



CERTIFIED HEALTHCARE ENVIRONMENTAL SERVICES PROFESSIONAL

CANDIDATE HANDBOOK

**Conducted by the American Hospital Association Certification Center
Effective March 2022**



For questions regarding the certification programs and application, contact:

AHA Certification Center (AHA-CC)

155 N. Wacker Drive, Suite 400

Chicago, IL 60606

Phone: 312-422-3702

Email: certification@aha.org

Website: www.aha.org/certification

For questions regarding the examination application and administration, contact:

PSI

18000 W. 105th St.

Olathe, KS 66061-7543

Phone: 833-518-7455

Fax: 913-895-4651

Email: info@psionline.com

Website: www.psionline.com

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This Candidate Handbook provides information about the Certified Healthcare Environmental Services Professional (CHESP) program, including the CHESP Examination administration policy and process. Keep this Candidate Handbook until after the examination is completed. Additional copies of this Candidate Handbook may be obtained by downloading a copy from www.aha.org/certification. The most current version of the Candidate Handbook is posted here and supersedes any other version.

THE AHA-CC

The American Hospital Association Certification Center (AHA-CC) is a division of the American Hospital Association (AHA). Its mission is to create, facilitate and administer the healthcare industry's premier certification programs.

The AHA-CC Board of Directors is charged with governance of Certification Programs conducted by the AHA-CC. Board members are appointed to represent AHA's professional Certification Program stakeholders.

Each Certification Program in development or operation with the AHA-CC has a Certification Program Committee that serves as content expert, program resource, and consultant to the AHA-CC regarding program development, examination content, test development, test administration and evaluation. Members are appointed by the AHA-CC Board of Directors.

Statement of Nondiscrimination

The AHA-CC does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

AHA-CC CERTIFICATION PROGRAM EXAMINATIONS

The AHA-CC conducts certification examinations for programs in the following fields of health care:

- Constructors
- Environmental Services
- Facility Managers
- Human Resources
- Materials and Resource Management
- Risk Management

The AHA-CC also provides project management and quality assurance services to the American Organization for Nursing Leadership (AONL) in support of its certification programs for nurse executives and nurse managers.

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline. Successful completion of a certification examination is an indicator of broad-based knowledge in the discipline being tested. Certification examinations conducted by the AHA-CC are independent of each other. Each leads to a certification credential in a healthcare discipline.

Content of each examination was defined by a national role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.

Testing Agency

The AHA-CC contracts with PSI Services to assist in the development, administration, scoring, score reporting and analysis of its CHESP Examination.

CHESP CERTIFICATION PROGRAM

Administered by the AHA-CC, the CHESP certification program promotes healthcare environmental services through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of the AHA-CC and pass the examination
- Requiring certification renewal through continued personal and professional growth in the practice of healthcare environmental services
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of health professions in assessing healthcare environmental services professionals

CHESP Eligibility Requirements

Candidates who meet eligibility requirements fully and pass the CHESP Examination attain the CHESP designation. The AHA-CC reserves the right, but is not obligated to, verify accuracy of information supplied by or on behalf of a candidate.

Eligibility for the CHESP Examination requires fulfilling one (1) of the following requirements:

- Baccalaureate degree or higher from an accredited college or university *plus* three (3) years of environmental services experience* in a healthcare setting** of which two (2) of those years must have been in a management/supervisory/administrative role.
- Associate degree or equivalent from an accredited college *plus* four (4) years of environmental services experience* in a healthcare setting** of which three (3) of those years must have been in a management/supervisory/administrative role.
- High school diploma or equivalent *plus* five (5) years of environmental services experience* in a management/supervisory/administrative role in a healthcare setting**.

* *Environmental services experience refers to work experience in operations related to environmental sanitation, waste management and textile management.*

** *Includes experience with a provider of environmental services or products to a healthcare facility (e.g., Consultants, Manufacturers, Vendors, Contract Services Providers, etc.).*

CHESP EXAMINATION

The CHESP Examination is structured as follows:

- Composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions. Ten (10) items are "trial" or "pretest" questions that are interspersed throughout the examination.
- A candidate is allowed two (2) hours in which to complete the CHESP Examination.
- The CHESP Examination is based on the seven (7) major content areas listed in the Content Outline.
 - Each content area is further defined in the Content Outline by a list of tasks representative of that job responsibility.
 - The number of CHESP Examination questions devoted to each major content area is included in the Content Outline.
- Generally, the CHESP Examination questions are categorized by the following cognitive levels:
 - **Recall:** The ability to recall or recognize specific information
 - **Application:** The ability to comprehend, relate or apply knowledge to new or changing situations
 - **Analysis:** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution

CHESP Examination Content Outline

For the CHESP Examination Content Outline, refer to the following pages.



1. Regulatory Compliance: 18 items

- A. Ensure compliance with the following federal regulations and standards pertaining to work space design, maintenance and operations of environmental services:
 - 1. Americans with Disabilities Act (ADA)
 - 2. Resource Conservation and Recovery Act (RCRA)
 - 3. Occupational Safety and Health Administration (OSHA)
 - 4. Department of Transportation (DOT)
 - 5. Environmental Protection Agency (EPA)
 - 6. Center for Medicare and Medicaid Services (CMS)
 - 7. Family Medical Leave Act (FMLA)
 - 8. Equal Employment Opportunity Commission (EEOC)
 - 9. Health Insurance Portability and Accountability Act (HIPAA)
 - 10. Civil Rights Act
 - 11. The National Institute for Occupational Safety and Health (NIOSH)
 - 12. Standard 42-CFR 482.15 (e.g., compliance with emergency plans and procedures, hospital incident command system)
- B. Ensure compliance with:
 - 1. Centers for Medicare and Medicaid (CMS)
 - 2. State and local departments of health
 - 3. State and local departments of environmental protection
- C. Ensure that an understanding of the Guidelines or Standards are maintained for the following:
 - 1. Centers for Disease Control and Prevention (CDC)
 - 2. Association of PeriOperative Registered Nurses (AORN)
 - 3. Association for Professionals in Infection Control (APIC)
 - 4. Healthcare Laundry Accreditation Council (HLAC)
- D. Coordinate required safety training and documentation for staff to ensure compliance with the following national, federal, state and municipal agency regulations and standards:
 - 1. The Joint Commission (TJC)
 - 2. Resource Conservation and Recovery Act (RCRA)
 - 3. Occupational Safety and Health Administration (OSHA)
 - 4. Department of Transportation (DOT)
 - 5. Environmental Protection Agency (EPA)
 - 6. Food and Drug Administration (FDA)
 - 7. Centers for Disease Control and Prevention (CDC)
 - 8. State and local departments of environmental protection
 - 9. State and local departments of health
- E. Ensure that all institutional permits, licenses and certificates are current and maintained (e.g., radios, medical waste generator registration)
- F. Coordinate environmental management service programs with other departmental operations (e.g., selections of furniture, fabrics, wall coverings, floor coverings, patient satisfaction issues, patient throughput)
- G. Ensure that regulated medical waste is handled, packaged, stored and disposed of in accordance with federal and state regulations, and appropriate documentation maintained
- H. Adhere to all organization safety, risk management and infection control standards
- I. Complete annual risk/safety assessment (e.g., hazard vulnerability assessment, infection control risk assessment)
- J. Promote a culture of patient safety through education, policy development, and standardization of processes



2. Planning, Design, and Construction: 8 items

- A. Demonstrate a working knowledge of:
 - 1. life cycle costing
 - 2. furniture
 - 3. wall coverings
 - 4. finishes
 - 5. fabrics
 - 6. window treatments and curtains
 - 7. floor coverings
 - 8. privacy/cubicle curtains
- B. Lead focus groups for review and analysis of products and supplier services
- C. Coordinate with internal or external designers to develop institutional design standards for floor coverings, wall coverings, furnishings and finishes
- D. Evaluate cleaning maintenance recommendations for new floor coverings, wall coverings, furnishings and finishes prior to their purchase
- E. Participate in the development of planning, design and construction plans
- F. Integrate infection control standards with design and construction activities
- G. Develop a plan to maintain/improve the appearance of the facility
- H. Calculate departmental costs for new building or expansion of facility for Environmental Services

3. Environmental Sanitation: 23 items

- A. Demonstrate a working knowledge of the cleaning requirements, chemicals, equipment, language, and labor products for:
 - 1. furniture (upholstered and vinyl)
 - 2. light fixtures
 - 3. wall coverings
 - 4. finishes
 - 5. fabrics
 - 6. window treatments and curtains
 - 7. floor coverings
 - 8. privacy/cubicle curtains
- B. Manage the operations of an Environmental Sanitation Program
- C. Integrate infection control standards with environmental sanitation operations
- D. Design a Quality Management Program for facility cleaning and sustainability
- E. Manage the resources necessary for appropriate cleaning of the following:
 - 1. patient rooms
 - 2. showers and baths
 - 3. common areas
 - 4. operating rooms
 - 5. intensive care unit
 - 6. cardiac care unit
 - 7. mental health unit
 - 8. labor and delivery rooms
 - 9. specialty rooms (e.g., computer, MRI, food preparation and storage)
 - 10. interventional radiology rooms (e.g., catheterization, bronchoscopy, colonoscopy)
 - 11. pharmacy admixture/clean rooms
 - 12. NICU
- F. Demonstrate a working knowledge of:
 - 1. pest control
 - 2. infection control



- G. Develop and administer an integrated pest management program
- H. Coordinate construction area clean-up during and after renovations and new constructions
- I. Develop a process for monitoring and evaluating contracted services for infection control standards (e.g., janitorial, linen services, pest control, odor control)
- J. Complete rounds to ensure the cleanliness of patient units, maintenance needs of facility, and absence of noise
- K. Monitor key performance improvement activities (e.g., goals, key indicators, data collection, effectiveness of process change)
- L. Explain causes and methods of transmitting infection (e.g., contact, airborne, common vehicle, vector-borne)

4. Waste Management: 13 items

- A. Develop a waste management program to include, but not limited to goals, operation requirements, reporting procedures, manifests and documentation
- B. Integrate infection control standards with waste management operations
- C. Develop a process for monitoring and evaluating the following:
 - 1. regulated medical waste (RMW)
 - 2. hazardous waste
 - 3. pharmaceutical waste
 - 4. chemotherapeutic waste
 - 5. pathological waste
 - 6. radioactive waste
 - 7. construction and demolition waste
 - 8. "E-waste" (e.g., CRTs, other electronic devices)
 - 9. sharps
 - 10. recyclable materials
 - 11. municipal/solid waste removal
 - 12. confidential document destruction
- D. Train environmental services personnel in the proper handling, segregation, disposal, reduction, and treatment of all waste streams
- E. Train hospital staff in the proper handling, segregation, disposal, reduction, and treatment of all waste streams

5. Textile Management: 7 items

- A. Develop a Linen Distribution Management Program, including distribution of clean textiles and collection of soiled textiles
- B. Implement a Linen Distribution Management Program, including distribution of clean textiles and collection of soiled textiles
- C. Manage the operations of a Linen Distribution Management Program
- D. Demonstrate a working knowledge of laundering and associated technologies, including textile life
- E. Develop a Laundry Management Program
- F. Implement a Laundry Management Program
- G. Manage the operations of a Laundry Management Program
- H. Develop policies and procedures to monitor the distribution and utilization of textiles



6. Financial Stewardship: 14 items

- A. Formulate budget line items
- B. Develop capital and expense budgets
- C. Perform life cycle cost analysis
- D. Manage departmental budgets (e.g., capital, projects, supplies, operations, staffing)
- E. Monitor year-to-date expenses to compare with budget projections
- F. Analyze budget variance reports
- G. Develop budget variance reports
- H. Project and document financial impact of service level changes
- I. Evaluate the need for capital equipment and system improvements
- J. Complete analysis on financial benchmarking reports
- K. Calculate patient census compared to available staffing for the day (e.g., flex-staffing)
- L. Calculate cost savings (e.g., value improvement plan)

7. Administration: 17 items

- A. Maintain reporting mechanisms for departmental functions and benchmarking (e.g., work load studies, building code reports, linen consumption, labor-budget comparisons)
- B. Develop departmental mission and vision statement, goals (Specific, Measurable, Achievable, Realistic and Time Framed (SMART)), objectives, and scope of services
- C. Develop a strategic plan for the department
- D. Develop departmental policies and procedures and modify as needed
- E. Develop standards for quality control and continuous quality improvement
- F. Supervise all staff (e.g., environmental services, waste mgt., laundry)
- G. Manage human resources functions, including developing position/job descriptions and performance appraisal instruments, implementing disciplinary actions, conducting interviews, and possessing a working knowledge of employer relations
- H. Coordinate departmental activities with other departments, outside agencies and contractors, including event planning and logistics
- I. Perform departmental staffing analysis, including calculation of Full-Time Equivalent (FTE) Hours:
 - 1. per shift
 - 2. supervisor ratio
 - 3. per square foot of facility
 - 4. per adjusted patient day (APD)
- J. Monitor customer expectations through satisfaction plans and measurement tools to assure adequacy of service (e.g., Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS))
- K. Develop training requirements for managers, supervisors and staff
- L. Design an Employee Reward and Recognition Program
- M. Design an Employee Retention Program
- N. Coordinate department committees and work teams
- O. Evaluate service level agreements to assure compliance
- P. Ensure compliance with applicable safety and environmental regulations, and document process and results
- Q. Coordinate with physicians, department managers and outside agencies in the development of an Emergency Management Plan
- R. Demonstrate a working knowledge of:
 - 1. safety management
 - 2. Emergency Management
 - 3. environmental management
 - 4. hazardous materials management
- S. Develop scope of service and Requests for Proposals (RFP)
- T. Evaluate equipment for operational safety and usefulness
- U. Administer benchmarking protocols related to the department



- V. Participate in the following committees:
 - 1. Infection Control.
 - 2. Environment of Care®
 - 3. Emergency Management
 - 4. Hazardous Materials and Waste Management
 - 5. product evaluation
 - 6. patient experience
- W. Participate in the following committees: patient throughput/patient flow (admits, discharges and transfers (ADT))
- X. Maintain inventory of equipment and supplies
- Y. Develop weekly par levels for supplies used by environmental services staff
- Z. Monitor usage of department supplies
- AA. Develop a preventive maintenance program for equipment
- BB. Conduct new product evaluations.
- CC. Solicit and evaluate bids for equipment and services.
- DD. Negotiate contracts for equipment and outside services (e.g., pest control, window cleaning, waste removal, recycling, contract cleaning)
- EE. Develop a system to prioritize and track projects
- FF. Communicate budget issues to managers, supervisors and staff
- GG. Develop a comprehensive training and educational program, covering such aspects as safety, infection control, and hazardous materials
- HH. Conduct regular multidisciplinary inspection tours of work areas
 - II. Evaluate the results of employee engagement (satisfaction) surveys
- JJ. Develop action plans based on the results of the engagement (satisfaction) survey
- KK. Collaborate with other departments for the resolution of patient care delivery issues
- LL. Manage the patient throughput process
- MM. Promote positive public relations with patients, staff, and visitors
- NN. Protect privacy and confidentiality of customers, patients and partners in accordance with code of ethics
- OO. Conduct patient interviews to evaluate service and quality
- PP. Survey internal customers (departments receiving services from Environmental Services) for satisfaction
- QQ. Negotiate service level agreements with various departments or facilities
- RR. Adhere to a code of ethics to ensure corporate compliance
- SS. Develop a departmental scope of services plan (e.g., frequency schedules, cleaning guidelines, construction clean-up)
- TT. Maintain knowledge of the current laws related to:
 - 1. Workers Compensation™
 - 2. union rules, regulations, policies and recommendations
 - 3. FMLA
- UU. Demonstrate a working knowledge of the hospital bed tracking system and ensure response times are met

Sample Examination Questions

1. The authority that sets regulatory guidelines for incinerators is the
 - A. Environmental Protection Agency.
 - B. Department of Transportation.
 - C. Centers for Disease Control and Prevention.
 - D. Joint Commission.

2. When cleaning up a large blood spill in the laboratory, the appropriate personal protective equipment includes which of the following?
 1. face shield and shoe covers
 2. gloves and isolation gown
 3. hair bonnet and scrubs
 4. goggles and mask
 - A. 1 and 2 only
 - B. 1 and 3 only
 - C. 2 and 4 only
 - D. 3 and 4 only

3. Phenolic disinfectants contain synthetic phenolic compounds, and are NOT effective against which of the following?
 - A. tuberculosis
 - B. fungi
 - C. spores
 - D. bacteria

4. What common group of items is pulled from the waste stream to be recycled?
 - A. grease, plastic, copper
 - B. glass, old furniture, medical equipment
 - C. cardboard, aluminum, office/computer paper
 - D. mercury, xylene, refrigerant

5. In processing textiles, there has been an increase in lint. Which of the following items is a starting point to resolve this situation?
 - A. quality of linen
 - B. amounts of chemicals
 - C. condition of filters
 - D. condition of heating elements in dryers

6. If a germicidal cleaning agent ratio is 1:256, and a bucket holds 4 gallons of water, how many ounces of germicide are needed?
 - A. 1
 - B. 2
 - C. 2.56
 - D. 4

7. Which term describes all organisms that cause disease in humans?
 - A. viral
 - B. hepatitis B
 - C. nosocomial
 - D. pathogenic

8. Which of the following items are commonly included in an operational budget?
 1. capital equipment
 2. equipment depreciation
 3. salary expense
 4. supply costs
 - A. 1 and 2 only
 - B. 1 and 3 only
 - C. 2 and 4 only
 - D. 3 and 4 only

ANSWER KEY	
1. A	5. B
2. C	6. B
3. C	7. D
4. C	8. D

EXAMINATION PREPARATION

The method of preparation and amount of time spent preparing for the AHA-CC Certification Examinations can be driven by the candidate's preferred study style, level of professional experience or academic background. Some methods of preparation may include but are not limited to the following methods.

Review the Content

Candidates who have passed AHA-CC certification examinations report that study should begin by reviewing the Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CHESP Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts.

Complete the CHESP Self-Assessment Examination (SAE)

A Self-Assessment Examination (SAE) for the CHESP Examination is an online tool created by the AHA-CC to simulate the CHESP Examination. This tool is available for purchase at <https://store.lxr.com/dept.aspx?id=54>.

The 100-question online practice test was developed using the same procedures as the CHESP Examination, and conforms to examination specifications in content, cognitive levels, format, and difficulty. Feedback reports from the SAE provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CHESP Examination. The questions presented in the SAE are different from the questions contained on the CHESP Examination. Performance on the CHESP SAE is not necessarily an indicator of performance on the CHESP certification Examination.

Use Other Study Resources

The AHA-CC recommends that study for the CHESP Examination focus on references and programs that cover the information summarized in the CHESP Examination Content Outline. It should not be inferred that questions in the CHESP Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the examination. For information about references, study guides and review sessions offered by the Association for the Healthcare Environment (AHE), visit www.AHE.org.

CHESP EXAMINATION ADMINISTRATION

The CHESP Examination is administered in the following ways:

- On computers at PSI Test Centers
- During special administrations at conferences, meetings or other specially-arranged sessions

In accordance with the Americans with Disabilities Act (ADA), special arrangements can be made for candidates with a disability.

Computer Administration at PSI Test Centers

The primary mode of delivery of the CHESP Examination is via computer at over 200 PSI Test Centers geographically distributed throughout the United States. For PSI Test Center locations, detailed maps and directions, go to www.aha.org/certification, click on "CHESP" and then on "Testing Centers."

For computer administrations at PSI Test Centers, a candidate who meets eligibility requirements for the CHESP Examination may submit an application and fee at any time. A candidate must make an appointment for testing and take the CHESP Examination within ninety (90) days from confirmation of eligibility from AHA. The CHESP Examination is administered by appointment only Monday through Saturday with the exception of some holidays. Starting times may vary by location. Candidates are scheduled on a first-come, first-served basis.

<i>If PSI is contacted by 3:00 p.m. CST Time on...</i>	<i>Depending upon availability, the examination may be scheduled as early as...</i>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

The CHESP Examination is *not* offered on the following holidays.

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve Day
- Christmas Day

Special Administration – Laptop or Paper/Pencil

The CHESP Examination may be offered on laptop or in paper-and-pencil format during conferences or meetings. A candidate who meets eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. Dates of special administrations and deadlines for receipt of applications are posted on www.aha.org/certification.

Special Arrangements for Candidates with Disabilities

The AHA-CC complies with applicable provisions of the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the CHESP Examination solely by reason of that disability. Through its agents, the AHA-CC will provide reasonable accommodation for a candidate with a disability who requests timely accommodation by completing and timely submitting the Request for Special Examination Accommodations form.

Wheelchair access is available at all PSI Test Centers. Candidates must advise PSI at the time of scheduling that wheelchair access is necessary.

A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. Requests must be submitted at least 45 days prior to the CHESP Examination date desired.

ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

The AHA-CC is responsible to its candidates, certificants, employers, the profession and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, the AHA-CC requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs. A candidate's signature on the application for the CHESP Examination attests to ongoing agreement to adhere to the following *Professional Standards of Conduct*.

Professional Standards of Conduct. A certificant who is awarded certification by the AHA-CC agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting certification, the certificant agrees to the following:

- Maintain professional competence.
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment.
- Conduct professional activities with honesty and integrity.
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status.
- Avoid conflicts of interest.
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession.
- Abide by rules and regulations governing programs conducted by the AHA Certification Center.
- Not to misrepresent the credential and to adhere to the Guidelines for Use of the Certification Marks as posted on the AHA-CC website.

Infraction of the Professional Standards of Conduct is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by the AHA Certification Center.

Reporting Violations. To protect the national credentials and to ensure responsible practice by its certificants, the AHA-CC depends upon its candidates and certificants, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these *Professional Standards of Conduct*. A certificant who has violated these *Standards* should voluntarily surrender his/her certification.

Written reports of infraction of these *Standards* may be sent to: President, AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. Only signed, written communication will be considered.

The AHA-CC will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During its investigation and decision, the AHA-CC will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by the AHA-CC.



CHESP EXAMINATION APPLICATION AND SCHEDULING PROCESS

CHESP Examination Application Fee Schedule

After fulfilling the CHESP eligibility requirements, a candidate may apply for the CHESP Examination online at www.aha.org/certification. Online application requires credit card payment for fees.

Documentation of eligibility does *not* need to be submitted with a CHESP Examination Application. The AHA-CC reserves the right, but is not obligated, to verify accuracy of information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CHESP Examination, an eligible candidate must submit the appropriate fee (see below) with a complete CHESP Examination Application to the AHA.

Member of AHE or other AHA Personal Membership Group (PMG)...	\$275
Nonmember.....	\$425

- Payment may be made by credit card (VISA, MasterCard, American Express or Discover). Cash and personal checks are not accepted.
- Exam-related fees are nonrefundable and nontransferable.
- Up to two (2) business days prior to a scheduled administration, the application may be transferred to a future CHESP examination date by requesting PSI to reschedule a new date. This date must be within your original 90-day eligibility window of AHA confirming receipt of the application.
- Candidates who fail a CHESP Examination and apply to retake the CHESP Examination must pay the full Examination fee as listed above.

Online Application and Scheduling

For computer administrations at PSI Test Centers only

Complete the application and scheduling process in one online session. Visit www.aha.org/certification and click on “CHESP.”

If you are a current member of an AHA Personal Membership Group (PMG), you are eligible for the reduced AHA member rate for CHESP Examination fee.

Your preferred mailing and email addresses designated in AHA’s membership database are used for all records and communications. For information on your membership record, contact AHE at 312-422-3860 or AHA’s Support Center at 312-422-3702.

After completing the CHESP Examination application and submitting credit card payment information (VISA, MasterCard, American Express, Discover), you will receive an Authorization to Test (ATT) email confirming eligibility and prompting you to schedule a CHESP Examination appointment or supply additional eligibility information. The candidate must schedule a CHESP Examination date that is within 90 days of AHA confirming receipt of the CHESP Examination application.

Application Processing and CHESP Examination Scheduling

Once eligibility is confirmed, The AHA will send candidates their Authorization to Test notice by email with instructions on scheduling a testing appointment online or by phone.

When scheduling a CHESP Examination at a PSI Test Center, be prepared to provide your assigned identification number and confirm a location and a preferred date and time for testing.

For a computer administration at a PSI Test Center, a candidate's application is valid for 90 days from the date of eligibility. The candidate must schedule an appointment and take the CHESP Examination within this 90-day period. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the CHESP Examination. A complete application and full examination fee are required to reapply for CHESP Examination.

For special administrations, approximately ten (10) business days after the AHA's receipt of application, a notice is sent by email to the candidate stating the application has been received and approved. If the application is ineligible, a letter will be sent to the candidate listing the deficiency. Generally, candidates receive their admission letter to the testing about two (2) to three (3) weeks prior to the CHESP special administration date. The notice includes the date, location and check-in time for the CHESP Examination.

A candidate is allowed to take only the CHESP Examination for which application is made and confirmation from AHA is received. Unscheduled candidates (walk-ins) are not allowed to take the CHESP Examination.

Rescheduling a CHESP Examination

Although exam application fees are nonrefundable, a candidate who is unable to test ***may reschedule the CHESP Examination*** online *at least two (2) business days prior to a scheduled administration date*. The CHESP Examination must be rescheduled *within 90 days* of the originally scheduled exam date.

A candidate who wants to ***reschedule or cancel a CHESP Examination after the 90-day period*** forfeits the application and all fees paid to take the CHESP Examination. A new, complete application and *full* CHESP Examination fee are required to reapply for the CHESP Examination.

ON THE DAY OF THE CHESP EXAMINATION

Reporting for the CHESP Examination

Bring with you the ***Authorization to Test notice*** provided by AHA. It contains the unique identification number required to take the test and is required for admission to the testing room.

For a computer administration, report to the assigned PSI Test Center 30 minutes before the scheduled testing time. After entering the Test Center, follow the signs indicating PSI Test Center Check-In.

For a special administration (laptop or paper-and-pencil), report to the designated testing room at the time indicated on the confirmation notice. The CHESP Examination will begin after all scheduled candidates are checked-in and seated and no more than one hour after the scheduled registration begins. Follow the signs provided in the hotel/convention center to locate the testing room.

A candidate who arrives more than fifteen (15) minutes after the scheduled testing time is not admitted.

Failing to Report for the CHESP Examination

Showing up late or not at all for an already rescheduled CHESP Examination without the requisite advance two (2) business day notice results in the candidate forfeiting all fees. A complete CHESP Examination application and full CHESP Examination fee are required to reapply for the CHESP Examination.

A candidate who does not reschedule a CHESP Examination session that is within the 90-day period forfeits the application and all fees paid. A complete application and full exam fee are required to reapply for the exam.

On-site Security

The AHA-CC and PSI maintain examination administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment at PSI Test Centers is continuously monitored by audio and video surveillance equipment or exam personnel. Candidates may be subjected to a metal detection scan upon entering the examination room.

Identity Verification

To gain admission to the PSI Test Center or a testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current, and include the candidate's name, signature and photograph. The candidate will also be required to sign a roster for verification of identity. A candidate without proper identification will not be permitted to take the CHESP Examination.

- Examples of valid primary forms of identification are current driver's license with photograph, current state identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification, the candidate must bring proof of the name change (e.g., marriage license, divorce decree, or court order).
- No form of temporary identification will be accepted.

Use of Calculators

Some exam questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha keypad is permitted during testing. Use of a computer or a cell phone is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the Test Center or testing room. Calculators that do not comply with these specifications are not permitted in the PSI Test Center or testing room.

Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of examination, the AHA-CC, in concert with PSI, will determine whether circumstances warrant the cancellation and subsequent rescheduling of a CHESP Examination. If testing personnel are able to conduct business, the examination usually proceeds as scheduled.

Every attempt is made to administer a CHESP Examination as scheduled; however, should a CHESP Examination be canceled, the scheduled candidate will receive notification following the examination regarding a rescheduled examination date or reapplication procedures. In the case of cancellation, no additional fee is required to test.

For computer administrations at PSI Test Centers, candidates may visit www.psonline.com/openings prior to the examination to determine if any Test Centers have been closed.

In the event of a personal emergency on the day of examination, a candidate may request consideration of rescheduling the examination without additional fee by contacting the AHA-CC in writing within 30 days of the scheduled testing session. A description of the emergency and supporting documentation are required. Rescheduling without an additional fee being imposed will be considered on a case-by-case basis.

TAKING THE CHESP EXAMINATION

After identity of the CHESP candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. Candidates are provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.

For a ***paper-and-pencil administration***, the CHESP candidate is provided oral and written instructions about the exam administration process.

For a ***computer administration at a PSI Test Center or a laptop administration***, the CHESP candidate is provided instructions on-screen. First, the candidate is instructed to enter his/her unique identification number. Then, the candidate's photograph is taken and remains on-screen throughout the CHESP Examination session. Prior to attempting the CHESP Examination, the candidate is provided a short tutorial on using the software to take the exam. Tutorial time is NOT counted as part of the two (2) hours allowed for the exam. Only after a candidate is comfortable with the software and chooses to start the Examination does the exam time begin.

The ***computer monitors the time spent on the examination***. The CHESP Examination terminates at the two (2)-hour mark. Clicking on the "Time" button in the lower right portion of the screen reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the CHESP Examination.

Only one CHESP Examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire CHESP Examination question appears on-screen (question and four options labeled A, B, C and D). Select an answer either by entering the letter of the option (A, B, C or D) or using the mouse to click on the selected option. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by pressing the A, B, C or D key or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next question, click on the forward arrow (>) in the lower right corner of the screen. This action allows the candidate to move forward through the CHESP Examination question by question. To review a question, click the backward arrow (<) or use the left arrow key to move backward through the CHESP Examination.

A CHESP Examination question may be left unanswered for return later in the testing session.

Questions may also be bookmarked for later review by clicking in the blank square to the right of the TIME button. Click on the double arrows (>>) to advance to the next unanswered or bookmarked question on the CHESP Examination. To identify all unanswered or bookmarked questions, repeatedly click on the double arrows (>>).

When the CHESP Examination is completed, the number of CHESP Examination questions answered is reported. If fewer than 110 questions were answered and time remains, return to the CHESP Examination and answer the remaining questions. Be sure to answer each exam question before ending the exam. There is no penalty for guessing.

Candidates may provide comments about a test item. Comments will be reviewed, but individual responses will not be provided.

- For a ***computer administration***, online comments may be provided for any CHESP Examination question by clicking on the Comment button to the left of the TIME button. This opens a dialogue box where comments may be entered.
- For a ***paper-and-pencil administration***, comments may be provided on the answer sheet on the day of the CHESP Examination.

Rules for CHESP Examination

All CHESP Examination candidates must comply with the following rules during the CHESP Examination administration:

1. No personal items (including watches, hats, and coats), valuables or weapons should be brought into the testing room. Only keys, wallets, and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. PSI is not responsible for items left in the reception area.
2. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
3. CHESP Examinations are proprietary. CHESP Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers, cellular/smart phones, or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CHESP Examination.
4. Eating, drinking, and smoking are not permitted in the testing room.
5. No documents or notes of any kind may be removed from the testing room. Each CHESP candidate will be provided one sheet of scratch paper that must be returned to the CHESP Examination proctor at the completion of testing.
6. No questions concerning the content of the CHESP Examination may be asked of anyone during the CHESP Examination.
7. Permission from the CHESP Examination proctor is required to leave the testing room during the exam. No additional time is granted to compensate for time lost.
8. No guests, visitors, or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CHESP Examination may be dismissed from the CHESP Examination session, their score on the CHESP Examination voided and the CHESP Examination fees forfeited. Evidence of misconduct is reviewed by the Appeal Board of the AHA-CC to determine whether the CHESP candidate will be allowed to reapply for CHESP Examination. If re-examination is granted, a complete CHESP Examination application and full CHESP Examination fee are required.

- Gaining unauthorized admission to the CHESP Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers, cellular/smart phones, etc.
- Talking or participating in conversation with other CHESP Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the PSI Test Center or testing room during the CHESP Examination
- Attempting to record CHESP Examination questions in any manner or making notes
- Attempting to take the CHESP Examination for someone else
- Having possession of personal belongings
- Using notes, books, or other aids without it being noted on the roster
- Attempting to remove CHESP Examination materials or notes from the PSI Test Center or the testing room

Copyrighted CHESP Examination Questions

All CHESP Examination questions are the copyrighted property of the AHA-CC. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these CHESP Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

FOLLOWING THE CHESP EXAMINATION

CHESP Examination Score Reports

Score reports are issued by PSI on behalf of the AHA-CC. Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

- A candidate who takes the examination in **paper-and-pencil format** receives his/her score report from PSI by mail generally in about three (3) to five (5) weeks after the CHESP examination.
- A candidate who takes the examination **on a computer at a PSI Test Center or on laptop** receives his/her score report on-screen and via email.

The score report indicates a “Pass” or “Fail,” which is determined by the raw score on the total CHESP Examination. The score report also includes raw scores for each of the major categories of the CHESP Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CHESP Examination questions will not be disclosed to a candidate. Although the CHESP Examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are “pretest” questions and do not impact the candidate’s score.

Recognition of CHESP certification and information about CHESP certification renewal are issued from the AHA-CC generally in about four (4) to six (6) weeks of successfully completing the CHESP Examination. This package is mailed to the address contained in the AHA member database.

How the CHESP Examination Passing Score is Set

The methodology used to set the initial minimum passing score is the Angoff method in which expert judges estimate the passing probability of each question on the CHESP Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number of correctly answered questions required to pass the examination). This method takes into account the difficulty of the CHESP Examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across all CHESP candidates who take the same form of the CHESP Examination.

When new forms of the CHESP Examination are introduced, a certain number of CHESP Examination questions in the various content areas are replaced by new CHESP Examination questions. These changes may cause one form of the CHESP Examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure called “equating” is used. For equated CHESP Examinations that have different passing scores, the equating process helps ensure that the levels of CHESP examinee knowledge are equivalent on the various CHESP Examination forms.

Passing the CHESP Examination

An eligible candidate who passes the CHESP Examination is awarded the CHESP credential. Generally about four (4) to six (6) weeks after the candidate passes the CHESP Examination, the AHA-CC mails to the candidate a certificate of recognition, a pin and information about CHESP certification renewal requirements. The name on the certificate and the address to which the package is mailed is based on information the candidate’s membership record. It is the candidate’s responsibility to keep current this information.

The AHA-CC, in concert with the personal membership group (PMG), reserves the right to recognize publicly any candidate who has successfully completed the CHESP Examination. Recognition is awarded so as not to embarrass any candidate who is not successful in achieving certification.

Name, address, telephone number and email address of a candidate who passes the CHESP Examination will be shared with the PMG. *Scores are never reported.* If you do NOT wish to have your personal information shared, please opt out by contacting the AHA-CC in writing via email at certification@aha.org.

Failing the CHESP Examination

If a candidate does not pass the CHESP Examination and wishes to **retake the CHESP Examination**, a new application is required. Candidates may apply by using the online application and scheduling feature.

Every retake requires submitting a CHESP Examination application and the full CHESP Examination fee. There is no limit to the number of times an individual may take the CHESP Examination.

CHESP Examination Scores Canceled by the AHA-CC

The AHA-CC and PSI are responsible for maintaining the integrity of the scores reported. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. The AHA-CC is committed to rectifying such discrepancies as expeditiously as possible. The AHA-CC may void CHESP Examination results if, upon investigation, violation of CHESP regulations is discovered.

CHESP Examination Score Confidentiality

Information about a candidate for testing or renewal of certification and examination results is considered confidential; however, the AHA-CC reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate is shared only when beneficial to the candidate. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

Administrative Matters

Duplicate CHESP Examination score report

Duplicate score reports can be obtained via request to info@psionline.com.

Name and address change

Certificants are responsible for keeping current all contact information. The AHA-CC is not responsible for communication not received due to incorrect contact information. To update any contact information, the candidate should contact AHE at 312-422-3860 or the AHA Support Center at 312-422-3702.

RENEWAL OF CHESP CERTIFICATION

Achieving CHESP certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the CHESP certification is required to maintain certified status and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of certification is valid for three (3) years.

Eligible candidates who successfully complete the CHESP Examination are provided information about certification renewal requirements in a certification package sent by the AHA-CC. ***The CHESP Certification Renewal Application must be submitted to the AHA-CC up to one (1) year prior to the expiration date. For an additional nonrefundable fee of \$50, certification renewals may be submitted up to 30 days past the expiration date.***

As a courtesy, the AHA-CC emails notices to certificants of their pending certification expiration. Certificants are responsible for keeping their contact information accurate. The AHA-CC is not responsible for communications not received due to incorrect contact information in a certificant's record.

The current CHESP Certification Renewal Application and renewal fees are posted at www.aha.org/certification.

A certificant must renew the CHESP credential through one (1) of the following two (2) ways:

- **Successful re-examination.** To renew this way, successfully pass the CHESP Examination no more than one (1) year prior to expiration of your CHESP Certification (subject to usual fees and provisions for testing). ***An additional Certification Renewal Application fee is not required if a candidate selects this way to renew the CHESP designation.***
- **Completion of 45 contact hours of eligible continuing professional education** over the three (3)-year renewal period and payment of the renewal fee. To renew this way, submit a completed CHESP Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing online courses, attending professional organization conferences and completing AHA-CC Self-Assessment Examinations, among other activities. Some activities have a limitation on maximum allowable hours. Refer to the current CHESP Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

CHESP certification Renewal Application processing is generally about two (2) weeks from receipt of application. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition. Certificants are afforded an opportunity to remove deficiencies. Certificants are responsible for keeping current contact information in their membership record.

Failing to Renew CHESP Certification

A certificant who fails to renew his/her CHESP certification will receive written notification that he/she is no longer considered certified and may not use the CHESP credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CHESP Examination (subject to the usual fees and provisions for testing).

APPEALS

A candidate who believes he or she was unjustly denied eligibility for CHESP examination, who challenges results of a CHESP Examination or who believes he or she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the AHA Certification Center, 155 N. Wacker Drive, Suite 400, Chicago, IL 60606. The CHESP candidate for certification or renewal of CHESP certification must provide evidence satisfactory to the Appeal Board that a severe disadvantage was afforded the candidate during processing of an application for the CHESP examination or renewal of the CHESP certification or prior to or during administration of a CHESP Examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the AHA-CC or its agents. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 fee (payable to the AHA-CC) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact the AHA-CC.

Checklist for becoming certified

- Meet the CHESP Certification Examination Eligibility Requirements.
- Prepare for the CHESP Certification Examination.
- Read the CHESP Candidate Handbook fully. Use the Examination Content Outline to focus study efforts.
- Apply for the CHESP Examination online at www.aha.org/certification and click on "CHESP."
- Appear on time for the examination on the date and at the time and location selected. Bring the Authorization to Test notice provided by AHA and identification as described in the CHESP Candidate Handbook.

DOCUMENTATION OF DISABILITY-RELATED NEEDS



Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist, etc.) to ensure the AHA and PSI is able to provide the required examination accommodations. The information provided will be treated with strict confidentiality. Return this form with the Request for Special Examination Accommodations form and your CHESP Examination application and fee to AHA at least 45 days prior to the desired testing date.

PROFESSIONAL DOCUMENTATION

I have known _____ since ____/____/____ in my capacity as a
Examination Candidate Date

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she/ should be accommodated by providing the special arrangements as described on the Request for Special Examination Accommodations form.

Description of disability: _____

Signed: _____ Title: _____

Printed Name: _____ Date: _____

License Number (if applicable) _____

Address: _____

Telephone Number: _____ Fax Number: _____

Email: _____

Return this form to:

AHA Certification Center, American Hospital Association,
155 N. Wacker Dr, Suite 400, Chicago, IL 60606

If you have questions, call the AHA Certification Center at (312) 422-3702
or email at certification@aha.org.