



## Certified Professional by the American Heart Association – Telehealth Stroke FAQs

### **CERTIFICATION OVERVIEW AND ELIGIBILITY REQUIREMENTS**

**Q: What is the Certified Professional by the American Heart Association - Telehealth Stroke 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, supported by the Leona M. and Harry B. Helmsley Charitable Trust, for health care professionals interested in demonstrating their commitment to telehealth.

The Certified Professional by the American Heart Association – Telehealth Stroke is an 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:

- Be a licensed medical professional including physicians, advanced practice providers, nurses, paramedics, clinical pharmacists, and other licensed health care professionals engaged in the stroke chain of survival utilizing telehealth.
- Completion of 10 stroke or telehealth CEUs.
- A candidate must complete and file the online profile 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: Be a licensed medical professional including MD, DO, PA, NP, and RNs – must have experience of one-year providing stroke care in ED, critical care, PCU and/or ICU environments.



**Q: How much does it cost to take the exam?**

A: The fee to sit the AHA Certified Telehealth Professional exam is \$575. You have one year to take the exam after purchase.

**Q: What is the expiration date of the CPAHA-Telehealth Stroke credential?**

A: The credential is valid for 3 full years after passing the examination. The expiration date will be indicated on your certificate.

**Q: How can I prepare for the exam?**

A: Candidates are required to have 10 hours of continuing education hours in telehealth or stroke education ahead of the exam. A study guide is provided on the AHA's Professional Education Hub with purchase of the exam.

**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 education that is outlined in the eligibility requirements.
- **Step 2:** Candidate attests to the completion of the eligibility requirements and purchases the Certified Professional by the American Heart Association – Telehealth Stroke exam on 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 AHA's 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 (145 scored, 30 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 109

**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 with 4 GB of RAM or higher. Tablets and Chromebooks are not supported.
- 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 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 on AHA's Professional Education Hub. If a candidate does pass the exam, a certification award will be available on AHA's 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. The candidate must also re-purchase the exam.

**Q: Testing Cancellations, Rescheduling, Refunds, And No- Shows**

A: Candidates must cancel a scheduled testing appointment no less than 24 hours prior to the scheduled appointment. The candidate must cancel their testing session by returning to the Meazure Learning online scheduling system to access the live online proctoring portal.

Candidates may reschedule their testing appointment, provided the candidate is within their eligibility period. The candidate must reschedule the testing appointment no less than 24 hours prior to the scheduled appointment.

A candidate who schedules a testing appointment but does not appear for their testing appointment will be considered a no-show. Applications and fees for no-shows are forfeited and a new application and fee must be submitted to schedule for another testing appointment.

Candidates who do not schedule a testing appointment within their eligibility window are not eligible for refunds.

AHA understands that unforeseen circumstances occur. If you miss your testing appointment and are still within the testing window, please contact customer service. No-shows may be eligible to reschedule on a case-by-case basis.



**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 Professional Education Hub exam available in the Telehealth portfolio section.

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

A: Yes, the Association offers the *CORE Concepts in Telehealth Certificate Program course [Product Number: 28-3004]* and a *Basics of Telestroke Course [Product Number: 28-3034]*. These courses, however, are not required and the candidate may take other telehealth offerings and use the Exam Guide to successfully prepare for the exam.

**Q: Where do I apply to take the CPAHA-Telehealth Stroke exam?**

A: Applications can be submitted online on the AHA Professional Education Hub.

**Q: Where do I find the requirements for live Remote Proctored Exams?**

A: The requirements can be found at:  
<https://support.proctoru.com/hc/en-us/categories/115001818507-Test-Taker>

**Q: How do I maintain the certification beyond the initial 3-year period?**

A: To maintain certification status, there are two options:

- 1) Submit 30 total CE credits between the date of your exam and the expiration date of your certification, or
- 2) Re-examination



## TECHNICAL SUPPORT

**Q: I'm experiencing technical difficulties with purchasing the product on In 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](mailto: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:**  
*(available 24 hours a day)*
  - Use the chat option in the bottom right corner of your ProctorU account or call 855-772-8678.
- **Regarding registration, rescheduling/canceling, or pre-exam questions:**  
*(available 8:30am-5:30pm Eastern Monday through Friday)*
  - Email [candidatesupport@meazurelearning.com](mailto:candidatesupport@meazurelearning.com) or call 919-572-6880.