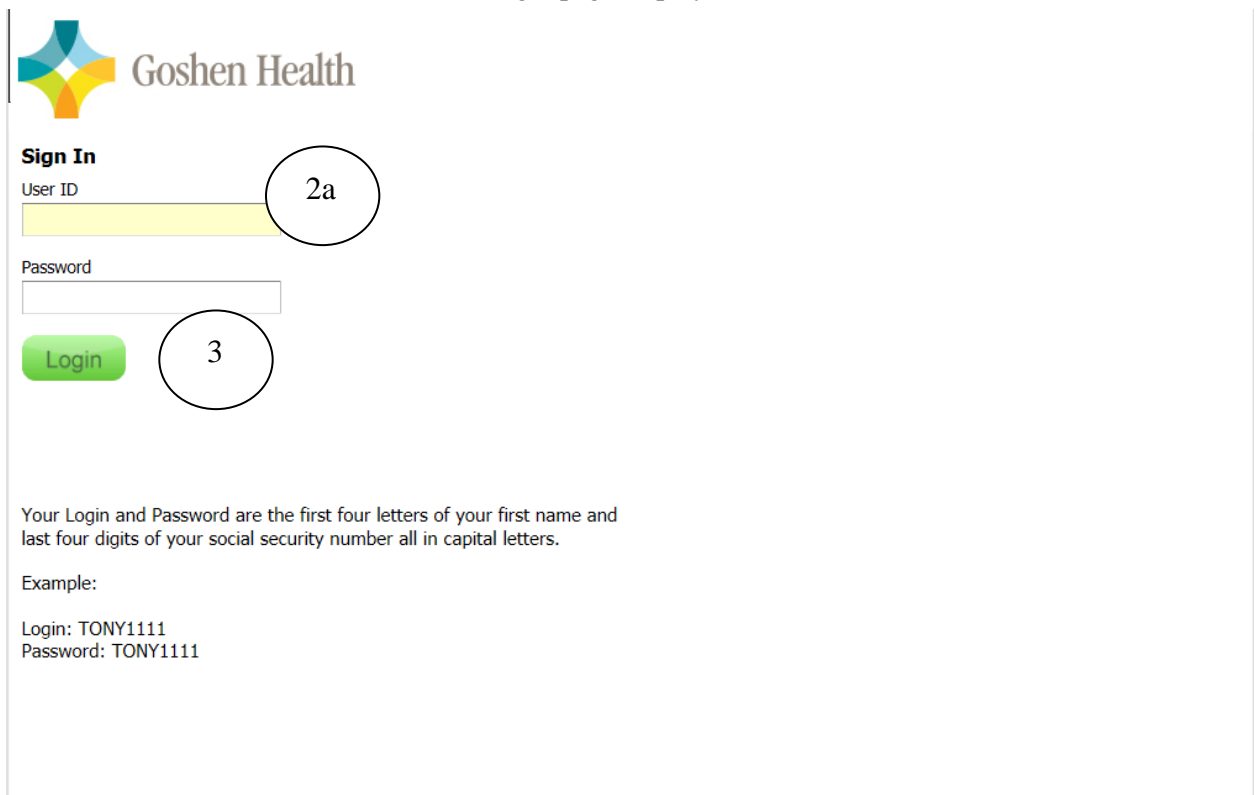# HealthStream Student Manual

HealthStream – Student Education Access Instructions

HealthStream is an online Learning Management System. You are able to take web based computer courses and exams, print your education transcript, view upcoming classes and enroll in classes. The annual in-service will be completed via HealthStream.

How to complete Computer Based Learning (CBL)

1. Open or launch HealthStream application by double clicking on the HealthStream icon on the desktop on your computer or at InfoPlace/Colleague Education/HealthStream. You can also access HealthStream from home by going to www.healthstream.com/hlc/goshen. You will not be paid for completing education from home unless you have previously obtained authorization from your Director.

2. The HealthStream Student Interface Login page displays:

Goshen Health

Sign In

User ID **2a**

Password

Login **3**

Your Login and Password are the first four letters of your first name and last four digits of your social security number all in capital letters.
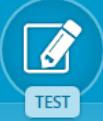
Example:

Login: TONY1111
Password: TONY1111

   a. On the **USER ID**: line, type the first four letters of your first name **in all capital letters** and the last four digits of your Social Security number. The **Password** is the same as your USER ID. Remember - the first four letters of your name must be in capital letters.

3. Click **Login** or press the **Enter** key to access the *student interface*.

4. The **Student Interface** opens to the *My To-Do List* Page which displays the list of mandatory course that have been assigned, such as the annual in-service, as well as any elective computer based learning modules that you have enrolled in.

5. Click on the *Course Title* you wish to complete (if there are any that have been assigned or that you have enrolled in).

6. The *Course Details* page displays. Certain courses will have a pre-assessment (Pre-test) that you must take prior to taking the course. If you achieve 85% or better on this pre-assessment you will not have to take the course.

7. Click on the pre-assessment Start button to begin.

Pre-Assessment
FROM COURSE: Customer Service (PA)

STATUS: Not Yet Started   QUESTIONS: 11

You are about to take a test

- Length: **11** question(s).
- To Pass: Score **80%** (**9** out of **11** questions).
- Click **Complete Test** at the end to score the test.
- This test is not timed.
- Attempt(s) allowed: **1**.
- You have **1** attempts remaining to pass this test.

Do not close the test: If you do, the test will be scored and you might not be able to re-take it.

8

Start Test   Cancel

8. Click on the *Start Test* button and complete the test.
9. Once you have completed the pre-assessment click on *Submit* to submit your answers.

Exceptional Customer Service
STATUS: Not Yet Started   EST. TIME: 1h

0%

Learning Activities   Overview

Learning Activities *In this Course*

Exceptional Customer Service
ONLINE   STATUS: Not Yet Started

10

Start

Exceptional Customer Service Video
VIDEO   STATUS: Not Yet Started

🔒 Locked

Description

Recording of live presentation on September 9, 2015 by Chris Martin, Customer Service Specialist. Please use headphones or speakers to view this course.

Course Version: 1

Options

Un-Enroll from Course

Support

For assistance call Colleague Education at ext 2827, ext 2427, or ext 1457

10. If there is no pre-assessment, click on the course to begin.

11. The course will display in a new window. If you do not wish to have the sound play click on the mute button on the bottom of the page.

12. The forward and back arrows advance the screen and can take you back to the previous screens.

13. If you need to stop at any point you can click on *Exit* at the top of the screen. The program will automatically bookmark where you are in the program, so the next time you open the program you can start where you left off.

14. Once you have completed the module, the course details screen will display again. If there is a post- test you must complete it and achieve 85% to pass the course. Click on *Exam or Post Test* to complete the exam.

15. Once you have completed the exam click on submit to grade your test. If you need to stop the exam you can click on the *pause* button to pause the exam. You will automatically be logged out of HealthStream after two hours of inactivity.

Exam

TEST   STATUS: Passed   SCORE: 90 %   ⓰

✅ Congratulations, you passed this test!

Question 1 *of 10*   CORRECT
The term "competency" refers to a set of knowledge, skills, and abilities that allow a person to perform a specific task.

✅ Your Answer
True

Feedback
This is an accurate definition of competency.

Question 2 *of 10*   CORRECT
Which statement be_____es the healthcare facility role in regard to age specific competencies?

⓱   ✅ Your Ans___
Exit Test   the abo__

16. A page will display showing your score along with both the correct and incorrect answers. If you did not pass the exam, review your answers and click on *Review Course Activities* to retake the exam. Most courses will allow 2 attempts to pass the exam.

17. If you passed the exam, Click on *Exit Test*. You will then receive the pop up below offering you the option to *Return to To Do*, *View Certificate* or *View Transcript*.

✅ **Congratulations!**
You have successfully completed this course.   ⓱

[Return to To Do]   [View Certificate]   [View Transcript]

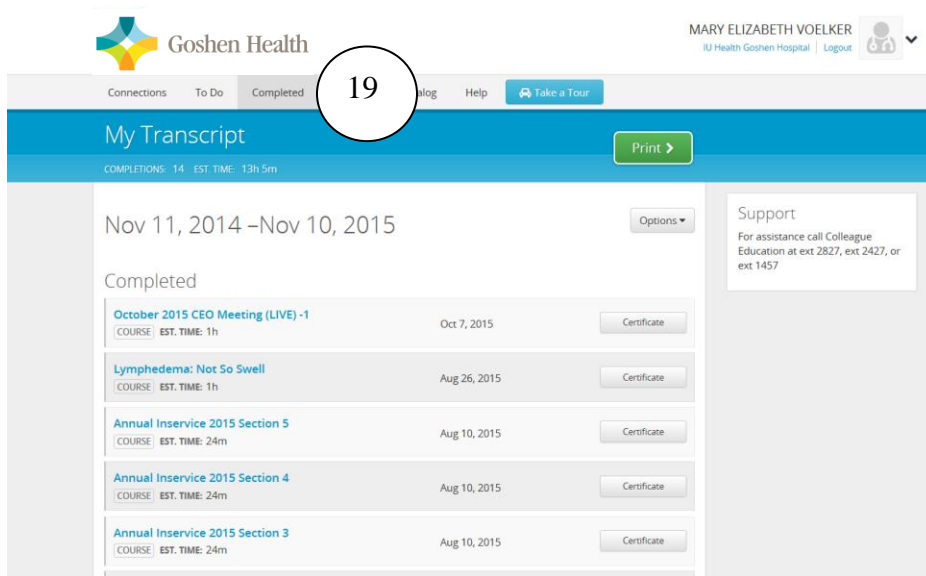Connections   To Do   ⓲   Profile ⌄   Catalog   Help   🚗 Take a Tour

My To-Do List

TOTAL TASKS: 0

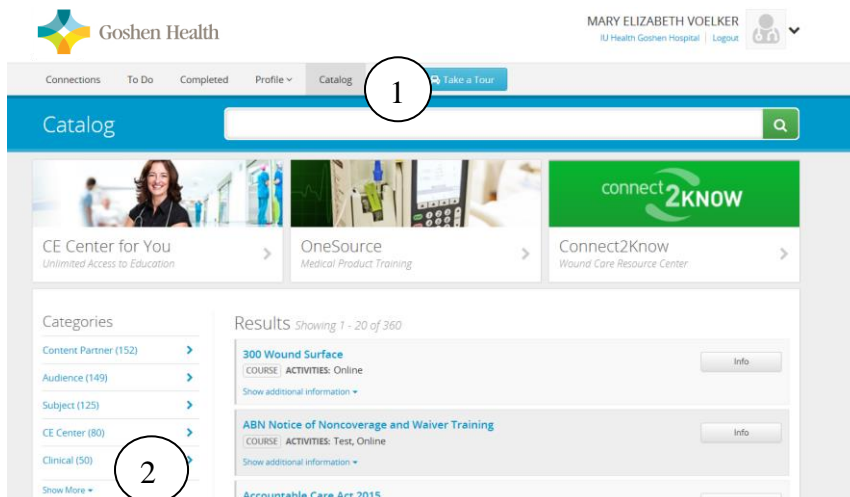You are up to date, but there is always room to grow

[Find an Elective in the Catalog]

18. Click on the *To Do* tab to go through another course you are enrolled in or that has been assigned to you.
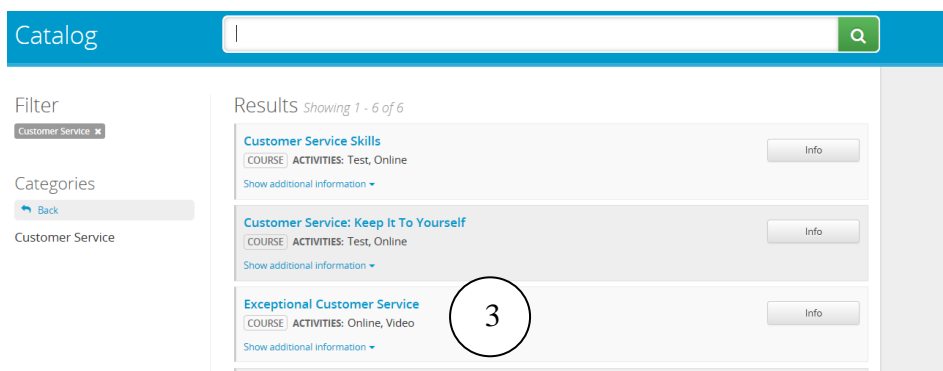
19. Click on the *Completed* tab to review all of the courses you have completed (transcript).

Catalog Tab

1. This tab allows you to search for courses by typing in the name, selecting a category or clicking on the search button to see all available courses.
2. To choose a course by Category, select *Show More* on the left side of the screen under categories. This allows all of the Categories available to be displayed. Choose the category you wish to view.

3. To register for a computer based course, click on the course you wish to take.

4. The courses details will be displayed. Click on 'Enroll' to complete the registration.

5. You will now be registered for the computer based course. You can choose to take the course now or later.

Profile tab

1. The P*rofile* tab displays your current account information and license information.
2. By clicking on the **arrow** and selecting *Licenses* from the drop down menu, then selecting *Manage* you can manage your license information.

Adding your email address in HealthStream to receive email notification of assignments

1) Log in to HealthStream
2) Select **Account Settings** at the bottom right of your screen

Account Settings

First Name

Middle Name

Last Name

TOLLKER

User ID

Email Address

3) Enter your email address here

~~Time Zone~~

Eastern Time

Preferred Language

English

Save Account Settings

3) Click on Save Account Settings

3) Enter your email address (you may use your goshenhealth.com address or your personal email address) where indicated

4) Click on **Save Account Settings**.