

FREQUENTLY ASKED QUESTIONS

**IS THERE A SETUP FEE?**

NO. There is never a setup fee or hidden charges

WE CURRENTLY DO OUR TRAINING OURSELVES AND DON'T PAY ANYTHING FOR TRAINING.

MANY OFFICES DO THIS AND DO NOT REALIZE THE HIDDEN COSTS INVOLVED. The average cost of training employees is \$1100 per year and we see a savings of up to 80% using the MedTrainer system by avoiding office closure, administrative time and other soft costs.

HOW MUCH DOES IT COST?

THE MEDTRAINER SYSTEM IS VERY AFFORDABLE. The cost of training an employee is usually less than \$50 per year and can be as low as \$12 per year depending on volume.

We utilize our medical waste company for our training and it is included with our service.

This type of training is often outdated and inaccurate and does not include many of the required trainings you should have your staff trained on. Additionally your waste hauler is most likely charging more than the cost of the MedTrainer system hidden within your bill.

WE CREATE OUR OWN TRAININGS. CAN WE USE THESE IN THE SYSTEM?

YES. With MedTrainer's course authoring tool you can convert any PowerPoint or pdf file into an online training with full functionality and custom quiz questions.

FREQUENTLY ASKED QUESTIONS

DO MY EMPLOYEES GET A CERTIFICATE FOR TRAINING?

YES. Once a training course is completed each employee is issued a custom certificate of completion.

WE HAVE CUSTOM OFFICE POLICIES AND PROCEDURES, CAN WE MANAGE THOSE AS WELL?

YES! You can upload any custom policies or procedures into the system and manage assigning them as well as having employees digitally sign the policies.

CAN WE PAY FOR THE SERVICE ANNUALLY?

YES YOU CAN PAY ANNUALLY, quarterly or monthly. Payment can be made via all major credit cards or ACH transactions. Annual payments can also be paid via check.

WHERE DO THE TRAININGS COME FROM?

ALL TRAINING INCLUDED IN THE SYSTEM ARE AUTHORED BY CERTIFIED SUBJECT MATTER EXPERTS IN THE TOPIC AREA.

ARE THE TRAININGS REVIEWED FOR CHANGES IN THE LAW?

YES. All trainings are reviewed by the MedTrainer legal team on a quarterly basis for changes in law. Trainings are then updated to accommodate the changes.

DOES THE PRICE OF SERVICE EVER CHANGE?

Once you are a client **YOUR RATE ONLY CHANGES IF YOU ADD ADDITIONAL LOCATIONS OR ADDITIONAL EMPLOYEES.**

WHAT HAPPENS IF WE HAVE STAFF TURNOVER?

When one employee leaves and another is hired the **NEWLY HIRED EMPLOYEE REPLACES THE OLD EMPLOYEE** and can train with no additional costs.

WE HAVE A NEED FOR A COURSE THAT IS NOT IN YOUR LIBRARY IS WE ABLE TO GAIN ACCESS TO OTHER COURSES?

WE DO OFFER CUSTOM COURSE LIBRARIES ON A CUSTOM CASE BY CASE BASIS. We would be happy to speak to you to address the need you have and make sure you have a solution.