique. Each company must create a fire prevention plan (as well as an evacuation action plan) that is unique to its operations, building(s) and in accordance with local and state fire regulations.

**HME 417- Emergency Preparedness: Disaster and Business Recovery Planning**

**Suggested Time to Complete Course & Test: 1 ¾ hours**

**Continuing Education Units: .2**

Ultimately, the overall purpose of a Disaster Preparedness and Business Recovery Plan is to protect the lives and well-being of your company's employees, visitors, and customers during a disaster and then to successfully restore your business function as quickly as possible.

**HME 418- Emergency Preparedness: Workplace Violence Prevention**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

What is of great concern is that recent studies are indicating that instances of workplace violence are not only increasing in number but becoming more violent in nature. Upon completion of this course, the student will be able to define and describe many of the hidden signs that are the precursor to workplace violence and bring that to the attention of the proper authorities.

## The Foundations of Reimbursement Course Descriptions

Reimbursement may be the most complex and is definitely the most important issue in our industry. This collection of six courses does an excellent job of orienting reimbursement staff to the key issues and processes necessary to expedite the payment process.

### **REM 101 – Reimbursement: Orders And The Intake Process**

**Suggested Time to Complete Course & Test: 2 1/2 hours**

**Continuing Education Units: .3**

There are two critical parts to our business. The first part is the equipment and services we provide, often necessary to sustain life, always necessary for quality of life. The second part is being reimbursed for those services. The latter can be complex, lengthy, cumbersome and the most important element to your company's success. This course examines the intake process closely. Additionally, it addresses the assignment decision, mandatory claim submission, waiver of liability issues and payment categories. Included throughout the course are commonly used terms and their definitions.

### **REM 102 – Reimbursement And Documentation**

**Suggested Time to Complete Course & Test: 2 3/4 hours**

**Continuing Education Units: .3**

This course covers the critical element of DOCUMENTATION. For Home Medical Equipment (HME) providers, documentation is **the key** to payment. Keeping in mind that the foundation of reimbursement is based on a proper order intake, documentation is truly what insurance companies use to determine reimbursement. Each lesson within this course defines and makes clear the elements involved in the entire documentation process, including:

- verbal versus written orders
- certificates of medical necessity (CMNs)
- written orders prior to delivery (WOPD)
- prior authorizations/advance determination of Medicare coverage (ADMC)
- retrieval of a signed and completed medical necessity document
- managing and monitoring documentation

### **REM 103 – Reimbursement: Billing And Coding**

**Suggested Time to Complete Course & Test: 3 hours**

**Continuing Education Units: .3**

As part of the operational flow, it is the billing department that takes over when the intake process is complete. The billing department should actually provide a check and balance over the intake process, ensuring that after their job is complete, payment will be received. This course completes the steps of an efficient reimbursement process – a final quality control check and generation of bills. Included in these final and complex steps are:

- Order confirmation/quality control process
- The billing edit review
- Pricing
- Billing of select payer types – coding
- Monitoring and management of the billing process

### **REM 104 – Reimbursement: Accounts Receivable Management And Collections**

**Suggested Time to Complete Course & Test: 2 3/4 hours**

**Continuing Education Units: .3**

The last step in a chain of events that leads to payment is the topic of this course, Accounts Receivable (A/R) Management and Collections. This is the most analytical and perhaps the most challenging of all the steps. Welcome to the world of investigation and research and the piece that makes you **the** A/R expert! In this course, we will address the final steps in this process, including the following:

- Discussing and understanding fundamental A/R terms
- Cash posting – why it is integral to the collection process
- Collecting new A/R by payer type
- The Medicare appeals process
- How to devise an A/R action plan for older balances
- Managing and monitoring A/R collections

### **REM 201 – Funding Assistive Technology Services and Systems**

**Suggested Time to Complete Course & Test: 4 1/4 hours**

**Continuing Education Units: .4**

This is the introductory course to the entire RTS program. It focuses first on those who need the services of a rehab company, our patients. Then, the course reviews the overall functions and products of a rehab company and their part in providing assistive technology systems - many of those functions and products you are familiar with. Finally, it gets specific about the role of an RTS within a rehab company - your tasks, opportunities and routine.

### **REM 202 – Medicare Documentation Fast Facts**

**Suggested Time to Complete Course & Test: 2 1/2 hours**

**Continuing Education Units: .3**

This course is intended as one of our Fast Facts courses. There are a series of longer and more detailed courses on reimbursement with a focus on Medicare. This course complements those courses but is different because it is intended, in quick form, to give you a great, to-the-point perspective on billing for Medicare, with a focus on what is required for each type of equipment. However, it is also intended as a reference for you – so that at any time, you can come and review requirements for each piece of equipment or the supplies we provide.

## **Fundamentals Of Sales Library**

**Sales is a dramatically different effort in the HME industry. No off-the-shelf series of sales courses can quite meet the unique needs and approaches we must take. This set of 6 courses uses some of the best ideas in sales, but applies them specifically for use in our industry.**

### **SLS 101 - Basics**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

This course provides an introduction to sales in the Home Medical Equipment (HME) industry. We discuss the importance of a positive attitude, how you can provide service to your customer, and how to act like a professional. We also discuss how to deal with the stress of selling and your company's expectations of you.

### **SLS 102 - Knowledge Of Sales**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

In this course, we discuss what you need to know to successfully sell HME products and services. You'll learn methods and strategies to get the information you need to heighten your selling ability.

### **SLS 103 - Sales Planning**

**Suggested Time to Complete Course & Test: 3 hours**

**Continuing Education Units: .3**

Sales Planning will explain, in detail, how to set up an effective system that will maximize the time you spend selling and will prepare you to have answers to potential questions before you make a call.

### **SLS 104 - Prospecting**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

There are four primary ways you can increase your sales revenue: add new products and/or services; increase revenue from existing customers; recapture lost customers; add new customers. The key to real growth is to increase the final category - new customers. To add new customers, you must prospect for them. While prospecting can be a challenging activity, it is the primary key for successful growth and satisfaction in a sales career.

### **SLS 105 - Sales Calls**

**Suggested Time to Complete Course & Test: 2.5 hours**

**Continuing Education Units: .2**

This course shows you how to make a winning sales call and teaches you skills for effective in-person sales calls. This information describes what you need to know to become an innovative, capable and successful salesperson.

### **SLS 106 - Telephone Sales**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

Telephone sales are a very important part of the HME industry. In some situations telephone salespersons also provide customer service to support outside sales. This course guides you in how to use effective sales calls over the telephone.

## **Certified Driver/Delivery Technician Training**

**The reality is this – to most of the customers of a HME company, Driver/Delivery Technicians are the face of the company, often the only one they will ever meet. This detailed set of courses offer training in the skills specific to Driver Technicians. There are a total of 7 courses, some generally applied to all Driver Techs, some specific to rehab and some to respiratory.**

### **DDT 101 Driver/Delivery Technician Fast Facts**

**Suggested Time to Complete Course & Test: 2.5 hours**

**Continuing Education Units: .3**

Often the Driver/Delivery Technician is the only one from an HME company the end-user ever knows and ever meets. That key of being "the" company brings great responsibility and great opportunities to make a positive difference. This course covers

each element of this important job – attitude, reimbursement, customer needs, and a detailed description of the delivery process. It is a great overview of the job as a whole.

**DDT 102 Infection Control - Video**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

Accompanied by a video, this course does a thorough job of covering the very specific universal precautions necessary for a driver/delivery technician, including details on cleaning and disinfecting, use of protective barriers and routine practices.

**DDT 103 Home & Environmental Assessment - Video**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

This course offers great detail in the team effort involved in assessment of the home and environment, with a focus on the role of the Driver/Delivery Technician. The course outlines what to review for home assessment, environmental risk factors and consideration of patient needs and concerns.

**DDT 121 Manual Wheelchairs**

**Suggested Time to Complete Course & Test: 2 1/4 hours**

**Continuing Education Units: .2**

Manual wheelchairs are among the most common products provided by HME companies, and also among the most critical and complex. This comprehensive course takes the Driver/Delivery Technician's expertise with manual chairs to a whole new level, covering all of the details for wheelchair selection, operation, adjustment, maintenance and repair.

**DDT 131 Comprehensive O2 Service**

**Suggested Time to Complete Course & Test: 2 1/2 hours**

**Continuing Education Units: .3**

The provision of medical oxygen is critical to the quality of our patient's lives. This series of three courses (including DDT 132 and DDT 133) and accompanied by a video, fully explains the opportunity for the Driver/Delivery Technician to impact positively the lives of his respiratory customers. This first course offers a comprehensive overview of respiratory equipment and accessories.

**DDT 132 Patient Education And Instruction – Respiratory Equipment**

**Suggested Time to Complete Course & Test: 2 1/2 hours**

**Continuing Education Units: .3**

Beyond delivery and set-up of the proper respiratory equipment, it is often the role of the Driver/Delivery Technician to instruct the patient and caregivers in its use and to create a comfort level of understanding and security for these new users. This comprehensive course, second in a series, offers item by item steps for setting up and instructing on oxygen equipment.

**DDT 133 Oxygen Transport And Tracking**

**Suggested Time to Complete Course & Test: 3 hours**

**Continuing Education Units: .3**

Medical oxygen, legally a drug, is among the most heavily regulated items in the HME industry. This course, third in a series for Driver/Delivery Technicians, details the regulations and the proper procedures for the transportation and tracking of oxygen.

## Master Repair Technician Courses

There is such a wide variety of equipment to repair in our industry, the great challenge is in creating a common knowledge and a common base from which to start. This collection of 10 courses, rehab and respiratory, offers the single best foundation for repair technicians in our industry.

**MRT 101 Multimeters**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

The multimeter will probably be the single most useful tool a wheelchair technician uses. It measures voltage, current, resistance, and other electrical quantities. This course describes the functions of the multimeter and shows you how to use it.

**MRT 201 Power Wheelchair Basics**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

Anyone who orders or services power wheelchairs needs to know the basics of how these machines work. This introductory course describes the functions, major components, batteries, motors, controllers, joysticks, chargers and programmers of the power wheelchair. It also provides you with an understanding of how these components work together as a system.

**MRT 202 Wheelchair Batteries**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

Proper battery selection as well as charging and handling procedures are essential for reliable power wheelchair performance. This course begins with a description of batteries and continues with battery operation, selection, testing, and replacement.

**MRT 203 Power Wheelchair Preventive Maintenance And Basic Troubleshooting**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

Power wheelchairs, like all vehicles, require regular scheduled maintenance for reliable performance. This course covers routine maintenance as well as basic troubleshooting. Basic troubleshooting includes checking the chair mechanically and structurally, as well as considering the environment that impacts power chair operation.

**MRT 204 Power Wheelchair Electronics And Theory Of Operation**

**Suggested Time to Complete Course & Test: 3 1/2 hours**

**Continuing Education Units: .4**

In order to eliminate guesswork when diagnosing and troubleshooting the drivetrain of a power wheelchair, the service technician requires an understanding of some key electrical and electronic concepts. Not a generic course in electricity, this course selectively covers the concepts that are relevant and practical for the power chair technician.

**MRT 205 Power Chair Repair: Drivetrain Components**

**Suggested Time to Complete Course & Test: 2 ¼ hours**

**Continuing Education Units: .2**

Motors, gearboxes, controllers, joysticks, connectors, batteries and chargers are described with detailed information about diagnosis and repair. The emphasis of the course is on practicality and usefulness. Its approach is to provide detail that is consistent with the function of the service parts offered by most power chair manufacturers.

**MRT 301 Introduction To Respiratory Repair**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

Everyone who repairs respiratory equipment needs a basic working knowledge of human oxygen needs, oxygen concentrators, aerosol units, suction machines, and the compressors that power these units. They also need an understanding of safe working habits and to know the difference between preventative maintenance, troubleshooting, and repairs. In addition, handy troubleshooting tips and service documentation requirements are included in this course.

**MRT 302 Basics Of Compressors**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

Compressors power many home respiratory equipment units. This course explains the functions of air compressors and the type used in different respiratory units. It describes how to repair a compressor top end and how to swap out a rebuilt unit for one that doesn't function properly.

**MRT 303 Oxygen Concentrators**

**Suggested Time to Complete Course & Test: 4 hours**

**Continuing Education Units: .4**

Oxygen concentrators are electrically powered machines that filter room air, separate out the oxygen and deliver it to the patient. This detailed and thorough course discusses how concentrators function. It provides photographs of their features and describes what they do. It tells how to perform preventative maintenance, troubleshoot, and make basic repairs.

**MRT 304 Aerosol Units & Suction Machines**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

Aerosol units, also called nebulizers or compressor nebulizers, are small devices that spray medication in a fine mist so the patient can easily inhale it. This course discusses how aerosol units function. It provides photographs of their features and describes what they do. It tells how to perform preventative maintenance, troubleshoot, and make basic repairs.

Suction machines, or aspirators, use suction to clear the patient's mouth and airway of fluid and mucus. This course discusses how suction machines function. It provides photographs of their features and describes what they do. It tells how to perform preventative maintenance, troubleshoot, and make basic repairs.

## Orthotics Library

These four orthotics courses provide the foundation to represent orthotic products in a knowledgeable manner. They provide insight to all of the off-the-shelf orthotic products that represent cash sales as well as higher end products and Medicare information.

**ORT 101 – Overview of Orthotics**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

The field of orthotics – devices that are externally applied to a part of the body to correct deformity, improve function, or relieve symptoms of a disease – is a growing field in the Home Medical Equipment Industry. This course is one of four that offers a comprehensive introduction to orthotics in the HME Industry.

**ORT 102 – Lower Extremity Orthoses**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

This course goes into great detail on the body's lower limbs and the conditions that impact our ankles, knees and hips. Orthosis by orthosis, you will learn the proper equipment response to meet the needs of our patients.

**ORT 103 – Overview of the Spine and Neck**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

This course goes into great detail regarding issues and solutions around the spinal cord, a complex and fascinating collection of bone, ligaments, disks, and nerves – all required to support significant stress and offer continued flexibility.

**ORT 104 – Upper Extremity Orthotics**

**Suggested Time to Complete Course & Test: 1.5 hours**

**Continuing Education Units: .2**

The hand, elbow and shoulder are actually among the most complex joints – quite a combination of ligaments, tendons, bones and nerves. When you think of how much our upper extremities are involved in our work and play, every day, it's no surprise that there are a number of challenges and a number of orthotic solutions.

**Personal and Professional Development Library**

**These courses meet a demand from the staffs at our member companies: what can you give us to help us do our jobs better and enjoy what we do more? These courses are designed to meet that need and come straight from the requests of our great MED U students.**

**PPD 101 – Better Communication in the Workplace**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

This course focuses on the positive communication skills for everyone in an office, in every job, employee and employer. We've always known communication is key to great customer service, but it is also key to relationships in the workplace. We will hone your skills in active listening and expressing yourself positively, but directly.

**PPD 102 – Dealing with Conflict and Difficult People**

**Suggested Time to Complete Course & Test: 2 1/4 hours**

**Continuing Education Units: .2**

This course discusses conflict in the workplace, but the heart of conflict goes to dealing with difficult people, because they tend to be at the heart of every conflict. This course utilizes your communication skills and your ability to change your perspective, your approach to conflict and to difficult people – a positive approach to working through conflict to strengthen interpersonal relationships.

**PPD 104 – Professionalism – The Internal**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

This is the first of two courses on Professionalism. The other, PPD 105 focuses on the external aspects of professionalism: customer service, professional appearance, professional interaction and attitude, and business etiquette. This course literally considers the heart of the matter, those elements of your attitude and behavior that affect your work every day: self-confidence, ethics, and the professional approach to dealing positively with issues of diversity and persons with disabilities.

**PPD 105 – Professionalism – The External**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

This is the second of two courses on Professionalism. The first, PPD 104, considers the internal aspects of professionalism: self-confidence, ethics, and finally our view towards diversity and persons with disabilities. This one, PPD 105, focuses on the external aspects of professionalism: customer service, professional appearance, professional interaction and attitude, and business etiquette. It will confirm much of what you already know are the elements of a professional: how professionals act with customers and coworkers, how they dress, their approach in business.

**PPD 201 – Stress v. You – Winning the Battle**

**Suggested Time to Complete Course & Test: 2.5 hours**

**Continuing Education Units: .3**

Our intent with this course is to help you take a look at the stress in your life and seriously consider how you can better deal with it. This course helps identify causes and reactions to stress, but more importantly, offers suggestions for positively dealing with stress in our work day and our workspace.

**PPD 202: Stress Management – Dealing with Time, Technology and Finances**

**Suggested Time to Complete Course & Test: 1.25 hours**

**Continuing Education Units: .1**

This course is a companion to PPD 201, but focuses most significantly on organizational elements to bring order to your life and satisfaction day to day. Key to organization is time management, including creating time for those activities beyond work – family and friends and recreation. We discuss positive ways to manage your personal finances to relieve the day to day stress that impacts your work and your home.

**PPD 301: Business Writing**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

One of our most requested topics, this course does a great job of summarizing and clarifying the skills needed for business writing: formatting business letters, memos and emails and writing for clarity. It is a reference you will use again and again.

**MANAGEMENT LIBRARY**

The HME industry is a great collection of small businesses started from scratch and managed from many different perspectives. This collection of courses works to bring those perspectives together, select and suggest some best practices and serve as a review for current managers and as great training for up and coming managers.

**MGT 101 – Overview of Management in HME**

**Suggested Time to Complete Course & Test: 3 1/4 hours**

**Continuing Education Units: .3**

This course is an introduction to the skills and functions of management, with the dedicated perspective of HME. It is a great survey of thoughts on management and leadership – the entering point for all of the rest of the management courses.

**MGT 102 – Leadership – an Introduction**

**Suggested Time to Complete Course & Test: 2 1/4 hours**

**Continuing Education Units: .2**

Influence is key to leadership. This course simplifies the process and discusses the impact of influence. Leadership goes beyond management techniques or supervision, it is a style built on integrity and consistency – a great start for anyone looking at management in an HME company.

**MGT 103 – Leadership, Management and Motivation**

**Suggested Time to Complete Course & Test: 1 3/4 hours**

**Continuing Education Units: .2**

A real key to success in management is motivation, helping employees to be their best. This course offers some good tips on building teamwork and a positive work climate, especially through the constant change inherent in our industry.

**MGT 104 – Managing Conflict in the Workplace**

**Suggested Time to Complete Course & Test: 2 1/4 hours**

**Continuing Education Units: .2**

There are many challenges for managers: financial, organizational, planning and vision. However, perhaps none is more critical (or more dangerous) than your work to minimize and deal with conflict in the workplace. This course is written from two perspectives of management. The first is that often you will be called on to help resolve conflict between two parties, departments or employees - a difficult but eminently valuable task. The second is that you are often in the middle of conflict yourself – whether caused by you or directed at you. This course speaks to dealing positively with you own conflict situations. It serves as a great companion piece to **PPD 102 – Dealing with Conflict and Difficult People**.

**MGT 105 – Organizing and Running Effective Meetings**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

Running an effective meeting is not rocket science, but it seems to be a rare skill. This course focuses on the simple elements of having meetings with purpose, creating and following an agenda, and managing the interpersonal elements inherent in any meeting.

**MGT 201 – Introduction to Employment Law**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

Even for the smallest business, there are several laws that impact how you must treat employees. How about a straight-forward course that explains the laws related to employment, encourages the proper application, and simplifies the entire process?

**MGT 202 – Interviewing – the Employment Interview**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

How do you make the right decision in interviewing for employees? This course offers practical tips, including making certain your approach is legal and proper, your goals clear and your final results successful.

**MGT 203 – A Layman's Guide to Law in the HME Industry**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

Written with the assistance of Jeff Baird or Brown & Fortunato, this course offers an overview of the laws that impact our industry, written at a level for all to understand.

### **MGT 301 – Business Planning**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

One of the primary responsibilities (and opportunities!) of a business owner or manager is to establish and communicate the direction of the business through planning, often a chore for small businesses who are too busy working to plan! Perhaps the most effective tool in meeting this responsibility is the creation of a Business Plan. This course will help you in create your business plan or assist you in evaluating your current plan.

### **MGT 302 – Managing by the Numbers**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

Successfully operating a Home Medical Equipment business in today's environment requires many things. One of the most important is the ability to generate and utilize accurate and timely information on the company's performance. This information is needed by both internal and external parties in order to monitor, evaluate and act on business results. This course works to make that process practical and useful, especially for those new to the financial side of business.

## **Annual Review Courses**

### **HME 900 – Annual Review**

**Suggested Time to Complete Course & Test: 1 3/4 hour s**

**Continuing Education Units: .2**

We all need reminders and refreshers! This course is designed with that specifically in mind; reviews of methods and ideas that are important to your work every day. This is one of three annual review courses you may take. The second course, **HME 901 – Safety Issues Annual Review**, covers infection control, hazmat and office safety. The third will focus on elements that are specific to your job. These review courses also meet the requirements of the accrediting bodies; JCAHO, ACHC and CHAPS regarding recommendations for annual reviews. You will notice, however, that we choose to go beyond the minimum and take a broader perspective.

All of the information in this review was taken from the full MED U courses you have already completed in customer service, HIPAA, confidentiality, professionalism and sexual harassment.

### **HME 901 – Safety Issues Annual Review**

**Suggested Time to Complete Course & Test: 1.5 hour s**

**Continuing Education Units: .2**

This is the second in a series of three annual review courses. In discussion with our MED Members involved in MED U, they encouraged us to create a course that offered an overview of issues related to specifically safety in and out of the workplace. We have done so with this annual review course. This annual review course takes the complete MED U courses and summarizes them to offer valuable information regarding infection control, hazardous materials management and safety and readiness at the worksite.

**The following courses, you will note, are based on individual job titles. As part of the Annual Review process, your employees will all take the first two courses, HME 900 and 901. Beyond that, they will take one of the courses below based on their job titles.**

### **HME 911 – HME Professional Annual Review**

**Suggested Time to Complete Course & Test: 1 ¼ hour s**

**Continuing Education Units: .1**

The heart of an organization is its office staff – they perform the functions that keep the company moving forward and deal with customers on a daily basis. This review summarizes the complete MED U courses of describe some of those key elements of your job:

- telephone skills, including dealing with some challenges by phone
- ergonomics in the office – in other words, setting your workstation up to make it more comfortable and less stressful (and who doesn't need that?)
- the impact of grief on your customers – many of your customers are dealing with grief, and their grief impacts the way they deal with you and the ways for you to respond
- business writing – simple guidelines for handling letters, memos and emails

### **HME 912 – Warehouse Professional and Repair Technician Annual Review**

**Suggested Time to Complete Course & Test: 1 hour**

**Continuing Education Units: .1**

It is a fact that it is on the back of warehouse staff that an HME company succeeds. And for repair technicians, with many types of equipment out there you need to learn to repair –plus all the other knowledge that would make you a true professional – you face quite a challenge. Perhaps you have finished the CRC program or have completed the MED U Mastery program for Master Repair Technicians. It is in those courses you find specifics on repair.

This review is intended to offer you in the warehouse and in repair a review on the “softer” side of your job. This review summarizes, culled from the complete MED U courses, three final pieces that you may use every day. The first is back safety – maximizing your health and minimizing your risk in the warehouse. The second is understanding the impact that grief may have on the customers with whom you may deal. The final piece is a quick review of telephone skills and customer service.

### **HME 913 – Sales Annual Review**

**Suggested Time to Complete Course & Test: 2 ¼ hours**

**Continuing Education Units: .2**

There is no more unique sales environment than the HME industry. You deal with a variety of customers and perspectives, in person and on the phone. This review summarizes, culled from the complete MED U courses, some of the skills and pieces of knowledge necessary to your everyday tasks: sales and organizational skills, telephone courtesy, compliance with Medicare, customer service and finally, business writing.

### **HME 914 – Reimbursement Annual Review**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

There may be no more important position within an HME company than that of billing specialist. In simplest terms, no payment – no company. This review, culled from the full MED U courses in reimbursement, covers some of the key elements for many in the role of reimbursement specialist:

- intake procedures and their critical importance in the entire reimbursement area
- accounts receivable and collections management
- compliance with Medicare rules

In addition, there are some good reviews from the “softer” side of your job:

- telephone courtesy
- the impact of grief on your customers
- ergonomics in the office and workstation set-up

### **HME 915 – CSR Annual Review**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

A vital position within your company, a CSR needs great customer service skills, in-depth knowledge of equipment, a complete understanding of the intake process and the ability to understand and utilize all of the elements in the sales process. This review takes the full and complete MED U courses and summarizes them to cover some of the key elements for many in the role of CSR:

- intake procedures and their critical importance in the entire reimbursement area
- telephone courtesy
- telephone sales
- compliance with Medicare rules

In addition, there are some good reviews from the “softer” side of your job:

- the impact of grief on your customers
- understanding the customer’s perspective
- ergonomics in the office and workstation set-up

### **HME 916 – Driver Tech Annual Review Including Manual Wheelchairs**

**Suggested Time to Complete Course & Test: 2 ¼ hours**

**Continuing Education Units: .2**

The reality is this – to most of the customers of your company, as a Driver/Delivery Technician, you are the face of the company, often the only one your customer will ever meet. This review takes the full and complete MED U courses and summarizes several of the wide variety of skills that you need to possess concerning your daily tasks, courtesy in the home and home assessment. In addition, you will like the review concerning the impact of grief on your customers and their interaction with you and a small piece on the important issue of back safety. Finally, there is a great summary on manual wheelchairs.

### **HME 917- Driver Tech Annual Review Including Manual Wheelchairs & Oxygen**

**Suggested Time to Complete Course & Test: 2 ½ hours**

**Continuing Education Units: .3**

This course is the same as above, but adds oxygen delivery and patient education for those companies that provide both wheelchairs and oxygen.

### **HME 918 – Driver Tech Annual Review Including Oxygen**

**Suggested Time to Complete Course & Test: 2 ¼ hours**

**Continuing Education Units: .2**

This course is the same as the above, but focuses only on respiratory, therefore is not a portion on manual wheelchairs. is a great summary on oxygen delivery and patient instruction.

**HME 919 – Foundation for Management and Clinical Annual Review**

**Suggested Time to Complete Course & Test: 2 ¼ hours**

**Continuing Education Units: .2**

It is an obvious statement: nothing shapes the culture of a texture of an HME company like its management. You have such a myriad of responsibilities. This review has two purposes. The first is to offers reminders on some of some of the skills and pieces of knowledge necessary to your everyday tasks. The other purpose is to reinforce the skills that your staff need – allowing you to become a more effective coach. Culled from the full and complete MED U courses, there are reviews on the importance of compliance with Medicare rules, reviews on several perspectives regarding customer service and finally, keys in business writing and workstation set-up, even a review on telephone sales.

**ATP/RTS/Rehab Technology Course Library**

These courses are designed to augment the educational content found in the RESNA textbooks that support ATP testing and training. The student will find it useful as they prepare themselves for a career as an Assistive Technology Practitioner.

**RTS 101 – The Role of the RTS and Rehab Companies**

**Suggested Time to Complete Course & Test: 2 ¼ hours**

**Continuing Education Units: .2**

This course on funding and billing for rehab takes the approach of addressing both the RTS and the reimbursement specialist because of the critical need for taking a team approach to funding. If you are in billing, you need to understand several of the details the RTS goes through to get documentation ready for submission. If you are an RTS, you need to understand how complex the actual submission can be. This course summarizes the various sources of funding, and then gets very specific about billing and coding rehab, with a focus on Medicare and some of the new regulations regarding cushions and chairs.

Here's the approach we want to take through this course. First, let's focus for a bit on those who need the services of a rehab company, our patients. Second, let us review the overall functions and products of a rehab company and their part in providing assistive technology systems - many of those functions and products you are familiar with. Finally, let's get specific about the role of an RTS within a rehab company - your tasks, opportunities and routine.

**RTS 201 – Anatomy and Physiology for Rehab**

**Suggested Time to Complete Course & Test: 3 ¼ hours**

**Continuing Education Units: .3**

Anatomy is the study of structures in the body, their forms and how they are arranged. Physiology is how the structures in the body function and how they are related. A group of structures and/or organs (the anatomy) that act together to carry out a specific function (the physiology) is called a system. This course is a fairly detailed description of A&P as it relates to those offering equipment and services for rehab. For the RTS, it's a great introduction before you dive into seating systems - you will become familiar with terms and descriptors that will be part of your everyday life. For others, you will find this course a good summary of some very complicated concepts. It is a good foundation upon which to build an understanding of the needs of our patients and customers!

**RTS 202 – Terminology and Biomechanics Related to Seating and Positioning**

**Suggested Time to Complete Course & Test: 1 ¼ hours**

**Continuing Education Units: .1**

This course gives definition to many of the things you already know intuitively about seating and positioning and making certain the body is balanced and upon completion of this course you will be able to explain the biomechanical principles most basic to seating and positioning. The second half of this course focuses on the language and the anatomical reference systems of seating and positioning, soon to be your second language as an RTS.

**RTS 203 – Positioning Goals & Assistive Technologies for Positioning Effectiveness**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

The first half of this course specifies the positioning goals for joints and postural stability. It applies a lot of the terms you studied in the prior courses on Anatomy and Physiology and Biomechanics. The last half suggest the proper application of assistive technology for various positioning goals and defines further terms and elements key to assistive technology and seating and positioning.

**RTS 204 – Proper Seating and Positioning – Evaluation and Application**

**Suggested Time to Complete Course & Test: 2 ¼ hours**

**Continuing Education Units: .2**

This course is intended as a practical culmination of your study of several issues on seating and positioning reviewing the impact of funding; gathering terminology and tasks and goals. The intention of this course is to take all you've learned and apply it to the evaluation process. This course views an assessment through a clinician's eyes (Chris Chovan) while it is being done. Rather than an outlined, slightly dry perspective on the assessment process, it is a personal and practical approach from the perspective of the clinician doing the assessment.

You will note the terms and elements you've uncovered from the previous courses. It makes for interesting reading and if you haven't already worked with a clinician in an assessment setting, this serves as a great preface.

**RTS 205– Don't Let the Pressure Get You Down – An Overview of Pressure Ulcer Prevention and Management**

**Suggested Time to Complete Course & Test: 3 hours**

**Continuing Education Units: .3**

More than 1 million patients in the US will develop pressure ulcers this year. Many have no conception of the difficulty, the complications or the pain from these often dramatic wounds. You will note several pictures in this course that many be hard for many to view, but critical to your understanding.

In this course we will focus on several elements key to understanding this clinical challenge:

- A description of the scope of the problem of pressure ulcers
- A review of the anatomy and structure of the skin
- An understanding of the physiology of healing and the intrinsic and extrinsic risks which predispose an individual to chronic wounds
- The staging definitions for pressure ulcers
- The effective clinical management of pressure ulcers

**RTS 206– Power Mobility Under Medicare**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

With the elimination of the CMN requirement for motorized wheelchairs, manual wheelchairs and power operated vehicles, funding such equipment through Medicare has changed significantly. In addition to changes in documentation requirements, other Medicare funding changes have altered the manner in which suppliers are paid by Medicare.

Upon completion of this course, the student will be able to:

- Relate the processes, documents and requirements for justifying funding for assistive technology
- Explain the Medicare medical policies for approving powered mobility
- Note the qualifications for specific types of powered mobility
- Outline the requirements for ABNs and ADMCs

**RTS 301 – Introduction and Overview of Assistive Technologies**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

This course and all of the RTS 300 series courses are designed to give you the information you need to pass the RESNA exam to become a CRTS. These courses are based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. The Cook & Hussey is an outstanding textbook, detailed in every way, but difficult to read. Our whole focus is making the text understandable, usable, and direct.

All of the courses are based upon a review of the text by Adrienne Bergen, one of the outstanding physical therapists in the field of assistive technology, and Anjali Weber of RESNA. Section by section we point out the pieces you need to know and understand both for the RESNA exam and for the success of your practice.

This first course reviews Chapter 1 of the Cook & Hussey text, an introduction and overview on assistive technology.

**RTS 302 – A Framework for Assistive Technologies**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

This is the second in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 2 of that text, A Framework for Assistive Technologies.

**RTS 303 – The Disabilities User of Assistive Technologies**

**Suggested Time to Complete Course & Test: 1 ¼ hours**

**Continuing Education Units: .1**

This is the third in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 3 of that text, The Disabilities Human User of AT.

**RTS 304 – delivering Assistive Technologies Services to the Customer**

**Suggested Time to Complete Course & Test: 1 ¼ hours**

**Continuing Education Units: .1**

This is the fourth in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 4 of that text, Delivering AT Services to the Consumer.

**RTS 305 – Seating Systems as Extrinsic Enablers, Pressure Management**

**Suggested Time to Complete Course & Test: 1 ¼ hours**

**Continuing Education Units: .1**

This is the fifth in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 6 of that text, Seating Systems as Extrinsic Enablers, Pressure Management.

**RTS 306 – Control Interfaces for Assistive Technologies**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

This is the sixth in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 7 of that text, Control Interfaces for Assistive Technology.

**RTS 307 – Computers as Extrinsic Enablers for Assistive Technology**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

This is the seventh in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 8 of that text, Computers as Extrinsic Enablers for Assistive Technologies.

**RTS 308– Augmentative and Alternative Communication Systems**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**Continuing Education Units: .2**

This is the eighth in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 9 of that text, Augmentative and Alternative Communication Systems. Note: this is one of the most important reviews. Other than seating and positioning, there are more questions on AAC than any other topic!

**RTS 309 – Technologies that Enable Mobility and Control of the Environment**

**Suggested Time to Complete Course & Test: 1 ¼ hours**

**Continuing Education Units: .1**

This is the ninth in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapters 10 & 11 of that text, Technologies that Enable Mobility and Technologies that Aid Manipulation and Control of the Environment.

**RTS 310– Sensory Aids for Persons with Visual or Auditory Impairments**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

This is the tenth in a series of courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapter 12 of that text, Sensory Aids for Persons with Visual or Auditory Impairments.

**RTS 311 – Assistive Technologies in the Context of the Classroom and Work**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

This is the last in a series of eleven courses designed to prepare you to take the RESNA exam to become a CRTS and based on a review of the Cook and Hussey book, Assistive Technologies, Principles and Practice. This course covers Chapters 13 and 14 of that text, Assistive Technologies in the Context of the Classroom & Assistive Technologies in the Context of Work.

**RTS 400 – Comprehensive Review of the RESNA Exam**

**Suggested Time to Complete Course & Test: Self-paced**

**Continuing Education Units: .0**

This course is the final preparation for the RESNA exam and has two purposes. The first is to cover some basic test taking skills, to get you prepared to take the 200 questions multiple choice exam. Secondly, this course pulls out important material from all of your other courses and puts it in a sort of Cliff Notes approach to getting ready for the exam. Our intent is not to review every single subject area, but to remind you of some of the key things you have to know. Your success on the RESNA exam will actually be a combination of what you review here, the comprehensive battery of courses you've taken from MED U and what you've already practiced in the industry. Good luck!

**ATP 101 – Introduction to RESNA and the ATP**

**Suggested Time to Complete Course & Test: ¼ hours**

**Continuing Education Units: .0**

This course is intended to give the student an understanding of how to prepare for the RESNA ATP credentialing as well as allow the student to become familiar with RESNA.

**ATP 102 – Clinical Fundamentals**

**Suggested Time to Complete Course & Test: 3 hours**

**Continuing Education Units: .3**

At the core of assistive technology implementation is a thorough assessment to match client needs to product features and applications. Assessment requires a basic understanding of clinical fundamentals, including anatomy, physiology, pathology and how disability affects function.

### **ATP 103 – Professional Conduct and Public Policy**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

An Assistive Technology Professional (ATP) acts in a responsible and professional manner and provides the most appropriate devices and services for consumers. Many professions define the ethical conduct expected of their practitioners in a specific code of ethics and standards of practice.

### **ATP 201 – Assessment**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

Assessment for assistive technology is a critical process upon which the ultimate success of any AT intervention depends. Without a carefully conducted assessment based on sound and thorough evaluation findings, it is impossible for a service delivery team to determine the best possible assistive technology solution. Many assistive technology provision teams struggle with issues such as limitations in resources, sub-optimal outcomes of intervention, and dissatisfied consumers.

Consistent application of “best practices” in the area of assessment is the best (and possibly the only) method to combat all of these problems. It is not likely that available resources will dramatically expand in the near future, therefore it is critical to be as efficient and effective as possible in this process. Careful assessment is the best safeguard against waste of limited funding resources on assistive technology that does not meet the consumer’s needs or that the consumer will ultimately abandon .

### **ATP 202 Accessing the Technology – Professional Conduct and Public Policy**

**Suggested Time to Complete Course & Test: 1 3/4 hours**

**Continuing Education Units: .2**

Access is how a person controls an assistive technology device. For example, a joystick is an access method used to control a power wheelchair, a keyboard is an access method used to control a computer, a switch is an access method used to control a speech generating device and voice is an access method used to control an electronic aid to daily living (EADL).

Assistive technology devices typically can be controlled by more than one access method. Specific sections of this course will discuss access as it relates to a particular area of assistive technology, such as a computer or speech generating device.

### **ATP 301 – Positioning**

**Suggested Time to Complete Course & Test: 3 hours**

**Continuing Education Units: .3**

The evaluation and provision of wheelchair seating and mobility can occur in many diverse settings and reflect various philosophies. These settings can include a traditional seating clinic, a school classroom, or a client’s home. Regardless of the setting, specific information needs to be collected to identify client needs and match those needs to specific equipment and applications. This section and the next will address the components of a seating evaluation and the steps necessary to facilitate equipment decisions. Seating choices can facilitate or get in the way of function, or even cause harm to the client. Combine these variables with the high cost of new technologies, and it becomes essential that a thorough, accurate evaluation is performed.

Facilitation of function within the client’s limits and to enhance the client’s ability to perform functional tasks more easily or independently, by augmenting skills or replacing lack of skill.

### **ATP 302 – Mobility**

**Suggested Time to Complete Course & Test: 2 hours**

**Continuing Education Units: .2**

Manual and power wheelchairs are a necessity for people with ambulation impairments. Determining the most optimal manual or power wheelchair can be daunting due to the overwhelming amount of equipment that is available in both of these categories. However, not knowing what is available can also be detrimental to the health and well being of the consumer.

### **ATP 303 – Augmentative and Alternative Communication**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

In this section you will be introduced to the basic issues and features of AAC systems. Strategies for integrating AAC systems with other assistive technologies will also be presented.

AAC is appropriate for children and adults with congenital, acquired, progressive and severe or multiple disabilities that result in difficulties with speech, writing, language development and/or comprehension. AAC systems are used by people not able to generate any sounds or by individuals with speech that is not understood due to dysarthria, a motor speech disorder characterized by poor articulation (caused by weak, slow and uncoordinated muscles used in speech).

### **ATP 401 – Computer Access**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

Today, participation in modern society virtually depends on access to electronic information through computers. If an individual has a limitation that makes access to computers impossible, then full participation is not available. Assistive technology provides access.

When considering computer access, it is important to consider the goals, if any, of the user. The demands for productivity when a computer is used for a task are very different than the desire for enjoyment when the computer is considered as a hobby or source of entertainment. Both applications are important to the person who pursues them, but computer access tool options may be very different.

### **ATP 402 – Electronic Aids to Daily Living**

**Suggested Time to Complete Course & Test: 1 hours**

**Continuing Education Units: .1**

Electronic Aids to Daily Living (EADLs) provide alternative access to devices within the environment, such as the TV, door and phone. This category of assistive technology is traditionally poorly funded, leading to minimal product improvement, client acquisition and use. Assistive technology practitioners and suppliers, consumers and funding sources need further education to address these issues.

### **ATP 403 – Sensory**

**Suggested Time to Complete Course & Test: 1 3/4 hours**

**Continuing Education Units: .2**

This section will provide an overview of some of the technology available for people who are blind or have low vision. The chapter in the Fundamentals in Assistive Technology text includes comprehensive information about vision and visual deficits, as well.

## **Respiratory Course Library**

These nine Respiratory Therapist courses are a great way to help the transition from any clinical setting to one of home care. They provide the student with an inside look to respiratory therapy in the home.

### **RSP 101 – Transitioning from the Hospital to Homecare: Respiratory Therapists**

**Suggested Time to Complete Course & Test: 1 1/2 hours**

**CRCEs: 1.5**

This overview course covers the many unique aspects of respiratory care through an HME provider - especially relevant for those coming from working respiratory in a hospital. First we detail who our customers are and their needs, then create a better understanding the home care and HME (Home Medical Equipment) industry as a whole. Next is a specific discussion on the role of respiratory therapists in home. Finally, a quick piece on ethics and your role.

### **RSP 201 – Respiratory and Cardiopulmonary Anatomy and Physiology**

**Suggested Time to Complete Course & Test: 3 1/4 hours**

**CRCEs: 3.25**

This course focuses on defining and applying some basic concepts associated with the anatomy and physiology of the cardiopulmonary system, at times in great detail. We also discuss how these concepts impact the scope of mechanical ventilation and its facets.

This course is a fairly detailed description of A&P as it relates to those offering equipment and services for customers with respiratory needs. For the Respiratory Care Practitioner, it's a great review and overview of the terms and descriptors that will be part of your everyday life. For others, you will find this course a good summary of some very complicated concepts. It is a good foundation upon which to build an understanding of the needs of our patients and customers!

### **RSP 202 – Respiratory Disease Processes and Disease Management**

**Suggested Time to Complete Course & Test: 3 1/4 hours**

**CRCEs: 3.25**

As to the diseases themselves, we will describe the causes of respiratory diseases and disabilities and describes some of the symptoms. Common treatments and equipment considerations are discussed. And most specifically, we will cover in depth the concept of disease management, using COPD and asthma as our best examples of the differences you make through taking the lead in this area.

**RSP 203– Respiratory Care in the Home: Assessments**

**Suggested Time to Complete Course & Test: 3 hours**

**CRCEs: 3.0**

Upon completion of this course, the participant will be able to:

- Describe the processes in a best practices approach to discharge.
- Delineate the differences in what resources are available and what responsibilities ensue to the therapist in hospital care versus home care
- List and describe the elements that need to be collected in the initial visit
- Explain the full procedures and recording for the physical assessment
- Point out each critical element in assessment of the home
- Detail the elements that need to be assessed in follow-up visits and the procedures in those elements

**RSP 204 – Sleep Disordered Breathing: Identification and Treatment**

**Suggested Time to Complete Course & Test: 3 hours**

**CRCEs: 3.0**

This course discusses in depth the broad category of sleep-disordered breathing (SDB). You have seen and heard the terms sleep apnea or obstructive sleep apnea, but there are other types of SDBs that impact sleep and restfulness - SDB is a broader term than that describes all those forms of sleep-disordered breathing. In this course we will discuss the primary causes of SDB and their treatment.

**RSP 301 – Comprehensive Respiratory Services**

**Suggested Time to Complete Course & Test: 1 3/4 hours**

**CRCEs: 1.75**

The role of the Respiratory Therapist in the home is key for those who depend on oxygen for a better quality of life, and oftentimes, for their life itself. This course offers detailed information on the types of equipment that your company, as an HME provider, may offer in the home.

**RSP 302 – Patient Education and Instruction - Respiratory Equipment**

**Suggested Time to Complete Course & Test: 2 hours**

**CRCEs: 2.0**

The Respiratory Therapist is THE primary source of education and guidance for our HME customers who depend on you and your company for respiratory care. This course outlines the value and processes of well-presented patient/caregiver instruction, and explains the full processes for delivery and instruction for concentrators, compressed oxygen, liquid oxygen, CPAP machines, and aspirators.

**RSP 303 – Aerosol Therapy – A Comprehensive Overview**

**Suggested Time to Complete Course & Test: 2 1/4 hours**

**CRCEs: 2.25**

As a home respiratory therapist, you have primary responsibility for education of your patients in disease management and the use of equipment such as the focus of this course - aerosol therapy.

This course is unique in that in addition to the overview of nebulizers and equipment instruction, we also include some aspects that are not likely contained within the role of your home medical equipment company, such as providing metered dose inhalers or dry powder inhalers. However, their proper use and your ability to refresh your customers on their use nicely rounds out your ability to assist the patient. We also review the medications that your customers may be taking -so that you can fully understand, be able to note and address concerns, and serve as the primary liaison between your customers and the rest of the respiratory team.

**RSP 401 – Customer Service and Courtesy: The Role of the Respiratory Therapist**

**Suggested Time to Complete Course & Test: 1 hours**

**CRCEs: 1.0**

As a Respiratory Therapist, you are THE primary provider of customer service to our end-users. You do a great deal of your work in the patient's home. Often your customers have not only respiratory challenges, but they also may have other disabilities that impact them and their relationship with you. You also work closely with family members and caregivers. Taking all of that into consideration, the need for courtesy and quality customer service becomes profound.

This lesson is focused on the professional courtesy required as we deal with customers. Certainly every individual merits courtesy; however, illness, injury or disabilities create some special issues that need to be addressed.