ClinicalKey®
for Nursing

User Guide

Contact you local support for any questions: customerengagement@elsevier.com
Learn more visit: www.clinicalkey.com.au/info
Website: www.clinicalkey.com.au/nursing

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Table of Contents

1   Overview

Welcome to the clinical search engine that supports clinical decisions by making it easier to find and apply relevant knowledge. ClinicalKey for Nursing drives better care by delivering fast, concise answers when every second counts, and deep access to evidence whenever, wherever you need it.

- **Fast:** Recognizes concepts and offers shortcuts to critical answers
- **Complete:** Access of a wide range of current, trusted, specialized nursing content and multimedia
- **Convenient:** Easy to discover, share and apply content anywhere
- **Trusted:** Content from Elsevier, the name healthcare professionals worldwide rely on

1.1 Selecting the Best Internet Browser

ClinicalKey for Nursing is supported across all major browsers: Chrome (Desktop, iOS, Android), Internet Explorer 8+, Firefox, and Safari (Desktop for Mac & iOS App).

Note: IE7 is also supported. Due to limitations within IE7, you may find aesthetic changes occur, however, you will have full functionality of ClinicalKey for Nursing.

1.2 Mobile Access

You can download the ClinicalKey Mobile App in 4 easy steps.

1. Open the App Store on your mobile device
2. Search for "ClinicalKey" and install at no charge
3. Once in the app, two options will appear- click on ClinicalKey for Nursing
4. Enter your ClinicalKey for Nursing username and password used for remote access and start using the ClinicalKey App!
   An internet connection is required to use the ClinicalKey Mobile App.

ClinicalKey for Nursing web application is mobile optimized, meaning it will adapt to the screen of any mobile device or tablet. Use your device's internet browser to visit www.ClinicalKey.com.au/nursing and access content on the go. You will need a personal account with remote access in order to search and view content from your device.

1.3 Registering Your Account and Activating Remote Access

You can register and use ClinicalKey for Nursing as an Institutional User. After you register, you may personalise ClinicalKey for Nursing by adding items to the **Saved Content List**, tracking **Search History** and using the **Presentation Maker**—features all designed to help save you time and allow you to easily share content.

If your institution is not setup with self-managed remote access you need to contact your institutional administrator.

To register your account using self-managed remote access:

1. Go to www.ClinicalKey.com.au/nursing and click Register in the top right corner.
2. Using the email address associated with your institution, fill in the required information on the registration page.
3. Click Register when finished. ClinicalKey for Nursing will display an activation message and sends a confirmation email.
4. In the confirmation email, click the link to officially start your remote access.*

*This will grant 180 days of remote access. Prior to the end of the 180 days, log into your ClinicalKey for Nursing personal account while on your institution's IP. This will extend access another 180 days. Should your remote access expire, follow the above steps to re-activate your access.

1.4 Logging into ClinicalKey for Nursing

To login to ClinicalKey for Nursing:

1. Go to www.ClinicalKey.com.au/nursing and click Login.
2. Enter your Username and Password.
3. Click Login. The Home Page opens.
   Note: If you have ClinicalKey for Nursing access through your institution, you must be connected to your institution's network to login or be set up with remote access to login outside of your institution's network.

1.5 Logging Out of ClinicalKey for Nursing

ClinicalKey for Nursing automatically logs you out after 30 minutes of inactivity. You can also logout manually.

To logout of ClinicalKey for Nursing:

- In the upper right corner of the Home Page, click Logout.

1.6 Username and Password

If you forgot your username, if the system does not recognise your email address, or if you are having any other problems accessing ClinicalKey for Nursing, please contact customer support by clicking **Help & Feedback** at right side of the ClinicalKey for Nursing screen.

To retrieve a forgotten password:

1. Go to www.ClinicalKey.com.au/nursing.
2. In the upper right corner of the Home Page, click Login.
3. Click Forgotten your Username or Password?
   The Forgotten Username or Password page opens.
4. Enter your email address exactly as it is in your personal profile.
   ClinicalKey for Nursing will send you an email with a link to reset your password.

To change your password:

1. Under your Account Menu, click Settings.
2. Select Change Password at the top of the page.
3. Fill in current password and then type in new password information.
4. Click Submit.

# 1.7 Navigating the ClinicalKey for Nursing Home Page

After you login to ClinicalKey for Nursing, you are at the Home Page. From the Home Page and all ClinicalKey for Nursing screens, you can search and browse. You can also use the personal account drop-down menu to access your **Saved Content**, **Presentations**, **Settings**, and more. You can return to the Home Page from any ClinicalKey for Nursing screen.

Account Menu
From the drop-down menu, access:
Saved Content
Search History
Presentations
Settings
Log Out

Search Bar and **button**

Browse Menu

Scoped Search
From the drop-down menu you can filter your search by a specific content type
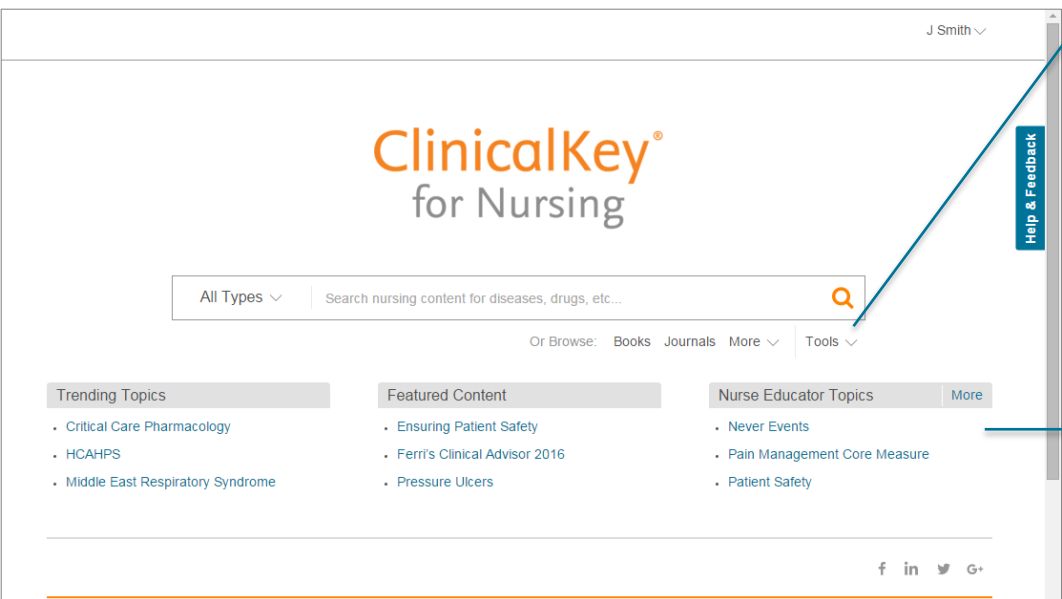
Tools
From the drop-down menu, access:
IV Dosage Calculators
PO Dosage Calculators
Body Surface Area

Feature boxes provide information on:
Trending Topics
Featured Content
Nurse Educator Topics

1.8 Searching on ClinicalKey for Nursing

It all starts with a search. The ClinicalKey for Nursing **Search Bar** is always available, so you can easily search for content at any time. There are many search options available to help your narrow your search. You can further refine your search results using filters (*see Using Filters to Refine Search Results*).

Search Using	When
Full or partial words and phrases	You know or have an idea of what you are searching for, such as migraines.
Acronyms	You know the acronym and do not want to enter the full term. Example: Enter ARDS and results are displayed for acute respiratory distress syndrome.
Author's name	You know or have an idea of the author you are searching for.
Book or journal title	You know or have an idea of the book or journal title you are searching for.
NLM standard abbreviated journal reference	You know the citation information for a journal, for example: J Emerg Nurs. 2015 Oct 31;41(6):467-8

1.9 Searching with AutoSuggest

The **Search Bar** is always available, so you can search from any ClinicalKey for Nursing screen.

To search ClinicalKey for Nursing using AutoSuggest:

1. In the Search Bar, enter the first few letters of your search word/words, or use a search method from the table above. As you enter your search criteria, ClinicalKey for Nursing's AutoSuggest feature automatically displays a list of relevant search terms, suggestions, books and journals, and authors. As you keep entering criteria, AutoSuggest continually refines the list of search terms.

2. Click the best match. The system will take you to the Search Results Page, which lists search results in order of clinical relevance.

2 Topic Pages

When you need an immediate answer, ClinicalKey for Nursing offers disease and drug **Topic Pages.** Topic pages provide a high level overview, with the option to dive deeper into content when needed.

If your search term has an available Topic Page, you will see a snapshot of a Topic Page presented on the right hand side of the search results page. In the snapshot header bar, click on **View Full Topic** to view the complete Topic Page.

2.1 Navigating the Topic Page

2.2 Viewing Search Results

After you perform a search and narrow down your results, the Search Results Page shows the most clinically relevant results for your search. If you did not filter your search results, the default search results show all study types, all specialties, all source types and all publication dates.

2.3 Navigating the Search Results Page

Click to return to the **Home Page**

Scoped Search: narrow search results from any page

Save, **email**, or **print** multiple selected results

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All Types ⌄ | pneumonia | ✕ 🔍 | Books Journals More ⌄ | Tools ⌄

Filter By: Source Type ⌄ Study Type ⌄ Specialties ⌄ Date ⌄

[+] Rate Results 🔖 💬 ✉ 🖨

17790 results | Show: Subscribed Content ⌄ Sort by: Relevance ⌄

BOOK CHAPTER
Pulmonary Disorders

Critical Care Nursing: Diagnosis and Management.
Stacy, Kathleen M.. Published January 1, 2014. Pages 514-548. © 2014.

BOOK CHAPTER
Chest and Lungs

Seidel's Guide to Physical Examination.
Ball, Jane W., DrPH, RN, CPNP; Dains, Joyce E., DrPH, JD, RN, FNP-BC, FAANP... Show all. Published January 2, 2015. Pages 260-293. © 2015.

BOOK CHAPTER
Respiratory

PeriAnesthesia Nursing Core Curriculum.
MARLEY, REX A.; HOYLE, BECKI; ROLDAN, STEPHANIE. Published January 1, 2016. Pages 491-561. © 2016.

BOOK CHAPTER
Respiratory Anatomy, Physiology, Pathophysiology, and Anesthetic Management   🔖 ✉ 🖨

Nurse Anesthesia.
Rieker, Michael. Published January 1, 2014. Pages 590-661. © 2014.

BOOK CHAPTER
Pulmonary Clinical Assessment

Pneumonia
Disease Overview   > View Full Topic
Clinical Companion to MedicalSurgical Nursing · Dirksen, Shannon ...

Description

Pneumonia is an acute inflammation of the lung parenchyma caused by a microorganism. Despite new antimicrobial agents to treat pneumonia, it is still associated with significant morbidity and mortality rates. Pneumonia can be caused by bacteria, viruses, *Mycoplasma,* fungi, parasites, and chemicals.

A clinically effective way to classify pneumonia is to classify it as *community-acquired pneumonia* (CAP) or *medical care–associated pneumonia* (MCAP). Classifying pneumonia is important because of the differences in the likely causative organisms (Table 69) and the selection of appropriate treatment.

Table 69
Organisms Causing Pneumonia

View table

> Continue Reading

Was this helpful? Yes or No

Filters to narrow your results by:
Source Type
Specialties
Study Type
Date

Sort by: click to sort by Relevance or Date

Multi-select option lets you select multiple results to save, email, or print

Save, **email**, and **print** icons display when hovering over an individual result

Tip: Even if you make a typo in the Search Bar, when you press Enter, ClinicalKey for Nursing predicts what you are searching for and suggests possible matches.

2.4 Using Filters to Refine Search Results

After you perform a search, on the top of the Search Results Page you can refine your search results by **Source Type**, **Study Type**, **Specialty** and **Date**. The relevance and date **Sort By** options let you sort results according to your preference. To remove filters, click the **X** next to the filter you wish to remove.

To refine your search results by Source Type:

- In the **Source Type** list click one or more source types in which you are interested. The search results show only the selected source types.

    ClinicalKey for Nursing includes the following source types:

Books	**Images**	**Procedures Consult**
Clinical Trials	**MEDLINE® Abstracts**	**Labs**
Drug Monographs	**Videos**	**Clinical Updates**
Full Text Articles	**Patient Education**	**Clinical Skills***
Core Measures	**Practice Guidelines**	
Mosby's Evidence-Based Nursing Monographs		

    *Clinical Skills will appear in ClinicalKey for Nursing as a content source in Browse, Source Type filter, and search results for institutions that have a subscription to Clinical Skills.

To refine your search results by Study Type:

- In the **Study Type** list click one or more studies in which you are interested. The search results show only the selected study types.
-
    ClinicalKey includes 4 types of study:

Systematic Reviews	**Randomized Control Trials**
Meta Analysis	**Narrative Review**

To refine your search by Specialty:

The left panel includes the most relevant specialties for your search criteria.
- In the **Specialty** list click the drop-down arrow, select one or more boxes next to the medical specialties in which you are interested. The search results show only content for the selected specialties.

To refine your search results by Date:

- In the **Date** list click one or more publication time frames in which you are interested. The search results show only the selected date ranges.

Last 6 months	**Last 18 months**	**Last 5 years**
Last 12 months	**Last 2 years**	

2.5 Using Scoped Search to Refine Search Results

Use **Scoped Search** when you know the specific content type you would like to search. The search bar is available from any screen, so you can use Scoped Search at any time.

To search using Scoped Search:

1. From the search bar, select the All drop-down menu.
   A list of searchable content types displays.
2. Select the content type you want to search and ClinicalKey for Nursing displays the selected type.
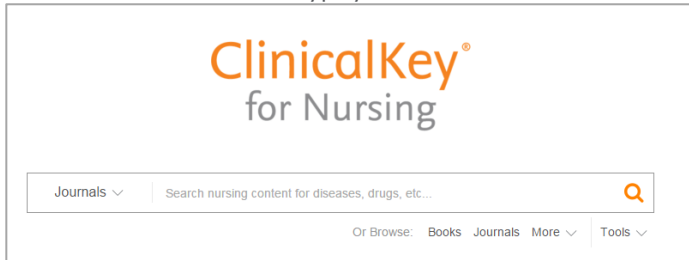
3. Enter a term in the search box and run a search.
   ClinicalKey for Nursing returns search results only for the selected content type.
4. Scoped Search can also be accessed from the book and journal Content Reader to narrow a search within a book, book chapter, journal, journal issue, or full text article.

2.6 Search History

When logged in, ClinicalKey for Nursing tracks your **Search History** so you can easily and quickly run a previous search. Each time you open a saved search, ClinicalKey for Nursing automatically refreshes the page and displays a list of the most recent and relevant results.

To view Search History:
1. Go to Search History under your account menu.
2. View search history.
3. Click a past search term to run the search again and see current search results.
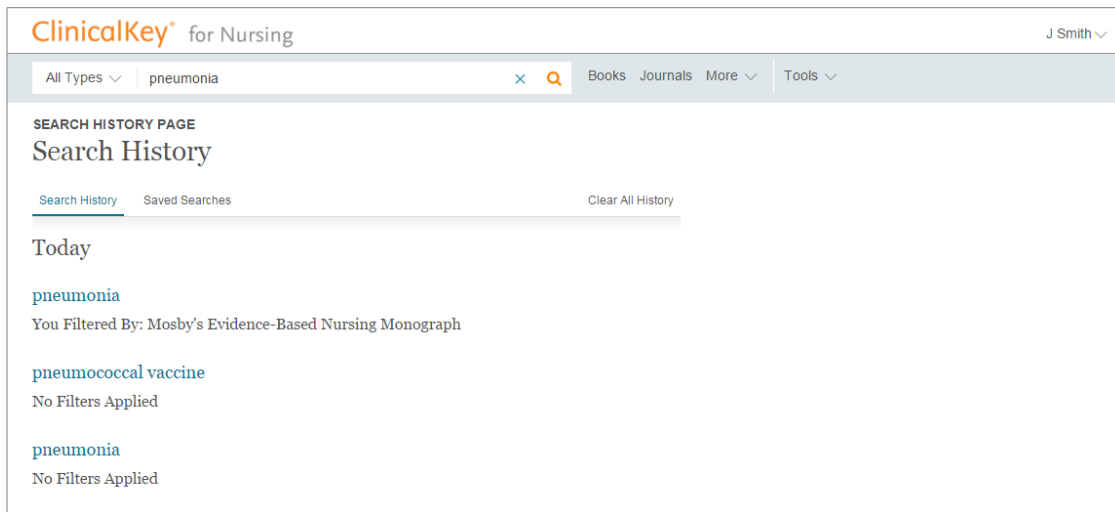
To remove Search History:
1. View your Saved History.
2. Hover over the search term you want to remove.
3. Click the trash icon to remove the search from your search history.
   Tip: You can also select Clear All History to clear all past searches.

To save a search from Search History:
1. View your Search History.
2. Hover over the search term you want to save.
3. Click the star icon to save a search to your Saved Searches.

To remove a search from Saved Searches:
1. View your Search History and click the Saved Searches tab.
2. Hover over the search term you want to remove.
3. Click the trash icon to remove a search to your Saved Searches.

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3   Reading Content on ClinicalKey for Nursing

After you select content on the Search Results Page, you can display and read it in the **Content Reader.** The Content Reader is the same for all content types.

3.1 Selecting Content

To select content to read:

- From the Search Results Page, click the title of your desired search result. The Content Reader opens to display the content.

3.2 Navigating the Content Reader

3.3 Saving Content

You can save content in ClinicalKey for Nursing to the **Saved Content** list and then access it at a later time. Use **Tags** to categorise and organise content for quick access when you need it. You can also print and email selected content directly from the Saved Content list.

To save content:

1. From the Search Results Page, click the Save icon next to the content you want to save.
   Note: To select multiple pieces of content, click the multi-select box, choose the items you want to save, then click the Save icon.
   The tagging window opens.
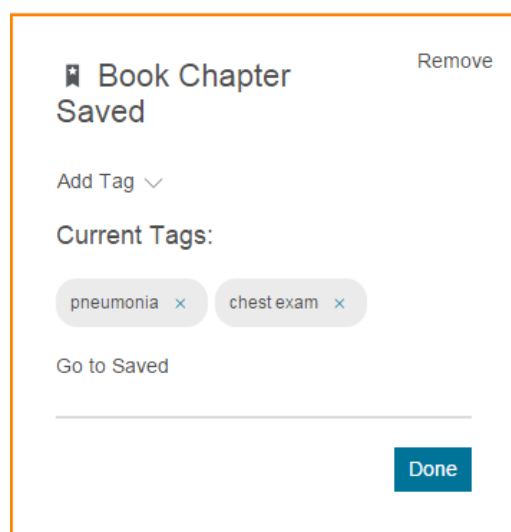
2. Add tags by selecting a term from the Add Tag drop-down menu, or create a new tag by clicking New Tag. Click Done when you're finished tagging.
3. Content is added to the Saved Content list.
   Tip: You can also save any article from the Content Reader.

To access content from the Saved Content list:

1. Click the Saved Content option under your account menu.
   The Saved Content page opens.
2. Click the title of the content you want to access.
   The content opens in the Content Reader.
   Tip: Clicking a tag(s) shows only the content with that tag. Clicking a tag again will deselect it.

To remove articles from the Saved Content List:

1. Click the Saved Content option under your account menu.
   The Saved Content page opens.
2. Hover over the article you want to remove.
3. Click the trash icon to remove the article.
4. A pop-up confirms the article has been removed.
   Click the Undo button if you'd like to undo the action.

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3.4 Continuing Education. Coming Soon.

You can earn Continuing Education Contact Hours through reviewing Clinical Update content on ClinicalKey for Nursing. Coming Soon.

*Continuing Education Contact Hours for nurses is not part of the standard package and requires an additional fee. Please contact your sales representative for more information.

To earn Continuing Education Contact Hours[1]:

1. Review Clinical Update content to find an answer and learn more.
2. After reviewing the material, click Go to test near the top right of the page.

3. A new window will open to the Clinical Update Continuing Education login screen.
4. Log into your account or create a new one.
5. Select the test that relates to the Clinical Update you reviewed.
6. Complete the test and submit.
   Note: Users will need to be logged in and have an account on the Clinical Update Continuing Education site to earn credits. See the instructions on the Clinical Update Continuing Education page to set up an account, or click the How to Earn Credit link on the Clinical Update content reader.

[1] Elsevier is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.
Elsevier is provider approved by the Florida Board of Nursing. The provider number is #50-4681. Elsevier is provider approved by the California Board of Registered Nursing. The California Provider number is CEP 3257.

3.5 Sharing ClinicalKey for Nursing Handouts with Patients

You may share **Patient Education** handouts with patients for personal, noncommercial use. You can share information by printing it and giving patients a hard copy or by downloading it as a PDF. ClinicalKey for Nursing also lets you personalize Patient Education handouts and include comments.

To customize Patient Education handouts:

1. Display the Patient Education handout you want to customize.
2. Click the Print button.
3. The language selected defaults to English. Use the language selector dropdown to choose a different language if needed.
4. Add special instructions using the text box. Use the formatting tools to bold, italicize, or underline text.
5. Include contact information using the form available. Add additional contacts as necessary.
6. Adjust the text size by clicking the selection next to the small, medium, and large options.
7. Click Print when finished.

3.6 Printing, Downloading, and Emailing Content from ClinicalKey for Nursing

You can print any content on ClinicalKey for Nursing and download any material that has a PDF icon. You may print or download content from the site for your own personal, noncommercial use, provided you keep intact all copyright and other proprietary notices.

You may not engage in systematic retrieval of content from the site to create or compile, directly or indirectly, a collection, compilation, database, or directory without prior written permission from Elsevier.

To print content from the Content Reader:

1. Display the content you want to print in the Content Reader.
2. Click the print icon. The Print Preview screen opens.
   Tip: Always use the ClinicalKey for Nursing print icon to print your content. Other methods of printing can produce blank pages.
3. On the left, select printing options, such as range of pages and number of copies.
4. Click Print.

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To download PDF content from the Content Reader:

1. To download a PDF there must be a PDF icon to the right of the title in the Search Results Page or in the Content Reader.
2. From the Search Results Page, click the title of the PDF content you want to download.
   The content opens in the Content Reader.
3. Click the PDF icon to download the content.
   Save the PDF using your browser.
   Tip: You can download content directly from the Search Results Page by clicking the PDF icon next to a title.

FULL TEXT ARTICLE

Pneumonia in Adults: the Practical Emergency Department Perspective

Emergency Medicine Clinics of North America.
Woolfrey, Karen G.H., MD, FRCP(C). Published May 1, 2012. Volume 30, Issue 2. Pages 249-270. © 2012.

To email content from ClinicalKey for Nursing:

1. Display the content you want to email in the Content Reader center panel.
   Click the email icon. An Email Citations window opens.
   Tip: You can email content directly from the Search Results Page by clicking the email icon next to a result.
2. Enter the recipient's email address, and an optional message.
   ClinicalKey for Nursing automatically attaches a hyperlink and citation of the selected content to the email.
3. Click Send.
   A message indicates your email was sent successfully.

3.7 Citations

You need to cite all articles and books from ClinicalKey for Nursing according to the *American Medical Association Manual of Style*, 10th Edition.

In citations for drug monographs, images, and patient education materials, include the copyright holder, the title of the material, a reference to ClinicalKey for Nursing with the appropriate URL, and the date you viewed the material.

4   Creating Presentations from ClinicalKey for Nursing

You can use the **Presentation Maker** to share the latest evidence based information with colleagues and care teams by exporting text and images to PowerPoint or Keynote. ClinicalKey for Nursing lets you build, name and manage as many presentations as you'd like, and will also automatically insert citations onto your slides.

4.1 Using the Presentation Maker
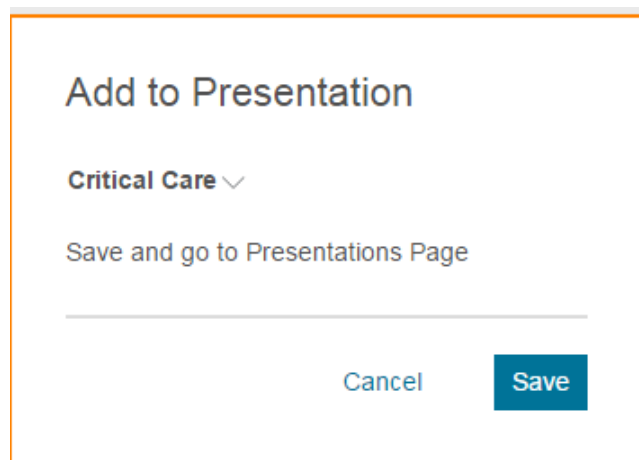
To add images to the Presentation Maker:

1. From the Search Results Page, click the Add to Presentation to the right of the images you want to add to the Presentation Maker.
   The Add to Presentation window opens.
   Tip: You can add multiple images at a time by turning on the Multi-Select option and selecting the check boxes to the right of the images you want to add. Then click the Add to Presentation icon at the top right of the Search Results Page.
2. Select the presentation you want to add images to, or click Create New Presentation to start a new presentation.
3. Click Save to add your images to the selected presentation.
   You can also select Save and go to Presentations Page to go directly to the presentations page and view your content.

To view images in Presentations:

1. Click the Presentations option under your account menu.
   The Presentation Maker page opens.
2. View the images in each presentation by clicking the presentation name.

To remove images from Presentations:

1. Click the Presentations option under your account menu.
   The Presentation Maker page opens.
2. View the images in each presentation by clicking the presentation name.
3. Click the image you want to remove.
   The image preview window opens.
4. Click the trash icon to remove the image.
   Click the Undo button if you'd like to undo the action.

4.2 Creating a Presentation for PowerPoint or Keynote

You can share images from ClinicalKey for Nursing by creating a PowerPoint or Keynote presentation with them.

To create a PowerPoint or Keynote presentation with ClinicalKey for Nursing images:

1. Add all the images you want for your presentation to the ClinicalKey for Nursing Presentation Maker.
2. Open the Presentation Maker.

Select the preferred presentation under My Presentations.
3. Click the Export button.
4. ClinicalKey for Nursing downloads the presentation file.
5. View your presentation in PowerPoint, Keynote, or other applications that support PowerPoint files.

4.3 Permissions

Authorised users of ClinicalKey for Nursing have permission to use content from the site in presentations for noncommercial use. You must keep intact all copyright and other proprietary notices.

5   Browsing in ClinicalKey for Nursing

If you already know the source you're looking for, jump right to ClinicalKey for Nursing's **Browse** feature. The ClinicalKey for Nursing Browse menu is always available and gives you access to books, journals, videos and more, and highlights new content sources as they're added. This section describes how to browse journals, books, images, and videos.

To select a type of content to browse:
- On the menu bar, click Books, Journals, or More to see a drop-down menu of content to browse.
- On the homepage of ClinicalKey for Nursing you can also select a link from Trending Topics, Featured Content, or Nurse Educator Topics to explore a topic further.

5.1 Browsing Books

To browse books:

1. Click Books on the menu bar.
    The Browse Books screen opens with a complete list of books in ClinicalKey for Nursing, in alphabetical order by book name.

2. To narrow down the list of books, you can do the following:
    - Filter by specialty using the Specialties drop-down menu.
    - In the Find by Title search box, type part or all of a book title.
    - Click an alphabet letter, A to Z, to see books whose names begin with that letter.
3. Click a book title.
    The table of contents opens.
4. Click a chapter title.
5. Scroll through the chapter by clicking topics in the outline or using the scroll bar.

5.2 Browsing Journals

To browse journal articles:

1. Click Journals on the menu bar.
   The Browse Journals screen opens with a complete list of journals in ClinicalKey for Nursing, in alphabetical order by journal name.

2. To narrow down the list of journals, you can do the following:
   - Filter by specialty using the Specialties drop-down menu.
   - In the Find by Title search box, type part or all of a book title.
   - Click an alphabet letter, A to Z, to see journals whose names begin with that letter.
3. Click a journal title. The journal volumes page opens, displaying the journal by year and volume number.
   Click a volume and a drop-down menu lists the issues within each volume.
4. Click an issue. The table of contents for that journal issue opens.
   Tip: For updates on a journal, click the New Issues Alerts subscribe link to receive emailed updates.
5. Click an article title. The article opens in the Content Reader.
6. Scroll through the article by clicking topics in the outline or using the scroll bar.

5.3 Browsing Multimedia

To browse images and videos:

1. Click Multimedia under the More drop-down menu.
   The Browse Multimedia screen opens.
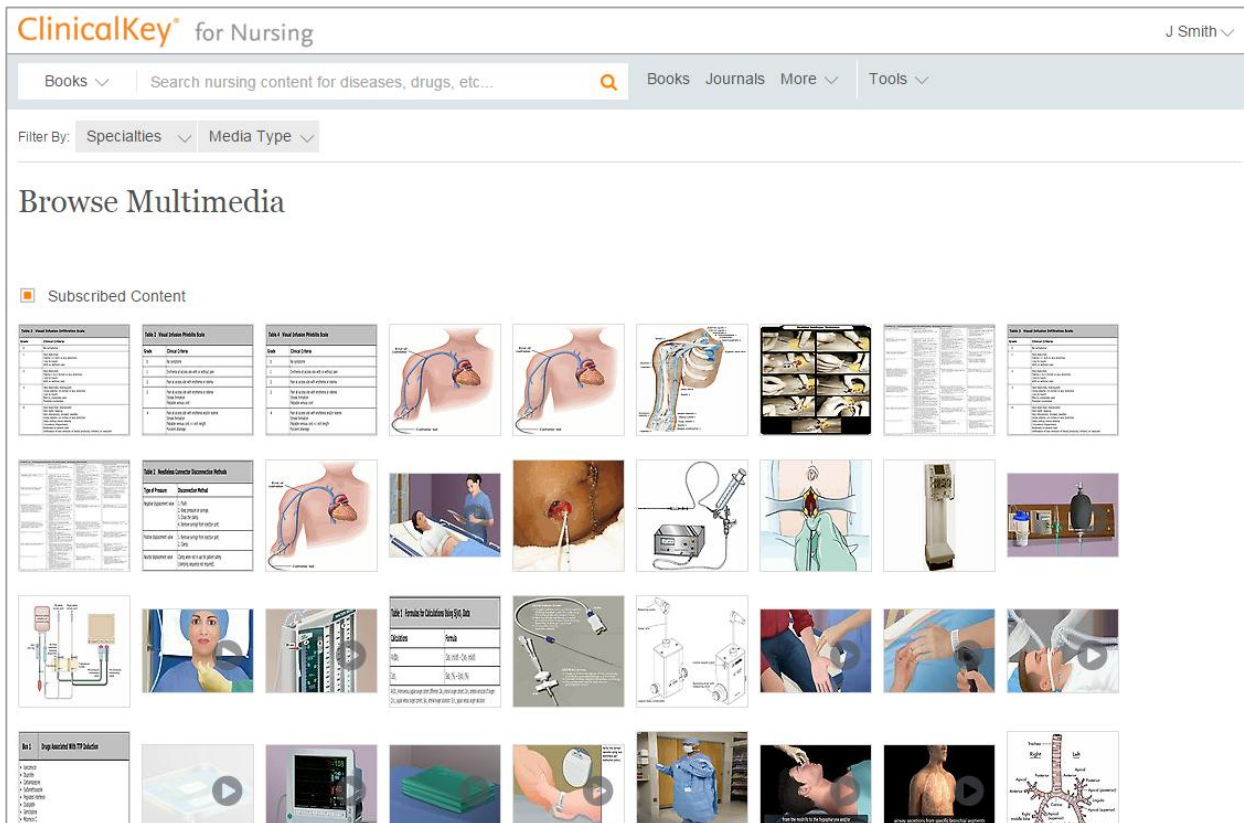
2. To narrow down the list of images and videos, filter by media type or specialty using the filter drop-down menus.
3. Click an image. An Image Preview screen opens with links to the image and citations.
   Click X in the upper right corner of the image preview to close it.
4. Click a video. A Video Preview screen opens where you can run the video, get links to the video, or citation information.

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6 Tools

The **Tools** drop-down menu has resources that allow nurses to check dosage calculations. The calculators provide IV and PO dosage information, along with a body surface area calculator.

To use the calculators:
1. Click the Tools drop-down menu.
2. Select the IV Dosage, PO Dosage, or Body Surface Area calculator.
3. The calculator screen opens with formula information, and an example problem and answer.
   ▪ For the IV and PO Dosage calculators, you can select different calculators from the gray drop-down menu.
4. Fill out the form fields and adjust measurements as needed.
5. Hit Calculate to get answer.

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| Books ⌄ | Search nursing content for diseases, drugs, etc... 🔍 | Books   Journals   More ⌄ | Tools ⌄ |

PO Dosage Calculators

Capsule

Liquid

Tablet

What is the dose ordered?   [   ] milligram ⌄

What is the standard dose available?   [   ] milligram ⌄

Clear   Calculate

Formula

(Dose Ordered / Standard Dose Available) × Conversion Factor = Number of Capsules to be Administered

Example

Order:

550 milligrams of azithromycin. The standard dose per capsule is 250 milligrams. How many capsules do you administer?

- What is the dose ordered? 550 milligrams

- What is the standard dose available? 250 milligrams

7 Account Maintenance

To view the ClinicalKey for Nursing Privacy Policy, Registered User Agreement, and Terms and Conditions:

1. Click the following links: Privacy Policy, Registered User Agreement, and Terms and Conditions
2. Click the links in the footer bar of any ClinicalKey for Nursing page.

7.1 Contacting Customer Support

A link to customer support information appears at the bottom right of every ClinicalKey for Nursing screen.

To contact Customer Support:

▪ Click Help & Feedback at the bottom of the screen.

Customer Service for Individual Subscriptions	e-mail: usinfo@elsevier.com telephone US toll-free: +1 (800) 401-9962 telephone Non US toll-free: +1 (314) 447-8200 telephone service hours: 7:30 am – 7 pm CDT (St. Louis office) Monday–Friday, excluding national holidays
Institutional Support – Americas (United States, Canada, Central America, and South America):	e-mail: usinfo@elsevier.com e-mail for Spanish customers: brinfo@elsevier.com telephone US toll-free: +1 (888) 615-4500 telephone Non toll-free: +1 (314) 447-8200 telephone service hours: 7:30 am – 7 pm CST (St. Louis office) Monday–Friday, excluding national holidays
Customer Service for Continuing Education	e-mail: customercare@elsevier.com telephone: 1 (866) 344-2088 telephone service hours: 9 am– 5pm CST Monday – Friday, excluding national holidays
Institutional Support - Europe, Middle East, and Africa:	e-mail: nlinfo@elsevier.com e-mail for Spanish customers: brinfo@elsevier.com telephone: +31 (0) 20 485-3767 telephone service hours: 9 am – 6 pm GMT+1 (Amsterdam office) Monday – Friday, excluding national holidays
Institutional Support - Asia and Pacific:	e-mail: sginfo@elsevier.com tel: +65 6349 0222 tel service hours: 9 am – 6 pm SST Mon– Fri excl. national holidays (12:00 pm to 9:00 pm AEST) local Support: customerengagement@elsevier.com Tel: + 61 2 9422 8531
Institutional Support - Japan:	e-mail: jpinfo@elsevier.com Web site: japan.elsevier.com telephone: +81 (3) 5561 5035 telephone service hours: 9:30 am – 5:30 pm JST (Tokyo office) Monday – Friday, excluding national holidays