



Orientation Package

HEALTH CARE IN CANADA

September 2020

Orientation Package

Welcome to “Health Care in Canada” The Changing Environment

The Council for Continuing Pharmaceutical Education (CCPE) was founded in 1969 to develop and support a positive reputation for the Pharmaceutical Sales Representatives employed by **Innovative Medicines Canada** member organizations by establishing knowledge standards and holding representatives to those standards through education and accreditation. The health care landscape in Canada continues to evolve as governments implement reforms aimed at controlling costs and providing more efficient services to patients. Forces that impact the health care system, such as economic trends, national health expenditures, the political environment, demographic trends and reform initiatives change so quickly that it becomes challenging to present the most current data.

To gain a comprehensive understanding of the Canadian healthcare system, the CCPE “Health Care in Canada” program is a must learning guide for everyone in the pharmaceutical community.

Contents

Information you will find in this orientation package:

- General Information
- Study Guide
- Learning Tips
- Detailed Instructions to Access Online Exam

Fact Sheet

Contents	Paper-Based Material
	1 binder, 4 sections, 272 pages
Study Hours	27 hours (based on a study rate 10 pages per hour)
Timeline	Exam must be completed within 6 months of registration date
Exam Dates	You have the possibility to do your exam in “ MyCCPE ” portal at any time (24 hours a day, 7 days a week) from registration until your final date. Technical support is available Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern Time) . Your final date is posted in your portal.
CEU Credits	3
Type of exam	50 multiple choice questions
Duration	1 hour
Passing Grade	60%

*Marks and feedback are available following the exam. You can view the feedback by clicking ‘Solution’.

General Information

What’s in it for me?

- By assimilating, understanding and applying the knowledge and concepts that you learn in these modules, you will be able to carry on articulate, credible conversations with healthcare professionals.
- Each continuing education course you take contributes to widening your knowledge, expanding your medical horizons and increasing your employability.
- By successfully completing this course you will obtain 3 CEU credits (continuous education credits) and become a certified CCPE graduate.

What is a PIN for?

You may wonder why you have a CCPE **PIN** (personal identification number). You can use it for identification and to secure confidential information about yourself in our database. For example, to access your exam on our website, you must enter your 6 digit **PIN**. If you have forgotten your **PIN**, also called “student number” (which can be found on the bookmark sent with your course material), please call CCPE customer service at **514 333-8362** (toll-free 1 **888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at info@ccpe-cfpc.org and we will contact you the next business day.

Study Guide

This course was developed with your success in mind. The passing mark is 60%.

The program consists of the following :

- Paper-based course material
- Preparation Exam (available at all times in your portal on CCPE website)
- Certification (final) Exam

To take full advantage of this course, we suggest a specific learning path:

1. Read the learning tips in this document, to optimize your learning effort
2. Proceed with a first reading of the paper material
3. Attempt to complete the preparation exam without any assistance
4. Proceed with a second reading of the paper material
5. Review the preparation exam and your notes
6. Proceed with your final evaluation on our website

At this point you probably want to assess how much time you will need to dedicate to your learning and plan your study time for the next few weeks or months. Study time will vary from one individual to another depending on educational background, previous learning experience using similar material and, learning styles.

With an average study rate of 10 pages per hour (including review questions and the preparation exam) you are likely to require 27 hours of study.

Learning Tips

Your learning and development plan may include reading books, consulting web pages or attending a seminar. We recommend that you consider the following suggestions to optimize your learning and apply the knowledge you acquired into practical skills:

- Rather than reading an entire course, explore the table of contents to **assess which sections are most relevant to you. Read these sections first.**
- **Search for one insight** or application in everything you read. Draw conclusions and search for meanings relevant to your development.
- While reading, **highlight or bookmark sections** that you deem interesting or applicable to you. Consider creating a summary to help you convert knowledge into action the next day.
- **Be open to new ideas and innovations.** Assess how you can implement them in your own area. Refine your ideas by discussing them with colleagues.
- Build time into your schedule to **reflect on your learning and apply to your job what you have learned.** Your behaviour will not change simply because you have learned something from a book or training program. You have to consider what you will do and make time to implement it.
- **Keep your reading source handy** for quick reference as a means to improve your competencies.
- Always determine what you will do with your new information or insight. **Set a new goal and act on it.**
- After course completion, you may benefit from **discussing your ideas** and your action plan with a peer, a coach, a mentor, or your supervisor.
- **Choose learning experiences that are relevant** to your objectives and provide you with the best chance to practice and apply new information and skills.

Detailed Instructions to Access Online Exam

To access your CCPE Online Exam, please follow these easy steps.

1. Go to CCPE's homepage at www.ccpe-cfpc.org
2. Select "English" to write your exam in English.
3. You will need your 6 digit CCPE Personal Identification Number (**PIN**) to log on to the portal. If you do not know your **PIN** number, also called "student number," you can contact CCPE customer service at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at info@ccpe-cfpc.org and we will contact you the next business day.
4. At the top right, click on "**MyCCPE**" to open the portal homepage.
5. You will be asked for your "Username" and "Password". Enter your 6 digit CCPE Personal Identification Number (**PIN**) as your Username and then, your Password.
6. The exam consists of 50 questions (all multiple choice) You will have a time limit of 1 hour (60 minutes) to complete the exam. A timing device is visible for you to monitor the time limit.
7. When you open the exams, you will receive specific instructions. If you have a technical problem while taking the online exam, call the technical support at **514 333-8362** (toll-free **1 888 333-8362**) Monday to Friday from 8:30 a.m. to 4:30 p.m. (Eastern) or send an email at support@ccpe-cfpc.org and we will contact you the next business day.
8. Remember that once you open the exam on the Internet, YOU MUST COMPLETE IT or you will be considered to have failed by absence.
9. You have the possibility to navigate in your exam, but you are allowed only one (1) validation opportunity to a question. Remember, **selecting an answer and clicking "next" automatically validates an answer. So be sure of your answer before clicking on "next".**
10. The system permits you to **skip a question**. To skip a question, **leave all answer boxes empty and click on "next"**.
11. The Progress Bar located at the bottom of the screen displays **three distinct colours**: white (unanswered questions), grey (answered questions) and orange (current question). Clicking a question number displayed in white will allow you to answer the question. Please ensure that ALL questions are answered by scrolling the Progress Bar back and forth using the arrows at the extremities of the Progress Bar. Click on "VALIDATE AND EXIT" to complete the entire exam process.
12. You will be able to **view your final mark** and you will also be able to **view the feedback** for your exam by clicking "**solution**" immediately following the exam.
13. Close your browser window; you have completed your exam!