



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.