



HeartCode® ACLS, BLS, & PALS Instructions

** Google Chrome is the preferred browser for RQI1Stop, the platform for HeartCode® courses.

Registration for the course:

- a. Visit [the Center for Healthcare Improvement and Patient Simulation \(CHIPS\) website](#) and complete the Heartcode ACLS/BLS/PALS request form, or click [here](#). **When completing the request form, use only your UTHSC email address.**
- b. After you submit the request for ACLS, BLS, and/or PALS, you will receive an email from RQI1Stop. If you do not see the email in your inbox, please check your spam or junk folder.

Online course completion:

- a. In the email, you will be prompted to change your password.
- b. After you change your password, you will receive another email to enroll in the course.
- c. From the email, click on the link to enroll in the course.

Hands-On session:

- a. Hands-on session(s) must be performed at a skills station. Skills stations are located in the CHIPS basement, are accessible 24/7 (utilizing your UTHSC ID badge), and are self-guided. If you have any issues with access, please contact Campus Police at 901-448-4444.
- b. Skills stations are in the CHIPS basement, 26 South Dunlap Street.
- c. Instructions for use are provided at the skills stations.

Certificate of completion:

- a. Physical cards will no longer be issued and are being replaced with electronic cards (eCards) available in your RQI1Stop portal under training history and certificates. Forward your electronic card to your Program Manager/Coordinator.
- b. For technical difficulties using the skills station, please email simulate@uthsc.edu or call 901-448-4530.

** Simulation program staff are only available to address technical difficulties during normal business hours (Monday-Friday 8:00am-5:00pm)