

FREQUENTLY ASKED QUESTIONS

OVERVIEW

What is Opioid Education for Non-Clinical Staff and Lay Responders?

The AHA's Opioid Education for Non-Clinical Staff and Lay Responders Course is a self-directed, eLearning course that educates students (management and employees in workplace settings, non-clinical hospital and healthcare staff, and the general public) on the basics of the opioid epidemic and recognition of an overdose. The course teaches participants how to respond to a possible overdose, including how to deliver naloxone and activate the emergency response system*. The course also offers information on the importance of medical treatment post-overdose. This course covers adults only.

The goal of this course is to provide a basic understanding of the opioid epidemic and how to recognize and respond to a person who has potentially overdosed on opioids.

*Knowledge of how to perform CPR using high-quality chest compressions and early use of an automated external defibrillator (AED) is highly recommended before taking this course.

What specifically is taught in the new Opioid Education for Non-Clinical Staff and Lay Responders Course?

A: This course includes the following modules:

- Recognition and response to an opioid overdose (administering naloxone and performing CPR as indicated)
- Basics of the opioid epidemic and opioid use disorder
- Understanding naloxone and how it works
- Importance of medical care after an opioid overdose

What are the learning objectives of the Opioid Education for Non-Clinical and Lay Responders Course?

A: Upon successful completion of this course, students should be able to:

- Describe the current opioid epidemic in the US
- Identify some prescription and illegal opioids
- Recognize that opioids are more addictive than other drugs
- Identify a possible opioid overdose
- Identify how to respond to an overdose
- Review/explain what naloxone is and how it works
- Describe how to give naloxone
- Recognize the importance of post-overdose medical treatment

TARGET AUDIENCE

Who is the intended audience for Opioid Education for Non-Clinical Staff and Lay Responders?

- Management and employees in workplace settings
- Non-clinical hospital and healthcare staff
- General public

This course is intended for US audiences only.

Can students who live outside the US take this course?

Yes. However, drugs referenced within the course may not be available or applicable outside of the US.

COURSE FORMAT

What is the format of the Non-Clinical Staff and Lay Responders Course?

This course is a self-directed, eLearning course completed online via the internet or a Learning Management System (LMS).

COURSE LENGTH

How long does it take to complete Non-Clinical Staff and Lay Responders?

Non-Clinical Staff and Lay Responders takes students approximately 10 to 15 minutes to complete, depending on their level of experience.

ACCESSING OPIOID EDUCATION FOR HEATHCARE PROVIDERS

How do students access Non-Clinical Staff and Lay Responders course?

Once a student is either issued or purchases the online portion of Non-Clinical Staff and Lay Responders, the student will go to eLearning.Heart.org to activate and complete the online portion of the course.

Can the online portion of Non-Clinical Staff and Lay Responders be accessed after students successfully complete it?

Yes, students may access all material included in the online portion of Non-Clinical Staff and Lay Responders course for 24 months following initial activation of their course.

COURSE COMPLETION

What are the minimum requirements to complete this course?

- Review all modules and knowledge checks
- Pass a knowledge skills test with a minimum score of 84%

How many attempts does a student have to pass the course exam with a score of 84% or higher?

A student has unlimited attempts to pass the course exam.

Does successful completion result in an AHA course completion card?

No. However, students will receive a certificate of completion they can print upon successfully passing the course.

PREREQUISITES

Are there prerequisites for taking the Non-Clinical Staff and Lay Responders Course?

While there are no required prerequisites for this course, it is recommended that students know how to perform CPR, including opening the airway, administering rescue breaths and using high-quality chest compressions, and early use of an AED before taking this course.

CONTINUING EDUCATION

Does the 2015 Guidelines offer continuing education (CE/CME) for the Non-Clinical Staff and Lay Responders course?

No.

TRANSLATIONS

Will the Non-Clinical Staff and Lay Responders Course be translated? Into what languages will it be translated? When will translated editions be available?

No, not at this time.

TECHNICAL REQUIREMENTS

What are the minimum technical requirements for Non-Clinical Staff and Lay Responders?

Minimum technical requirements are available at <https://eLearning.Heart.org/static/technicalspecs>.

Can a student log in and out of the course?

Yes. Students can log in and out as many times as they choose. However, the online quiz must be taken in one sitting. To log out, students must click the "Click here to logout" link located at the top of the page after login. When the student is ready to continue training, he/she can return to eLearning.Heart.org and login with his/her registered email and password.

CUSTOMER SUPPORT INFORMATION

Whom should I contact for technical assistance with Non-Clinical Staff and Lay Responders?

Customers may contact the AHA Customer Support Center at 888-242-8883 or eLearning.help@Heart.org for technical assistance. Hours of operation are 8 a.m. - 5 p.m., Central Time, Monday - Thursday, and 8 a.m. - 12 p.m., Central Time, Friday.