



Lutheran Health Network Member
PALS 2010
Frequently Asked Questions

How should I dress for class?

Please wear comfortable clothing as you will be up and down throughout the day. Please note that per the LHN Dresscode, Associates are not to wear denim to class.

What time do classes start and end?

Registration is at **7:45 a.m. on Days 1 and 2**. Class ends at 4:30 p.m. on Day 1 and wraps up around lunch time on Day 2.

Where can I obtain a Provider Manual/Course Guide?

Course Guides may be obtained through a few places:

- Your Department Manager
- Contact Channing L. Bete, Co. at 1-800-611-6083

*It is a requirement by the American Heart Association that you have a Provider Manual/Course Guide prior to class. If you arrive without the required course materials, you will be asked to leave.

What if I can't attend the class I am scheduled for?

Please give as much notice as possible if you are unable to attend a class. You may contact me at 260.435.7312 or the PALS Program Assistant at 260.435.6186.

Is there anything I can do to prepare prior to class?

Complete the Pre-Test included in your packet of materials.

Is there an exam?

Yes. There will be a written exam and case scenarios covering the materials in the manual, videos, and teaching and skill stations. A passing score of 84% on the written exam as well as meeting the core requirements of the case scenarios will be required to successfully complete the course.

Is there a course fee?

There is no fee for Lutheran Health Network Employees. There is a \$75.00 fee for Non-Network Employees.