



HomeTown Health University
System Instructions & Tips
for the
2015 Board Governance Certification Program
www.hthu.net

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HTHU System Instructions & Tips

Welcome 2015 Hospital Board Governance (HBG) Participants!

The online board training program includes ongoing monthly industry updates (“Board Minutes”) as well as independently paced Board Training Courses. Participants will access all assigned course material via technology on the HomeTown Health University at www.hthu.net.

To access the assignments to be completed monthly, each user will need a unique login and password. Upon hospital registration, your hospital’s board will be set up in the system. **Individual user names will be sent via email to all participants and to the designated group admins. If you have questions about your user name, please contact: Jennie.price.hth@gmail.com.**

To access your online courses, please follow these instructions.

REGISTRATION: FIRST TIME USERS

1. Upon hospital program registration, you will be sent your unique user name for login.
2. In any web browser, go to hthu.net.
3. Click on the blue “Login” button on the top right of the screen.
4. Upon logging in, you may be prompted to complete the “User Orientation” course in order to learn how to navigate through the system. We highly recommend taking this course. However, you may click on the course, and then close out of the course if you’d like to revisit it later.

Search Go REGISTER FOR FREE LOGIN

ABOUT COURSE CATALOG NEW STUDENTS STUDENT SERVICES FACULTY & STAFF CONTACT US

Healthcare Professional Training Made Accessible

HTHU currently serves over 7000 students throughout hospitals and physician offices nationwide, offering 300 accredited online healthcare courses in revenue cycle management, billing, compliance, clinical basics and health information technology training. [Learn More](#)

Click **REGISTER FOR FREE** to start learning today!

Accredited Online Healthcare Courses

HomeTown Health University (HTHU) offers continuing education through CEU accredited online

Online Healthcare Training

[Customized Annual Education](#)



YOUR STUDENT DASHBOARD

Once you have logged in, you will see your personalized Dashboard. This page will show you all the enrolled and completed courses and programs. You will also see any important messages posted by the system administrator.

On the dashboard, you will see two main panels - **My Items** and **Completed Items**.

My Items shows current courses and programs in which you are enrolled or have already started. There, you will find a **Launch** button to quickly launch the course player.

Completed items will show your completed courses, and you will be able to view your transcript and print certificate of completion from there.

The screenshot displays the HTHU online learning center dashboard. At the top, a blue header bar contains the text 'My Items' on the left and user profile icons on the right. Below the header, a welcome message reads: 'Welcome to HTHU's new online learning center. If you are an existing student and you were having any in-progress courses in our older system, please finish those in-progress courses there. You can start taking new courses in this new learning center. To go to old old system, click here.' The dashboard is divided into two main sections: 'My Items' and 'Completed Items'. The 'My Items' section has a sub-tab 'Enrolled Courses' and lists a course '410-13: Introduction to Managed Care' with progress bars for lessons (0/59), tests (0/4), and surveys (0/1). A 'Launch' button is next to the course. The 'Completed Items' section has a sub-tab 'Courses' and lists two completed courses: '1040-13BSC: PFS/Billing Specialist Certification [1.1 CEU]' and '1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU]'. Each completed course includes a 'Print Certificate' link and completion details like date and time.

My Items

Welcome to HTHU's new online learning center
If you are an existing student and you were having any in-progress courses in our older system, please finish those in-progress courses there. You can start taking new courses in this new learning center. To go to old old system, click here.

My Items

Enrolled Courses

410-13: Introduction to Managed Care 0 / 59 Lessons Launch

Group: TRAINING 0 / 4 Tests

Period: 27 Feb 2014 15:17 - 31 Dec 2020 0 / 1 Surveys

03:00

Eva Atwood
Current Timezone EDT

Completed Items

Courses

1040-13BSC: PFS/Billing Specialist Certification [1.1 CEU]
Print Certificate
Completed: 25 Feb 2014 08:42
2 / 625 Lessons
0 / 31 Tests
0.30 / 100.0 Overall

1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU]
Print Certificate
Completed: 27 Feb 2014 13:56
0 / 126 Lessons



YOUR STUDENT DASHBOARD

Navigation Menus

Take a moment to look at the user interface, especially the navigation menus. On your left is the **My Items** menu which contains links to various other pages on the system.

On your right is the **Accounts** menu, which has links to open your account settings from where you can change your sign-up information, profile information and password.

The screenshot displays the Hometown Health University student dashboard. At the top left is the university logo. Navigation links for DASHBOARD, COURSE CATALOG, and CALENDAR are centered. On the right, a 'WELCOME EVA' message is shown. A blue header bar contains a 'My Items' menu, a search bar, and user profile icons. The 'My Items' menu is open, listing options like Dashboard, Calendar, Inbox, Groups, Enrolled Courses (highlighted), Enrolled Programs, Assignments, Course Transcripts, Test History, and Notes. Below this menu, a course titled '1040-13BSC: Introduction to managed Care' is shown with progress bars for lessons (0/59), tests (0/4), and surveys (0/1), and a 'Launch' button. On the right, a 'Completed Items' section lists two courses: '1040-13BSC: PFS/Billing Specialist Certification [1.1 CEU]' and '1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU]', each with a 'Print Certificate' link and progress details.

WELCOME
EVA

My Items

Search...

Profile
Account & Settings
Dashboard Options
Logout

Eva Atwood
Current Timezone EE

Completed Items

Courses Scores

1040-13BSC: PFS/Billing Specialist Certification [1.1 CEU]
Print Certificate
Completed: 25 Feb 2014 08:42
2 / 625 Lessons
0 / 35 Tests
0.30 / 100.0 Overall

1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU]
Print Certificate
Completed: 27 Feb 2014 13:56
0 / 130 Lessons
0 / 8 Tests
0 / 2 Evaluations
0 / 3 Modules
93.00 / 100.0 Overall

U's new online learning center
and you were having any in-progress courses in our older system, please
es there. You can start taking new courses in this new learning center. To
re.

1040-13BSC: Introduction to managed Care
Group: TRAINING
Period: 27 Feb 2014 15:17 - 31 Dec 2020
03:00

0 / 59 Lessons
0 / 4 Tests
0 / 1 Surveys

Launch



ACCOUNT SETTINGS

On the **Accounts & Settings** page, you can change your information like first and last name, email, and timezone. We recommend that you verify the correct timezone is set in your profile.

You may also choose to click on your 'Personal' tab to provide additional professional information about yourself for other program participants.

My Items Search...

Account & Settings

Account Password Personal

First Name*:

Last Name*:

Email*:

Email Alerts: ☒

Option to receive email updates and notifications about your enrolled courses and groups. If unselected, you will not receive any email updates or notifications

Timezone*:

Hide Profile Page: ☒

[View my profile](#)

Changing Your Password

If you would like to change your password, open the password tab, and click on the Reset Password checkbox. Note that you will need to specify your current password to be able to reset the password.

My Items Search...

Account & Settings

Account **Password** Personal

Reset Password ☒

Current Password:

New Password:

New Password must be at least 6 characters long

Verify Password:



LOGIN TIPS

Forget your User Name or Password?

If you forget your username or password, it is very important that you do not create an additional account. Using only one login will help to keep all of your education on one online record.

To reset, first click on the “Login” button, then click the “Forgot your password?” link located under the login area. Upon submitting your known information, your user name or password will be emailed to you immediately.

You may also contact a program administrator, listed below, to request that your user name is sent to your email that you used to create the account.

Note that for privacy purposes, administrators cannot access your password, but can send a reset email to allow you to reset your own.

Jennie Price, HomeTown Health
404-673-2412
jennie.price.hth@gmail.com

A screenshot of a login page with a dark blue background. At the top, there are two buttons: 'REGISTER FOR FREE' and 'LOGIN'. Below these are two white input fields labeled 'Username:' and 'Password:'. A blue 'Login' button is positioned below the password field. At the bottom, there is a line of text: 'Registration & Orientation is FREE! | Register | Forgot your username or password? | Course Catalog'. The link 'Forgot your username or password?' is circled in green.

Other Technical Issues?

If at any time you have a question about the system, or need technical assistance, please do not hesitate to contact HTHU support at hthtech@hometownhealthonline.com.



COURSE CATALOG

As you can see in the Course Catalog, HomeTown Health University (HTHU) offers over 400 online courses in a variety of schools and topics. We also provide recorded webinars for live events that you may have missed.

We encourage you to explore the course catalog links periodically, as new courses are added on a regular basis. If you have questions about the programs offered by HTHU, or for group subscriptions, please reach out to Jennie Price at jennie.price.hth@gmail.com.

However, your “home base” for the program is located on the **Hospital Board Governance Program** page.

If at any time you cannot locate this page, the easiest way back is to click on **Course Catalog**, and then on the Hospital Board Governance icon. This will get you right back on track to your program courses.

You can also access this page directly at <http://hthu.net/course-catalog/boardtraining/>





BEGIN YOUR ASSIGNMENTS

1. Ensure that you are logged in: click the “Login” button.
2. Navigate to the Hospital Board Governance Program dashboard.
3. Click on the Course link provided.

Each month you will have a very short current events update, the “Board Minutes.”

You will also be provided with one or two Course sessions to complete, all totaling about one hour of education.

4. The link will take you a Course Description page. After reading through the material, click on the green “**Enroll**” button to start the course.

If you are interested in taking other courses outside of the Board Governance Program, the launch button will read “Buy” and give you options to purchase individual courses.

PAC310-13: Health Insurance Basics [0.1 CEU]

Course Catalog > PAC310-13: Health Insurance Basics [0.1 CEU]

Health insurance can be a confusing topic with much terminology and many complicated procedures to understand. This course will take you through the most importance phrases and ideas within the realm of health insurance, demystifying the process and giving you confidence in your role in patient access. Areas covered include: key terminology, types of insurance and pre-authorizations.

LEARNING OUTCOMES: Upon completion of this course, student will be able to:

1. Define key terms for insurance.
2. Review the different types of insurance.
3. Distinguish managed care plans.
4. Explain timely filing, explanation of benefits (EOB) and pre-certification/pre-registration.

Learning Outcomes Standard:Based on health insurance basics for hospitals and physician offices.

Code: 77622
Period: 01 Jan 2010 - 31 Dec 2020
CEU: 0.1
Price: 18.00 USD
by AuthorizeNet

Buy

TWO QUICK TIPS THAT WILL HELP YOU GET THE MOST FROM YOUR ONLINE LEARNING EXPERIENCE:

Tip 1. Make sure your computer has speakers!

Many courses are voiced and require speakers; you may also want to use headphones.

Tip 2. Print your handouts before each lesson in order to take notes for future reference. These will be located in each courses “digital library.”



DIGITAL LIBRARY

On the Course Detail window, you will see several tabs across the top. The primary course content is under the Launch tab. However, a course may also have additional resources provided via the Digital Library tab.

You can view and download any files provided in this area. It is recommended that you download and/or print any course material prior to launching the course.

My Items

1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU] : Digital Library

Course Session > 1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU] > Digital Library

Overview Launch Assignments Forum **Digital Library**

Sort by: Name | Date

Name:

Page Size: 10 Search

Resource Type: All Types File (26)

	4.2) Difficult Lesson 2 Handout.pdf Dealing with the Difficult Lesson 2 Handouts hthudmin 2 days ago Download Properties	Open file in Browser
	4.3) Difficult Lesson 3 Handout.pdf Dealing with the Difficult Lesson 3 Handouts hthudmin 2 days ago Download Properties	Download File
	4.4) Difficult Lesson 4 Handout.pdf Dealing with the Difficult Lesson 4 Handouts hthudmin 2 days ago Download Properties	
	4.5) www.kilmanndiagnostics.com/interpersonal-conf Dealing with the Difficult (Kilmann-Thomas study reference) hthudmin 2 days ago Download Properties	

LAUNCHING A COURSE

The primary course content and course player is accessed by clicking on the Launch tab.

Test Course - Patient Advocacy

Course Sessions > Test Course - Patient Advocacy

Overview **Launch** Bulletin Board Digital Library

All Lessons Tests

Module 1

- Healthcare - Silence Kills Surgery Error Story
- Bulletin Board -Activity

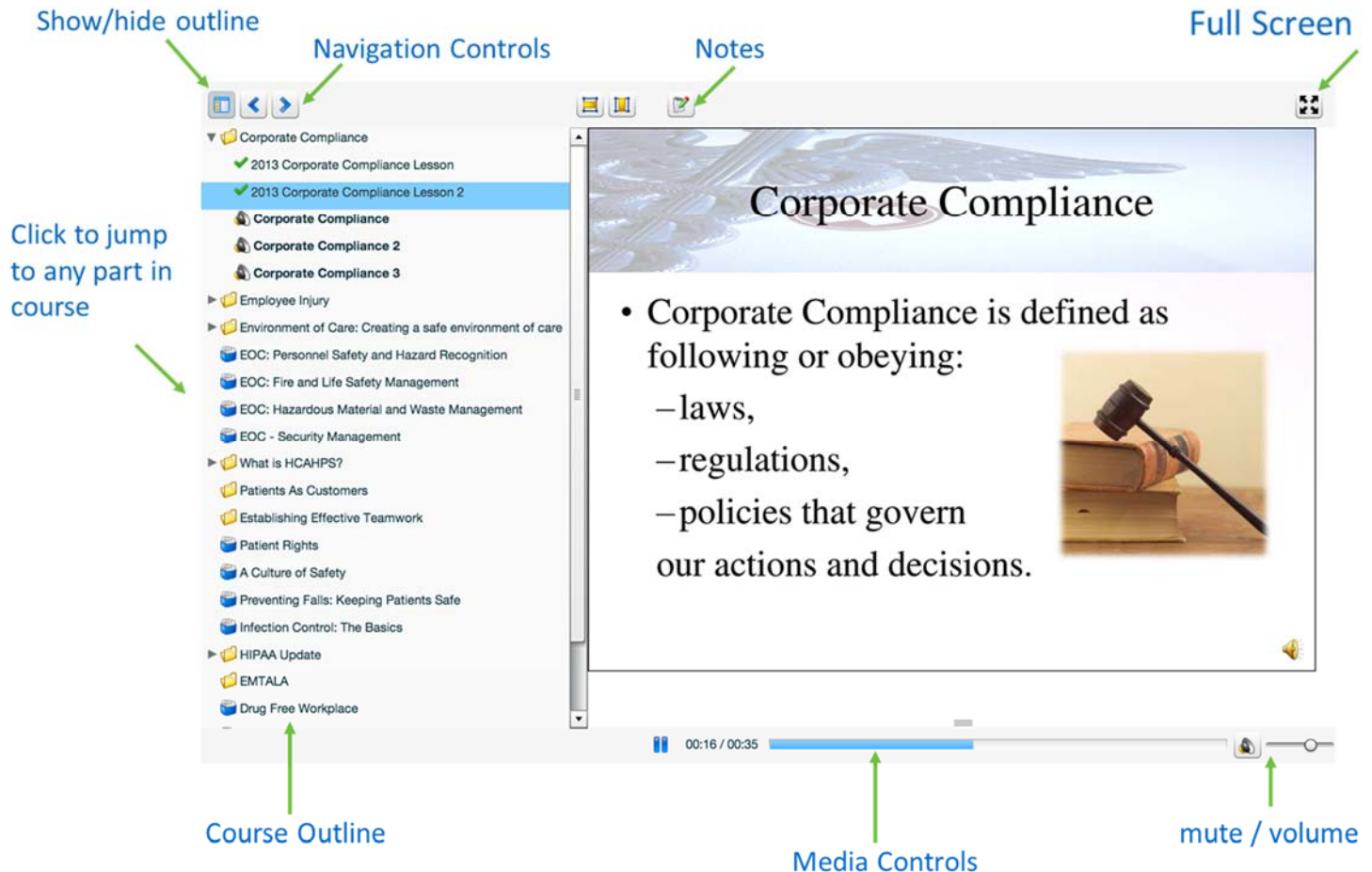
Module 2

COURSE PLAYER USER INTERFACE

Take a moment to familiarize yourself with the course player's interface. The player is vertically divided into two regions. The left side shows the course's outline, and the right side shows the course content.

The outline consists of lessons which are organized into modules and topics. All completed lessons, quizzes and evaluations will be shown with green checkmark icon. Depending on the course specific settings, you may be required to spend a minimum amount of time and / or watch the lesson fully without skipping slides to be able to complete a lesson.

At the top, you will find left and right arrow icons to go to previous and next item in the course. On the left, the first button allows you to show or hide the outline panel. The top rightmost button allows you to make the course player full screen.





TAKING A TEST/COMPLETING AN ASSIGNMENT TO PROGRESS

Inside the course, there may be tests within each module or at the end of the course. Some tests may be mandatory to pass, before you are allowed to proceed to next module.

In the course player, you will see the next module's items with a Lock icon if a previous mandatory item is not yet completed. When you click on the test in the course outline, the test will load in the entire area of the course player. If there are instructions for the test, you will see them on the test splash screen which will have Take Test and Close buttons. To begin the test, click the Take Test button.

The screenshot displays the course player interface. On the left, a sidebar lists course items: 'Out of Network', 'Medical Necessity', 'Advanced Beneficiary Notice (ABN)', 'Summary', 'Contact', 'Lesson 1 Terminology quiz', 'Lesson 2: Pre-Certification, Timely Filing and Explanation of benefits', 'Health Insurance Basics Part 2 Final', 'Health Insurance Basics Part 2 Final 2', 'Pre-certification', 'Pre-Certification Includes', 'PRE-CERTIFICATION & PREAUTHORIZATIONS', 'Remember!', and 'Timely Filing'. The 'Lesson 1 Terminology quiz' is highlighted with a green arrow. Below the sidebar, a blue text box states: 'Locked until test is passed in previous module'. On the right, a splash screen for 'PAC310-13: Health Insurance Basics [0.1 CEU]' is shown. It includes a navigation bar with 'Overview', 'Launch', 'Events', 'Calendar', 'Bulletin Board', 'Polls', and 'Digital Library'. The main content area displays '77622-M1-lesson 1 Terminology quiz' with 'Questions: 8 Duration : 60 Minutes'. At the bottom, there are 'Take Test' and 'Close' buttons.

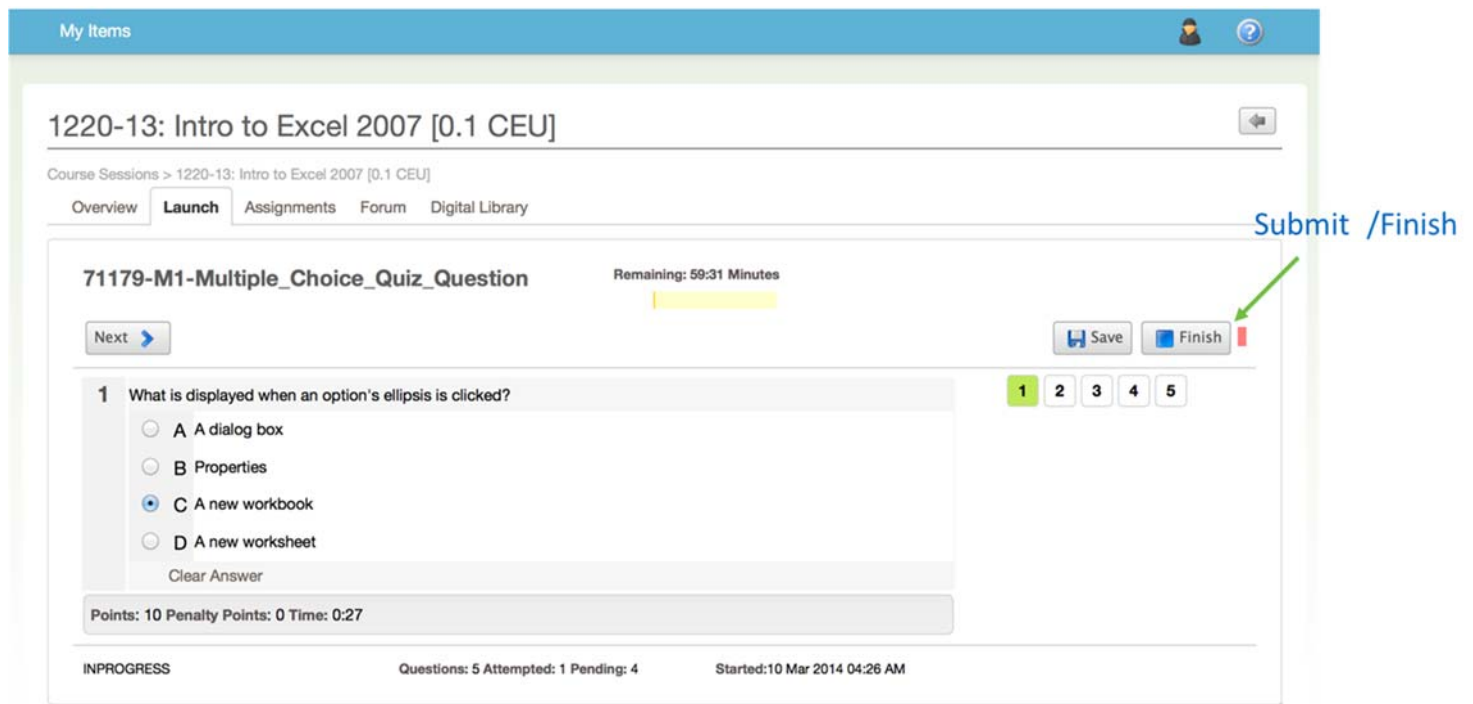
COMPLETING AN EVALUATION OR TEST

The test interface consists of a timer to show the available and remaining time in the quiz or exam. At the top, you will find navigation buttons to go to next or previous question. Questions which you have already attempted will be shown with Green highlighting on the question index.

While you are in the test, system will save the responses every 2 minutes automatically, but you can also click the 'Save' button anytime to manually save it. Saving doesn't take away from your number of test attempts.

When all questions are answered and you are ready to submit the responses, click on the 'Finish' button. The 'Finish' button allows you to submit the test for evaluation and check your score.

If there are any open response questions in the test, it will need a manual evaluation by an instructor.



NOTE: If your test attempt was unsuccessful and you did not pass, you will be shown a re-attempt button right after you finish the test. You may choose Close and return to the course later or retake the test by clicking on Re-attempt button.

If during the test something happens or you lose internet connection and are unable to finish the test, you can login again and open the last in-progress attempt from the My Items->Test History menu.



In case the allowed time for the test attempt was over, you will be able to restart the attempt.


In the case that all allowed attempts are over and you did not pass, please contact your administrator or technical support at HTHU.



TRANSCRIPTS & CERTIFICATES


Many courses provided on hthu.net provide continuing education credit. At the end of a course or assignment, you may want to print a copy of the completion certificates for your own file. To do so, check your transcript which shows detailed progress in any course. Use the drop down of all enrolled courses to view the transcript for any course.

My Items  

Eva Atwood 


Course Sessions > 1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU] > Members > Eva Atwood

1000-CHHS13: Certified Healthcare Hospitality Specialist [0.5 CEU]




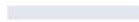
Username:	eduhtu
First Name:	Eva
Last Name:	Atwood
Status:	Active
Start Date:	27 Feb 2014 13:56

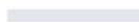
Course Session: 1000-CHHS13: Certified He


 **Course Successfully Completed** [Print Certificate](#)

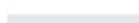
Completion Date: 27 Feb 2014 13:56


Grade Points:  93.0 / 100.0 Overall


Module Attempts:  0 / 3 Modules

Lesson Attempts:  0 / 126 Lessons

Test Attempts:  0 / 8 Tests

Survey Attempts:  0 / 2 Surveys



Completion Status | View Grades [Download Transcript](#) 



FREQUENTLY ASKED QUESTIONS

How can I print a copy of my certificate once I complete a course?

Once you have successfully completed a course, you will see a red ribbon next to the course. Click the Print Certificate link and print it off your local printer. (Note: The course must be successfully completed)

I've completed the course, but I don't see the red ribbon to print my certificate.

If you feel you have completed the course but don't see the red ribbon, go back to your course homepage, Launch the course, and make sure there is a Checkmark next to each Post-test AND Evaluation. Click on any Post-test or Evaluation that DOESN'T have a checkmark next to it and complete that action. Make sure you click the "Finish" button once completed. Once all Post-tests and Evaluations have been successfully completed, the red ribbon should appear and you can print your certificate.

How can I print my certificate without the title, date and page numbers?

You need to check the print setting in the browser. Each browser has different way to turn off the header/footer printing.

Firefox: Open the print setting and change the header / footer to as suggested below

In Chrome: Uncheck the Header/Footer checkbox.



FREQUENTLY ASKED QUESTIONS: TECHNOLOGY

Can I access the hthu.net courses on my iPad?

Yes. Here are the steps to access our courses on your iPad:

1. Download the free Edubrite app (our learning management software) from the Apple App Store.
2. Once the app is downloaded, log into our courses via the Edubrite app.
3. Enter your username (email address) and password. Enter lms.illinoisnetwork.org in the url field and log in.

What is the recommended internet browser for www.hthu.net?

FireFox is the recommended browser for both PCs and MACs. Adobe Flashplayer Plug-in must also be current. Below is a link to download Firefox that includes updating Adobe Flashplayer:



Internet Explorer 8-10, Safari, and Google Chrome are also supported.

Attention IT Specialists:

Our courses consist of handouts, recorded presentations, online quizzes and evaluations. To play our courses, we recommend the latest version of Adobe Flash Plugin (version 11 or above) installed on computers. In addition, to play our recorded presentations, please have port 1935 (RTMP port) open in your firewall. This is a standard port used by Adobe for streaming video. If the presentation doesn't begin in ten seconds due to a blocked port, our player software automatically switches to the fallback play method and attempts to use the standard http port (80).



CONTINUING EDUCATION INFORMATION

As an IACET (International Association for Continuing Education and Training) Authorized Provider, HomeTown Health, LLC offers CEUs for its programs that qualify under the IACET/ANSI guidelines, including many courses in the Hospital Board Governance Program.



IACET CEUs are recognized by learners, instructors, regulators and employers worldwide and can only be awarded by IACET Authorized Providers. This distinction assures employers, credentialing associations, licensing bodies and others that a learner has completed a quality program that meets the national standard for continuing education and training.

For information about organizations that accept IACET CEUs, please visit:

<http://www.iacet.org/who-accepts-the-iacet-ceu-g-see-a-list>