

The Philips logo is displayed in a white rounded rectangle on a teal background. The background of the entire page is a blurred image of a classroom with students at computers and an instructor pointing at the front.

Clinical Education

# Ultrasound Clinical Services

## Virtual Instructor Led Rescheduling and Cancellation Policy

Please take a moment to review the following Philips rescheduling and cancellation policy to help ensure you get the most from your virtual education experience.

As a Healthcare company, we are highly regulated and must adhere to NEMA code guidelines, Sunshine Act, Medicare Fraud and Abuse guidelines and subscribe to the AdvaMed Code of Ethics on interactions with healthcare professionals. Our internal policies have been structured around these regulations and guidelines and prohibit us from making payments directly to customers.

Philips Healthcare reserves the right to cancel virtual classes and/or programs for which there is insufficient enrollment, to close a virtual class when the enrollment limit in that class is reached and to make any schedule changes as necessary, including a change in time, days, or instructor. In the event of cancellation, we will notify each registrant by email and will offer to reschedule the registrant. Philips Healthcare is not responsible for any other related expenses.

### Technical Failure

If a technical failure at the attendee's home or workplace prevents access to the live session, the attendee will be offered a chance to reschedule the session. It is the responsibility of the attendee to confirm system requirements and test their computers prior to the start of the virtual session.

A maximum of 1 rescheduling attempt will be allowed within 1 calendar year from the purchase of the tuition.

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## Missed Virtual Training Session

If you are unable to attend a virtual session, please email [usce\\_virtual\\_training@philips.com](mailto:usce_virtual_training@philips.com). In order to reschedule a virtual session, you must cancel 24-hours prior to the start time of the virtual session. A maximum of 1 rescheduling attempt will be allowed within 1 calendar year from the purchase of the tuition. Cancellations received with less than 24-hours of notice and all “no-shows” will incur the full cost of registration.

## Late Attendee Policy

If you are more than 10 minutes late for a virtual session, you will need to reschedule through your Clinical Service Specialist due to CEU accreditation guidelines. A maximum of 1 rescheduling attempt will be allowed within 1 calendar year from the purchase of the tuition.

## Time Zone Differences

Please pay attention to the time zone differences. All session times are scheduled in eastern standard time. You must adjust your schedule to accommodate time differences.

## For more information

Contact Philips Ultrasound Clinical Education at **800.522.7022** and visit our education catalog at [www.learningconnection.philips.com/ultrasound](http://www.learningconnection.philips.com/ultrasound)

