Medical assistance in dying online module – FAQ

This document provides the essential information you need to enroll and view the course content. Some answers will differ based on your Canadian Medical Association (CMA) membership status.

CMA Members:

1. **What do I need to do if I have forgotten my login or password for cma.ca?**
   
   If you have forgotten your username or your password, click “Forgot password or username?” on the login screen. You will be asked to enter your e-mail address. An e-mail containing your username will be sent to you.

   If you have not received an e-mail response within 30 minutes, contact the CMA Member Service Centre (MSC) for assistance, cmamsc@cma.ca or 1-888-855-2555. The MSC is available Monday to Friday between 8 am and 8 pm EST.

2. **How do I register for a cma.ca account?**
   
   To register for a cma.ca account, on the login screen click “Register today to access CMA knowledge resources, including a suite of clinical resources and accredited learning opportunities.” You will be asked to enter your information and create a username and password.

3. **The registration page is asking for my CMA ID? What is that?**
   
   The CMA ID is your membership number. This number is uniquely assigned to your profile and would have been provided to you in your initial welcome package.

   Don’t have your membership card? You can gain access to your membership number by contacting the MSC for assistance at 1-888-855-2555. The MSC is available Monday to Friday between 8 am and 8 pm EST.

4. **Why do I need a cma.ca account?**
   
   Along with being able to access exclusive membership products, cma.ca is home to the learning management system that houses the Medical assistance in dying online module. To access the module, you must have a cma.ca user account. You will also be access a catalogue to view other courses offered through Joule Inc., a CMA company.

Non-members:

1. **How do I register for cma.ca account?**
   
   To register for a cma.ca account, click “Register today to access CMA knowledge resources, including a suite of clinical resources and accredited learning opportunities” on the login screen. You will be asked to enter your information and create a username and password.

2. **The registration page is asking for my CMA ID? What is that?**
   
   The CMA ID is a number that identifies your profile in our system. To gain access to your ID number, contact the MSC for assistance at 1-888-855-2555. The MSC is available Monday to Friday between 8 am and 8 pm EST.

3. **Why do I need a cma.ca account?**
   
   Cma.ca is home to the learning management system that houses the Medical assistance in dying online module. To access the module, you must have a cma.ca user account.

For further questions or concerns please contact us at: education@cma.ca
4. I am not a physician but am interested in taking the course, how can I register?
   We thank you for your interest in the course. At this time the course is only open for registration by physicians, medical students and residents.

General:

1. How to do I access the module?
   Non-members will be able to access the module via a link provided with your emailed purchase/registration confirmation. If you log out of the LMS, to access the module subsequently please follow the instructions provided in the Medical assistance in dying online module – Quick Reference Guide.

   CMA Members will access the module via a link on the cma.ca site, on the course description page. If you log out of the LMS, to access the module subsequently, please follow the instructions provided in the Medical assistance in dying online module – Quick Reference Guide.

2. I changed my mind and am no longer interested in the course, can I get a refund?
   The Medical Assistance in dying online module is available to CMA members at no cost and as a benefit of membership. For non-CMA members, there is a fee for the course. There will be no refunds issued for the Medical assistance in dying online module.

3. Will my credits be sent automatically to the CFPC and Royal College?
   If you are a CMA member, your credits can be automatically transferred for you. To learn more about the credit transfer process please visit the Automatic credit transfer process page.

   If you do not have a membership with CMA, you will need to submit your certificates or enter your credits online. To find out how to print your certificate, please view the Medical assistance in dying online module - Quick Reference Guide.

4. Who can I send feedback to regarding the course?
   In order to help us continuously improve future courses, both online and face-to-face, we invite you to provide your feedback in the evaluation available at the end of the course.

   If you have additional concerns, please e-mail: education@cma.ca

5. I want to know more! Is there additional material I can review?
   The CMA is currently developing a face-to-face course that will provide comprehensive education on topics related to end-of-life care, as well as advanced practical training for physicians who are considering offering medical assistance in dying to their patients.

   Course sessions will take place on September 15-17 in Vancouver and on November 3-5 in Toronto. Please check cma.ca/eoleducation for any changes to dates or locations.

6. How can I connect with peers who have taken the online module?
   We understand that medical assistance in dying may raise a lot of questions for the medical community and that learners may want to connect with their peers regarding the material they have just reviewed during the online module. A discussion forum is available within the learning management system that provides learners with a mechanism through which they can connect with peers. This discussion forum is open to all individuals who have taken the online course, Medical assistance in dying. Please use this forum to ask questions, share experiences and gain insights from your peers. For information on how to access the forum, please refer to the Medical assistance in dying online module - Quick Reference Guide.

   For further questions or concerns please contact us at: education@cma.ca