

**POLICY NUMBER: 620.1**

**POLICY TITLE: Office of CME Online Privacy Policy**

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**I. PURPOSE**

This policy describes the policies and procedures to request a refund for CME registration payments for LMU-DCOM-sponsored CME programs.

**II. POLICY STATEMENT**

The LMU-DCOM Office of CME may issue refunds for CME registration payments for live CME programs as outlined in this policy.

**III. DEFINITIONS**

**CME** = Continuing Medical Education

**Live program** = a program that takes place at a certain day and time, whether in-person or online. Also known as a synchronous program.

**Enduring program** = a program that is available for a learner to take at their own convenience. Also known as an asynchronous program.

**IV. AUDIENCE**

This policy applies to all registrants of LMU-DCOM-sponsored CME programs.

**V. COMPLIANCE**

N/A

**VI. ROLES AND RESPONSIBILITIES**

**LMU-DCOM Administration:** The mission of the Office of Continuing Medical Education (CME) at LMU-DCOM will remain consistent with the mission of the DeBusk College of Osteopathic Medicine in its commitment to prepare outstanding osteopathic physicians who are committed to the premise that the cornerstone of meaningful existence is service to humanity.

**Responsible Office:** LMU-DCOM Office of Continuing Medical Education

**Responsible University Officer:** LMU-DCOM Director of CME

**Policy Oversight Committee:** LMU-DCOM Policy Process Committee

**VII. STANDARDS**

N/A

### **VIII. PROCEDURE**

The LMU-DCOM Office of CME may issue refunds for CME registration payments for live CME programs as follows:

- Any registrant who cancels more than 5 business days prior to a paid live CME program may be entitled to a full refund.
- Any registrant who cancels less than 5 business days but more than 24 hours to a paid live CME program may be entitled to a refund minus a \$25 flat processing fee.
- Any registrant who cancels less than 24 hours prior to a paid live CME program or who does not attend a paid live CME program after registering is not entitled to a refund.
- All refund requests must be submitted to the Director of CME for consideration.
- Refunds will be issued within 30 business days once approved.

In-person registrants for hybrid live events are strongly encouraged to consider the online attendance option for these events prior to requesting a cancellation.

No refunds will be issued for enduring course registrations.

### **IX. CONTACT INFORMATION**

For more information regarding this policy, please contact the LMU-DCOM Director of Alumni Services and CME at 423-869-6252.

### **X. DOCUMENT HISTORY**

Version S23.1 approved by LMU DCOM Policy Process Committee: 06/02/23

Version S23.1 approved by LMU Legal: 06/15/23

### **XI. FORMS**

<http://dcomcme.LMUnet.edu>

<https://www.lmunet.edu/debusk-college-of-osteopathic-medicine/do/office-of-cme-preceptor-development/preceptor-faculty-development/index>