

# FAQs

**Q: What happens if I fail the exam?**

**A:** Contact the Director of Education at [education@womenshealthapta.org](mailto:education@womenshealthapta.org) for further direction.

**Q: What if I print my certificate and lose it?**

**A:** You can always log in [HERE](#) and access your existing certificates for re-printing.

**Username:** E-mail Address, **Password:** Last Name (\*First letter capitalized)

**Q: I'm experiencing technical difficulties with my exam or survey; whom do I contact?**

**A:** You may email [help@commpartners.com](mailto:help@commpartners.com) or call 1 (800) 274-9390.

**Q: I have a question about my instructor or my on-site course. Who can I contact for information?**

**A:** Contact SoWH Program Manager at [programmanager@womenshealthapta.org](mailto:programmanager@womenshealthapta.org) or 703-610-0224.

**Q: I'm applying for CEUs in my home state. Where do I find the best point of contact?**

**A:** Find the list of State Licensure Boards on the FSBPT website by clicking [HERE](#).

**Q: What is the approval number for my CAPP course?**

**A:** The Section does not individually apply for course approval numbers to each state. It is up to each individual to submit for CEU's. If you need particular materials that you cannot find online, please email

[programmanager@womenshealthapta.org](mailto:programmanager@womenshealthapta.org) with the documents you need. Our participants have never had trouble getting a course approved for credit once they applied with their states' boards.

**Q: I am completing the exam for my final course in the Pelvic or OB track. How long do I have to submit a CAPP Case Reflection?**

**A:** You have one year after the date of your last course to submit your Case Reflection.

**Q: When do I need a model?**

**A:** If you are pregnant you will need written permission from your OBGYN in order to participate. Otherwise you are required to bring a model. If you are a man taking the course you need a model. If you have an active STD or a vaginal infection you will need to bring a model. Models are to be present only during lab times, please review the time ordered agenda for the particular course you have registered for to note the times. All other cases, please e-mail the instructor of the course.

**Q: Where can I find a model?**

**A:** It is your responsibility to find or bring a model. It is NOT the course facilitators' responsibility to find a model for you. You may e-mail them to see if they know a place to hire one. If they do not know, you should plan on bringing a model with you (friend, family member). This model can NOT participate in class, they are there purely as a model. If you cannot find a model, then you should think about taking the class at a different time when you can participate.

**Q: Can students take the course?**

**A:** Only third year PT students in the last half of their school year can take PH1 ONLY.

**Q: Can I leave early from the course?**

**A:** No. You are expected to stay the entire duration of the CAPP Course. Participants are expected to stay through the entire course; please make your travel plans accordingly. Deduction of CEU certificate hours will occur for participants leaving the course early.

**Q: What happens if I arrive late for the course?**

**A:** If you arrive more than 2 hours late for the course, you will be asked to leave. There is a lot of important information in the early part of the course to miss. This is a certification course and all information presented is vital to the practice of physical therapy.

**Q: Who should I contact if I can't make it to the course?**

**A:** Please contact the SOWH Program Manager ([programmanager@womenshealthapta.org](mailto:programmanager@womenshealthapta.org))

**Q: Who should I contact if I have further questions about the area around the course?**

**A:** Please contact the course facility for this information or refer to Recommended Travel, Lodging, Restaurant page.

**Q: What is the cancellation policy?**

**A:** Please, send an e-mail to [programmanager@womenshealthapta.org](mailto:programmanager@womenshealthapta.org) to inform SOWH that you would like to cancel your course registration. If you cancel your course registration at least two weeks or more before the course date, you will get a full refund minus \$50 for cancellation fee. If you however cancel less than two weeks before the course date, a refund will **not** be issued.