

# Frequently asked questions regarding AME

**FAQ:** How do I know if all of my team members have taken the 2019 required courses?

**Answer:** Leaders can check in I-Learn to determine which direct reports have completed AME. Click [here](#) for the Quick Reference Guide (QRG).

**FAQ:** When looking in I-Learn, which courses should be listed as completed for AME?

**Answer:**

- Annual Mandatory Education (course codes **z5000 or z5001**). For completion credit, it must have a 2019 date.
- One of these other modules **MAY** need to be completed if the job role requires:
  - **z2301** 2019 Medication Safety AME Addendum - Short Version – This version is for any (clinical and non-clinical) staff who handle, transport, stock, store, enter or verify medications (i.e. unit secretaries, pharmacy techs, EVS that enter rooms with IV fluids, etc.) – Must have a 2019 date (if required).
  - **z2300** 2019 Medication Safety AME Addendum - Long Version – This version is for any (clinical and non-clinical) staff who prepare, dispense and administer medications (i.e. nurses, pharmacists, respiratory therapists, etc.) – Must have a 2019 date (if required).

**FAQ:** Do team members hired in 2019 have to complete 2019 AME?

**Answer:** No, new hires in 2019 do not need to complete AME because they completed Novant Health Orientation or Alternative Orientation which contained the mandatory education requirements.

**FAQ:** How do team members access AME to complete?

**Answer:** Have them go to I-Learn to enroll/complete any of the 4 courses required for their role.

**FAQ:** Are employed and independent physicians/APC/practitioners 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 modules or the reappointment online modules 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.

**FAQ:** Do students, vendors, temporary/contract/agency workers have to complete Annual Mandatory Education?

**Answer:** No, their schools/agencies have an online module for them to complete annually for Novant Health called the Non-Novant Health Worker module.

**FAQ:** How do my team members get help if they are having trouble with the online module?

**Answer:** Click [here](#) for a troubleshooting guide for AME.

**FAQ:** What happens if one of my team members misses the deadline of 4:45 p.m. on 12/31/19?

**Answer:** Once the 2019 AME/Med Safety modules are removed, there will be no access to these courses. If a team member is delinquent in 2019, they will need to enroll and complete the 2020 course as soon as possible. There will be no retroactive access to the 2019 curriculum.

**FAQ:** Do team members get compensated for completing Annual Mandatory Education?

**Answer:** If you have approved your hourly team member to complete the module outside of work hours, your team member needs to submit 2 standard hours to his/her timekeeper to be paid for AME completion.