

Certified Professional by the American Heart Association – Telehealth FAQs

CERTIFICATION OVERVIEW AND ELIGIBILITY REQUIREMENTS

Q: What is the Certified Professional by the American Heart Association – Telehealth certification?

A: As part of its longstanding commitment to ensuring equitable access to high-quality health care, the American Heart Association is launching an individual certification for health care professionals interested in demonstrating their commitment to telehealth.

The Certified Professional by the American Heart Association – Telehealth is the first individual certification available to health care professionals through the American Heart Association.

The new certification is available via the AHA's [Professional Education Hub](#). It is an offering of the American Heart Association Center for Telehealth, formerly the American Board of Telehealth.

Q: What are the eligibility requirements to obtain the certification?

A: Following are the eligibility requirements:

- A candidate must attest to the completion of a prerequisite telehealth education course (5.25 CE credit minimum).
- A candidate must be a telehealth professional including medical professional, allied health professional, administrative personnel, research personnel, or student.
- A candidate must complete and file the online application for the certification.
- A candidate must take the professional certification exam online that can be purchased on the AHA's [Professional Education Hub](#).
- A candidate must pay the required fee(s).

Q: What is the target audience?

A: All telehealth professionals including medical professionals (MD, DO, PA, NP, RN, MA, etc.), allied health professionals, administrators, researchers, and students are welcome to apply.

Q: What is the process for acquiring the certification?

A: Below is the list of steps to acquire the certification.

- Step 1: Candidate has the option to take prerequisite telehealth education that is offered on the AHA's Professional Education Hub or from elsewhere.
- Step 2: Candidate attests to the completion of the eligibility requirements and purchases the Certified Professional by the American Heart Association – Telehealth exam on the AHA's Professional Education Hub.
- Step 3: The Professional Education Hub sends the candidate information to Meazure Learning, a third-party company that administers and proctors the exam.
- Step 4: Meazure Learning sends an email notification to the candidate to schedule the online exam within three business days.
- Step 5: The candidate schedules and takes the proctored exam on the Meazure Learning platform.
- Step 6: The candidate's results will be available on the Professional Education Hub within 24-48 hours of completing the exam.
- Step 7: Candidate views results on the Professional Education Hub. If the candidate passed the exam, a certification award will be available on the Professional Education Hub. The certificate and candidate handbook with promotional guidelines will be downloadable.

EXAM ADMINISTRATION AND RESULTS

Q: What is the format and length of the exam?

A: The online exam consists of 175 multiple-choice (150 scored, 25 unscored) and multiple select questions in English. Candidates will be allotted three hours (180 minutes) to complete the examination.

Q: What is a passing score?

A: The passing score for the exam is 93/150.

Q: Is the exam proctored?

A: Yes, the exam is proctored in a live, remote proctoring environment by Meazure Learning, a professional testing agency that the American Heart Association has contracted with to assist in the development, administration, proctoring, scoring,

score reporting, and analysis of the certification examination.

Candidates are responsible for ensuring their testing environment needs meets the minimum requirements to take the exam as outlined in a confirmation email that they will receive from Meazure Learning. The confirmation email will also contain an online tutorial for candidates to familiarize themselves with Meazure Learning's Internet-based test delivery system prior to the scheduled test date. Candidates may access the online demonstration free of charge.

Q: What are the technical requirements needed to take the exam?

A: Candidates are required to have a webcam installed on their exam workstation and reliable access to the Internet. An Internet connection disruption will suspend the test session.

The following are the minimum technical requirements:

- A well-working computer (tablets and Chromebooks are not supported) with 4 GB of RAM or higher
- A high-speed Internet connection of 1 mbps upload and 1 mbps download. Wireless is acceptable; however, a wired connection is preferred
- A webcam with 640x480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Browser compatibility: Firefox, Chrome
- Candidates must use a computer with admin access

Q: How do I get the results of the exam?

A: The results will be available on the AHA's Professional Education Hub within 24-48 hours upon completion of the exam. Candidates will not be notified by Meazure Learning that results are available. If a candidate does pass the exam, a certification award will be available on the Professional Education Hub.

Q: If I don't pass the exam, can I retake it?

A: If a candidate doesn't pass the exam, they can retake it at no additional charge.

Q: Does the certification expire?

A: The credential is valid for three full years after passing the examination. The expiration date will be indicated on your certificate. Prior to expiration, candidates who wish to maintain their certification can do so with continuing education credits outlined in the candidate handbook on AHA's Professional Education Hub.

PURCHASING EXAM AND TELEHEALTH EDUCATION

Q: Where can I purchase the certification exam?

A: Customers can purchase the exam on the AHA's [Professional Education Hub](#). The exam is available in the Telehealth portfolio section.

Q: What if I want to take my prerequisite telehealth education course from the American Heart Association? What course should I take?

A: The AHA Center for Telehealth's CORE – Clinical, Operational, Regulatory and Ethics – Concepts in Telehealth Certificate Program meets the eligibility requirements as part of obtaining the certification. The CORE Concepts in Telehealth course provides a comprehensive curriculum enabling the learner to develop knowledge of telehealth concepts for successful implementation and delivery across a broad spectrum of service areas.

Modules within the program include:

- Introduction to Telehealth
- Technology
- Telepresence Skills
- Legal, Regulatory & Quality
- Licensing, Credentialing & Privileging
- Reimbursement
- Ethical Considerations

Q: How is The AHA Center for Telehealth's CORE – Clinical, Operational, Regulatory and Ethics – Concepts in Telehealth Certificate Program offered?

A: The course offers 5.25 CE credits. To learn more and purchase the course, go to the AHA's [Professional Education Hub](#).

TECHNICAL SUPPORT

Q: I'm experiencing technical difficulties with purchasing the product on the AHA's Professional Education Hub. Who do I contact for help?

A: You can contact our customer support team via the following ways:

- Email: education.help@email.education.heart.org
- Phone: 877-340-9899

Q: I'm experiencing technical difficulties with the exam. Who do I contact for help?

A: Meazure Learning will help candidates with any technical issues that may arise.

- On Exam Day or for technical support:
 - Use the chat option in the bottom right corner of your ProctorU account or call 855-772-8678.
(available 24 hours a day)
- Regarding registration, rescheduling/canceling, or pre-exam questions:
 - Email candidatesupport@meazurelearning.com or call 919-572-6880.
(available 8:30am-5:30pm Eastern Monday through Friday)