

Office Staff Training (OST) FAQ



Where will the training take place?

The training will be provided at your office location. If you'd like to request a different training location, please reach out to us at askthetrainer@scanhealthplan.com.

Can these trainings be incorporated into an existing staff meeting?

Yes, we would be happy to fit our training into your existing meeting agenda.

Are webinar options available?

Webinar options are available for most of our courses that do not include interactive elements. Please reach out to us at askthetrainer@scanhealthplan.com for additional information.

My office has fewer than 10 staff members; will you be able to provide training at our office?

We can make accommodations based on the volume of SCAN Health Plan® membership at your site. Please reach out to us at askthetrainer@scanhealthplan.com for additional information.

When are you available to train?

Training availability is dependent on the availability of our trainers and existing scheduled trainings. Typically, we provide trainings Tuesday through Thursday during the lunch hour. However, if you have a preferred day and time, please contact us at askthetrainer@scanhealthplan.com and we will do our best to accommodate your schedule.

How many training courses are you able to provide my office at a time?

The number of trainings that we can provide depends on the time you have available. However, because most of our courses are 60 minutes in length, we typically don't offer more than four sessions in a single day. Our ability to accommodate more than one training session is also dependent on the availability of our trainers and our training schedule.

Why is Trading Ages a prerequisite for all other training courses?

Trading Ages is SCAN's signature training and sets the foundation for the subsequent OST courses by providing attendees the appropriate background information needed to understand older adults. This training is intended to provide valuable insight into the senior patient experience and the obstacles they face as older adults.

I would like to schedule Trading Ages but can only provide 45 minutes for the training session. Will this be an issue?

This is highly-interactive training that gives attendees the ability to experience various senior conditions, such as hearing loss, vision loss and physical disability. By reducing the training time, the interactive elements and a portion of the presentation will be removed, resulting in valuable messaging within the presentation being lost. For the benefit of your staff, we request that you provide the requested amount of time for this training course.

Office Staff Training FAQ (cont.)

Why is there a maximum number of attendees for Trading Ages?

This course is highly interactive and our trainer is involved with various class activities that require additional assistance from our coordinator. Therefore, larger groups can reduce the quality of the training.

May we receive a copy of the C.L.E.A.R. DVD?

Yes, we will gladly mail you a copy of the C.L.E.A.R. DVD. To request a copy, please email askthetrainer@scanhealthplan.com.

Can we have a copy of a PowerPoint presentation?

Currently, the following presentations are available for distribution:

- Welcoming New Senior Patients
- C.L.E.A.R.
- H.E.A.T.

To request a copy of a presentation(s), please email askthetrainer@scanhealthplan.com.

My organization will not allow us to accept gift cards. Will you be able to provide non-monetary giveaways as an alternative?

Yes, we have other non-monetary giveaway options that we can provide your staff.

What kind of technical support will you need for your training?

- Tables
- Chairs
- Projector or TV with a video graphics array (or VGA) connector
- Screen or blank wall

The trainer will bring a laptop with the presentation. If you do not have a projector and/or an area to project, our trainer can bring a projector and portable screen. We cannot provide chairs and tables, but depending on the training, chairs will be just fine. Please reach out to us at askthetrainer@scanhealthplan.com for additional information.

Are you able to sponsor breakfast or lunch depending on the time of the training?

Yes, we will gladly sponsor breakfast or lunch for your training. Cost per person should not exceed \$15. We usually order breakfast or lunch through our GrubHub for Work account; however, if you would like to order breakfast or lunch, we can also reimburse you or your caterer for payment. For reimbursement and for payment to be processed in a timely way, please provide us with the W-9 of the caterer and the final invoice.