

# FAQ: 2019 Annual Mandatory Education (AME)

## FAQ: How can I tell if I have completed AME for 2019?

**Answer:** If you are unsure about your completion status check your **transcript** (active, completed and archived) in [I-Learn](#).

Note: If you were hired in 2019, you completed Novant Health Orientation (course code z3662 or z3425) or Alternative Orientation (course code 8124) which contained the mandatory education requirements; therefore, you **do not** need to complete 2019 AME.

## FAQ: If I have not completed the education, what do I need to know to begin?

**Answer:**

- If possible, set your screen resolution to 1280 x 800 for optimal viewing.
- Use the Google chrome browser to open courses and remove all pop-up blockers or allow Novant Health access.
- The courses are available via [I-Learn](#) on I-Connect or at [www.NovantHealth.org/employee-connections.aspx](http://www.NovantHealth.org/employee-connections.aspx)
- Wait for the course to load (could take up to two minutes or less – depending on your connection speed).
- Review all course content by following the “Table of Contents” in the course.
- Complete the course test (scoring 80% or better is needed to transfer to your completed transcript).

## FAQ: How do I access the information to complete?

**Answer:** Go to [I-Learn](#) to register/launch any of the 4 courses required for your role. Click [here](#) for instructions for how to access AME and the Med Safety modules once logged in.

## FAQ: What courses do I need to complete?

**Answer:** Each year for AME, all team members must complete one of the following courses (all of the courses that are listed are NOT required for all team members):

**\*\*If you have questions as to which of the modules you need to complete, please ask your manager\*\***

- All team members must complete one version of 2019 AME:
  - z5000 2019 Annual Mandatory Education (AME) - **Contact** with blood, body fluids or patients if you do have contact in your job role.
  - z5001 2019 Annual Mandatory Education (AME) - **No Contact** with blood, body fluids or patients if you do not have this contact in your job role.
- Some team members need to complete one version of the Medication Safety Addendum: **\*\*if applicable to job role as indicated by your manager\*\***
  - Z2300 2019 Medication safety AME addendum for patient care staff - **Long Version** This version is for any clinical and non-clinical staff that prepares, dispenses and administers medications (for example: nurses, respiratory therapists, pharmacists, etc.)
  - Z2301 2019 Medication safety AME addendum for support staff - **Short Version** This version is for any clinical and non-clinical staff that handle, stock, store, enter or verify medications/orders (For example: unit secretaries, pharmacy techs, etc.)

## FAQ: If I am an employed or independent physician, am I required to complete AME?

**Answer:** No, Physicians, PA, CRNA, NP and Mid-wives (employed or independent) **do not** need to complete AME. They complete the New Practitioner Orientation online module or the Reappointment online module every two years. Documentation of completion is noted in the ECHO database which is managed by the Central Verification Office/Medical Staff Office at the closest medical center. Completion information for new practitioners will be in I-Learn/ECHO and employed practitioners will also be in the Self Service system.

## FAQ: If I am a student, vendor, temporary/contract/agency worker, do I need to complete AME?

**Answer:** No, your school/agency has an online module for you to complete annually for Novant Health called the Non-Novant Health worker module.

## FAQ: What do I do if I am having trouble with the online module?

**Answer:** Click [here](#) for a troubleshooting guide to I-Learn.

## FAQ: Do I get compensated for completing Annual Mandatory Education?

**Answer:** If the hourly team member has been approved by his/her one-up leader to complete the module outside of normal work hours, he/she needs to submit 2 standard hours to his/her timekeeper to be paid for AME completion.

## FAQ: What happens if I miss the deadline?

**Answer:** Once the AME/Medication Safety modules are removed at 4:45 p.m. on Dec. 31, there will be no access to these courses. Don't wait until it is too late, go ahead and complete them today!