



Clinical Education FAQ

1. What is Legacy's guarantee?

Legacy Healthcare Services delivers evidence-based information to health care providers, professionals, and key personnel in a comfortable learning environment. Course information is designed to improve the delivery and effectiveness of Legacy therapy services and those services our customers provide. If you are not completely satisfied with your learning experience or have a professional complaint, please let us know in writing within 7 days and we will address your concern.

2. How do I know what courses Legacy offers?

Legacy Healthcare Services is committed to the clinical education of its employees and customers. In such, Legacy strives to meet the demands of continuing education through the offering of evidence-based continuing education courses in a variety of formats. Employees and customers will be made aware of continuing education opportunities via invitation, brochure, mailing, electronic media, the company newsletter, and/or personal communication. The Clinical Division of Legacy Healthcare Services will make known available dates, times, and locations of all continuing education activities.

3. What are Legacy's Course Completion requirements?

Note: At this time, only Live courses are offered to individuals that are not Legacy employees.

- a. For Live Courses Learners must:
 - i. Complete registration form (online, paper, or over the phone)
 - ii. Pay tuition fee (if applicable) – this does not apply to Legacy employees
 - iii. Sign in to the course
 - iv. Attend the entire live training
 - v. Complete an on-line post-test with a minimum score of 80% within one week of the course date
 - vi. Complete an on-line course evaluation within one week of the course date
 - vii. Sign out
- b. Distance Learning – Live Webinar Learner must (Legacy employees only):
 - i. Complete on-line registration form

- ii. Attend the entire live webinar
 - iii. Complete a survey at the end of the webinar to verify attendance
 - iv. Complete an on-line post-test with a minimum score of 80% within one week of course date
 - v. Complete an on-line course evaluation within one week of course date
 - c. Distance Learning – Recorded Webinar Learners must (Legacy employees only)
 - i. Complete on-line registration form
 - ii. Complete training within assigned timeframe (one week)
 - iii. Complete online post-test with a minimum score of 80% within one week of course assignment date
 - iv. Complete online course evaluation within one week of course assignment date
 - v. Schedule on-site/in-person follow-up visit with ARCS to apply information learned
- 4. What is Legacy's cancellation policy?
 - a. The Clinical Division will make every effort to adhere to scheduled events. However, in the event of cancellation due to inclement weather, travel delays, or instructor illness, Legacy will strive to notify participants as soon as possible. Legacy will make every effort to contact participants via phone or electronically. The canceled course will be re-scheduled and all invited participants will have priority in attending the re-scheduled course.
 - b. Substitution/Cancellation by Participant – Legacy Employee
 - i. The participant is expected to attend the continuing education course once registration has been received. The participant must notify the Area Rehab Clinical Specialist and/or Legacy's CE administrator of cancellation as soon as possible prior to the scheduled course.
 - ii. Substitutions for attendance at Live events may only be made with approval from the Area Rehab Clinical Specialist or Area Rehab Manager. Requests for *cancellation* must be made via phone call or email to the ARCS overseeing the learner's area.
 - c. Substitution/Cancellation by Participant – Non-Legacy Learner
 - i. Requests for cancellation must be received via mail or email with ten (10) business days prior to the course in order to receive a refund less a 10% administrative charge per cancelled learner. If cancellation is made within 10 days or less, no refund will be issued. However, a credit voucher will be issued and may be used toward a future event. Credit vouchers are transferable and do not expire.
- 5. What if I have an emergency and I am unable to attend the entire event?
 - a. For Live Courses – you may leave the event at any time; however, you will not receive full CE credits or a refund (if tuition was paid). If you are late or unable to complete the course, we will send you an amended certificate based on the time that you were there. Please allow up to 30 days after the course date to receive your certificate.

- b. Distance learning – you may leave a live distance learning event, but partial credit will not be granted.
- 6. What learning level are Legacy's Courses?
 - a. All Legacy courses are intermediate levels unless otherwise stated in course information materials. This level assumes the learner has general knowledge of the topic. Courses will focus more on improving understanding and application of the information.
- 7. How do I register for a course?
 - a. Registration for Legacy course can be completed:
 - i. Online
 - ii. Via Email
 - iii. Via Phone
 - iv. Via Mail
- 8. How will my registration be confirmed?
 - a. Registrations completed by phone and via online registration will receive immediate confirmation. Registration via email and mail will take up to 48 hours to confirm.
- 9. Who should I contact if I need special accommodations?
 - a. Accommodations will be made in accordance with the law. If you require ADA accommodations, please contact Legacy's CE administrator (ceadmin@legacyhealthcare.net), the instructor of the course (contact information available on promotional materials), or the person identified for RSVPs at least 10 days prior to the date of the course so that arrangements can be made.
- 10. What are AOTA Classification Codes and what do they mean?
 - a. AOTA Classification Codes assist the occupational therapy practitioner in identifying continuing education that provides occupation-based treatment approaches, provides evidence related to occupational therapy and is relevant to occupational therapy practice.
 - b. Category 1: Domain of OT
 - i. Occupations, Client Factors, Performance Skills, Performance Patterns, Context and Environment
 - c. Category 2: Occupational Therapy Process
 - i. Intervention, Activity Demands, Approaches to Intervention, Outcomes
 - d. Category 3: Professional Issues
 - i. Administration and Management, Legal, Legislative, Regulatory, & Reimbursement Issues, OT Education, Supervision, Contemporary Issues and Trends, Other