

# Allergan Access<sup>®</sup> *for Medical Aesthetics*

## Training Guide

# Administrator's Guide to Distance Learning

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# **Administrator's Guide to the Allergan Access<sup>®</sup> Distance Learning Center**

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## OVERVIEW

The Allergan Access<sup>®</sup> Distance Learning Center provides online instruction for medical aesthetics personnel. The site offers courses designed to provide staff members continuing education in their areas of interest or expertise. Currently available on the website are a series of General Business and an in-depth offering of New Employee Orientation training courses. New modules will be added on a regular basis and will include courses for all areas in the medical aesthetics practice.

This guide is designed to provide recommendations on implementation of the Distance Learning program. You may want to customize the guide to fit your particular circumstances and practice training philosophy.

## GETTING STARTED

<b>I. Identify Trainer</b>	<ul style="list-style-type: none"><li>• Select an individual who will be responsible for the Distance Learning training program (i.e. administrator, H/R director, or department supervisor).</li></ul>
<b>II. Train the Trainer</b>	<ul style="list-style-type: none"><li>• Provide the necessary instruction to the trainer on the administration of the Distance Learning program, as well as courses offered.</li></ul>
<b>III. Establish Protocols</b>	<ul style="list-style-type: none"><li>• Review existing practice training protocols and edit as necessary to incorporate Distance Learning.</li><li>• If no protocols exist, we recommend you establish the following:<ul style="list-style-type: none"><li>✓ Identification of training opportunities available to staff</li><li>✓ Delegation of person responsible for oversight of the program</li><li>✓ Frequency of training opportunities</li><li>✓ Certification or awards programs for successful completion</li></ul></li></ul>
<b>IV. Set-up Distance Learning Training Station</b>	<ul style="list-style-type: none"><li>• Establish designated training area for employees to access the Distance Learning Center. This location should provide privacy and limited interruptions, if possible.</li><li>• Allocate the following equipment needed for the training station:<ul style="list-style-type: none"><li>✓ Desk and chair</li><li>✓ Computer (with Microsoft<sup>®</sup> software including Word, Excel, PowerPoint, Adobe Acrobat Reader, and Macromedia Flash)</li><li>✓ Monitor</li><li>✓ Printer</li><li>✓ High-speed Internet connectivity</li></ul></li></ul>
<b>V. Create Employee Training Plans</b>	<ul style="list-style-type: none"><li>• On an individual basis, establish employee training plans designed to enhance knowledge in their areas of responsibility.</li><li>• Determine which courses should be completed and develop a plan for the employee, including:<ul style="list-style-type: none"><li>✓ Names of courses and order in which they should be taken</li><li>✓ Dates for completion of each course</li><li>✓ Score to be achieved before progressing to the next course</li><li>✓ Date and time to meet with the trainer/supervisor to review results for each course.</li></ul></li></ul>

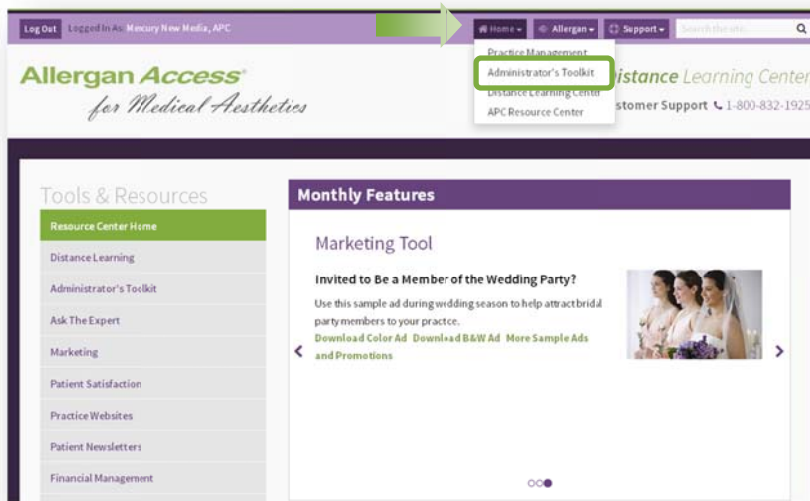
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## IMPLEMENT YOUR TRAINING PROGRAM

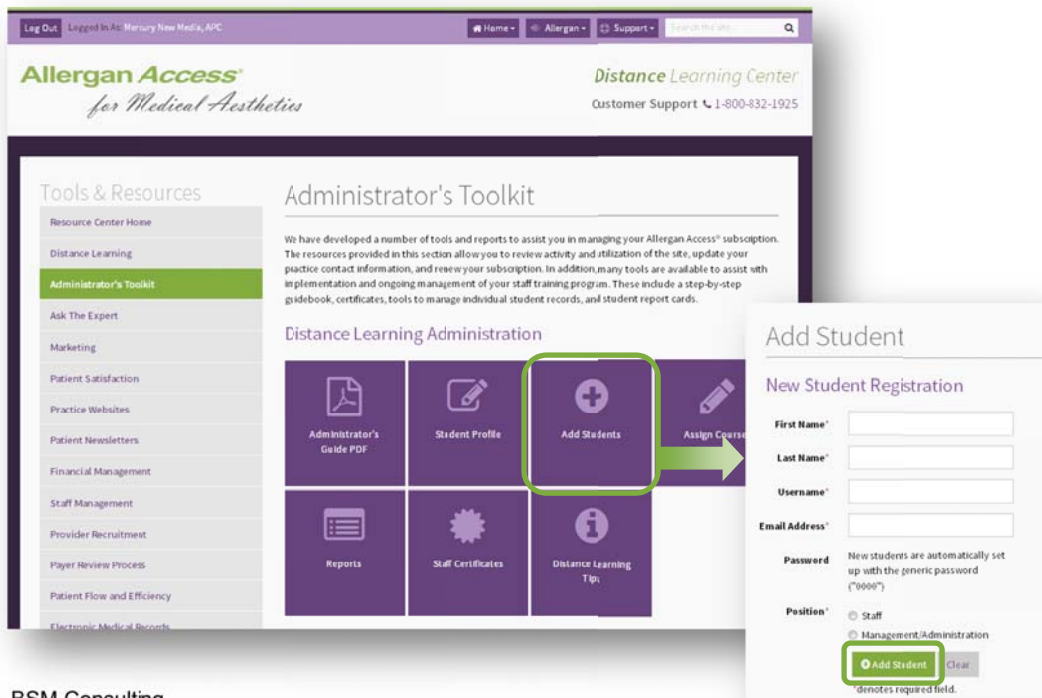


**I. Register Employees to the Distance Learning Center:** Each employee must be registered on the Distance Learning Center prior to taking any course. The training coordinator will need to register employees, assigning each employee a unique username. This will establish a student record which tracks all courses and employee test results. Instructions are as follows:

1. Log on to Allergan Access<sup>®</sup> (allerganaccessma.com) and select Administrator's Toolkit from the "Home" dropdown menu in the upper menu bar.



2. Under the Distance Learning Administration section, click on the link to "Add Students."
3. Fill out the brief registration form, establish an individual username for the student, and click "Add Student."



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**HELPFUL TIP:** After registration is submitted, one of the following messages will be displayed:

- **"You have successfully registered the student"** - This page provides the option to print an employee instruction form with login information you can print and give to the employee for their files.
- **"The information you provided already exists in our database"** - If this message is received, it is most likely referring to another employee in our database that has already taken that username. Re-register the employee with a more unique username.



**II. Employee Login to the Distance Learning Center:** After an employee has been registered on the Distance Learning Center, they can log on to the site at any time, from any computer at [allerganaccessma.com](http://allerganaccessma.com).



**III. Adding Courses to Employee Records:** After an employee has been registered to the Distance Learning Center, there are one of two ways courses can be added to their record: as the student or as the administrator.

## Student Instructions:

1. Log on to the Distance Learning Center and select "Course Catalog."
2. Select the area of learning that is of interest and a list of available courses will be displayed.
3. Click "Add Course" to register for the course.

The screenshot displays the Allergan Access for Medical Aesthetics Distance Learning Center interface. The top navigation bar includes 'Home', 'My Courses', 'Course Catalog' (highlighted), 'My Account', 'Reference Materials', and 'About'. Below the navigation bar, the 'Course Catalog' page is shown, featuring a 'Filter By Date Added' section with options like 'Last 30 Days', 'Last 60 Days', 'Last 90 Days', 'Last 120 Days', and 'All'. A 'Filter By Subject' dropdown menu is open, listing categories such as 'All Courses', 'Administrative/Practice Management', 'Customer Service', 'General Staff Training', and 'Marketing'. Two course listings are visible: 'Peer to Peer Relations for Staff Members' (AUS 01 20-101) and 'Advanced Telephone Skills Training' (AUS 01 20-102), each with an 'Add Course' button.

**HELPFUL TIP:** Create Staff Training Plans.

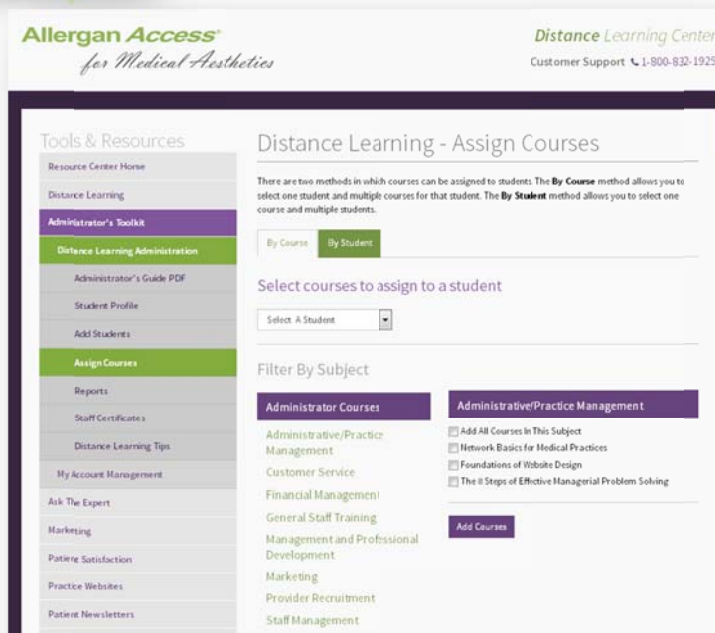
Determine which courses should be completed on an individual basis and develop a plan for the employee with required dates of completion. The student profile in the Administrator's Toolkit will allow you to set dates and monitor employee progress.

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## Administrator Instructions:



1. Log on to Allergan Access<sup>®</sup> and select Administrator's Toolkit from the "Home" dropdown menu in the upper menu bar.
2. Under the Distance Learning Administration section, click on the link to "Assign Courses."
3. Add multiple courses to one employee record or one course to multiple employee records.



**HELPFUL TIP:** This feature saves time by adding multiple courses simultaneously. Examples include:

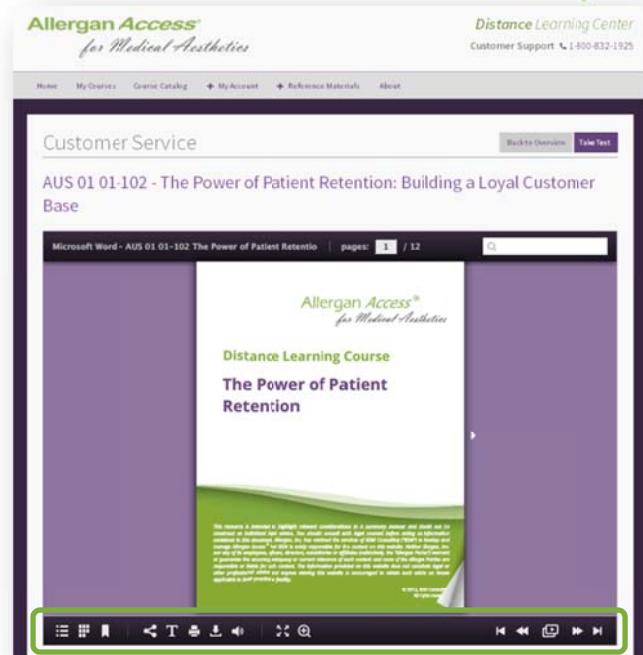
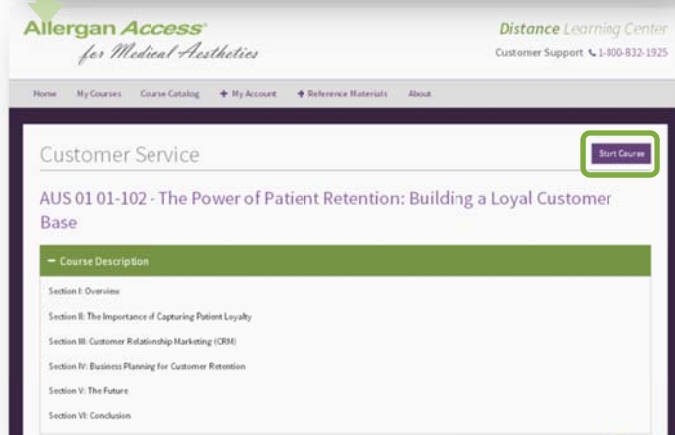
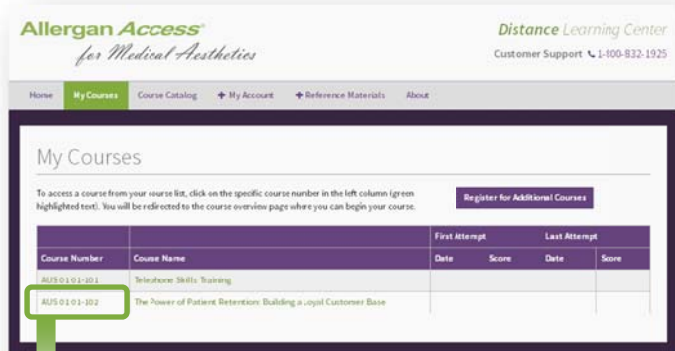
- You would like a new employee to complete all General Staff Training courses as part of their training. On the By Course tab, select the General Staff Training category, then check the box to "Add All Courses in This Category." Select the student's name from the drop-down list you would like to add these courses to, and then click "Add Course(s)" at the bottom of the screen.
- You would like all employees to complete the course "Peer to Peer Relations for Staff Members" as part of a teambuilding exercise. On the By Students tab, check all the students to complete this course, select "Peer to Peer Relations for Staff Members" from the list of courses, then "Add Course" at the bottom the screen.

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**IV. Viewing Course Materials:** After a student has added a course to their record, they will be able to view the course materials online or print a hard-copy PDF.

1. Log on to the Distance Learning Center and select "My Courses" from the home page.
2. Select the course number you want to view from the menu.
3. On the following page, view the course description, author, duration, class materials, and test information.
4. Click "Start Course" in the upper right corner.
5. In the bottom navigation bar, choose the option to print the PDF version of the course or view materials online by clicking on the arrows to progress to each page (*Note: If viewing a video course, there is the option to start the presentation at this point*).



**HELPFUL TIP:** Once a student "starts" a course, the course materials can be accessed as many times as desired. It is not required to complete the course in one sitting.

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**V. Completing Course Tests and Evaluations:** Once a student has completed the review of course materials, they can access the test by clicking on the "Take Test" link in the upper right of the course.



After the student has completed filling out all the answers and submits their test, the score will be immediately displayed onscreen for the student to view. The test can be retaken as many times as desired.

Upon completion of the test, the student will be asked to complete a short evaluation form.

## COURSE OFFERINGS



Practice managers and administrators receive little, if any formal training concerning the many critical areas of practice management. In addition, it is challenging to find effective and cost efficient training for other practice personnel. With the assistance of several practice administrators, consultants, and other subject matter experts, we have developed a comprehensive online practice management curriculum for all staff members. Our offering includes courses in the following areas:

### Administrator/ Management Courses

These courses include business training on topics such as information technology, accounting and finance, team building, provider recruitment, and staff management.

### Staff Courses

The courses provided in this section provide practical knowledge and education for all staff members. The offering includes courses on customer service and telephone skills, general staff training, and marketing.



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## MONITORING EMPLOYEE RECORDS AND COURSE RESULTS



**I. Student Profile:** The Student Profile provides an easy way to manage all aspects of employee records. Available is the ability to view course results and dates of completion, add/remove courses, set required dates of completion for specific courses, add Manager's Notes, and delete the student record. Instructions to access the Student Profile are as follows:

1. Log on to Allergan Access<sup>®</sup> and select Administrator's Toolkit from the "Home" dropdown menu in the upper menu bar.
2. Under the Distance Learning Administration section, click on the link to "Student Profile."
3. Select an employee from the list of registered students to view their profile.

The screenshot shows the 'Student Profile' page for 'Winnie, Zach'. The page includes a sidebar with 'Tools & Resources' and a main content area with the following sections:

- Manage Student Profile:** Fields for Username (zwinnie), Position (Staff/Management/Administration), First Name (Zach), Last Name (Winnie), Password (with a 'Send Change Password Email' button), and Email (zwinnie@mcrc.uynewmedia.com). There are 'Update' and 'Clear' buttons.
- Add Note:** A text area for adding notes and an 'Add New Note' button.
- Manager's Notes:** A section for notes with 'Print With Manager's Notes' and 'Print Without Manager's Notes' buttons.
- Remove Student:** A red button labeled 'Remove Zach Winnie'.
- Manage Courses for Zach Winnie:** A table showing course details.

Course Title	Delete Course	Course Registration Date	Required Completion Date	First Date/Score	Last Date/Score
Delete all courses	<input type="checkbox"/>				
Telephone Skills Training	<input type="checkbox"/>	5/16/2014		5/16/2014 20%	5/1/2014 90%
The Art of Credentialing	<input type="checkbox"/>	2/21/2015			
Course Base/Relates to					



**II. Distance Learning Reports:** Various reports are available which allow you to easily track employee progress in the Distance Learning Center. The following reports can be accessed through the Administrator's Toolkit and are updated dynamically:

- Individual Student Report Card
- Student Scores by Course Name (includes incomplete courses as well)
- Student Scores for Completed Courses by Course Name
- Student Username and Password Report

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**III. Celebrating Accomplishments:** Recognize the employee's achievement once training is complete. Following are recommendations for acknowledging accomplishments:

- Certificates presented at staff meetings
- Gift certificates for lunch
- Movie tickets
- Gift certificate for gasoline
- American Express/Visa gift card
- Special badge of completion
- Balloons tied to desk
- Preferred parking space
- Letter of recognition signed by the doctor
- Books, CDs, or DVDs
- A special pen or personalized cup

A series of certificate templates are available on Allergan Access<sup>®</sup> which allow the creation of customized certificates of achievement for employees. These certificates can be found in the Administrator's Toolkit. Consider using special paper such as parchment, different colors and backgrounds, etc., and frame the certificate so the employee can proudly display the award on the wall or at their desk.

## CONCLUSION

Well-trained staff are vital to the success of every practice. We believe the Allergan Access<sup>®</sup> Distance Learning continuing education program will allow practices to enhance their employee recruitment and retention strategies and deliver meaningful value to the employees, the practice, and most importantly, the patient!

Should you have questions or need additional support regarding Distance Learning, please contact Allergan Access<sup>®</sup> Customer Support at 1-800-832-1925.