

IOWA NURSE AIDE CANDIDATE HANDBOOK

June 2025
VERSION 1

D&S Diversified Technologies (D&S DT) - Headmaster

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Iowa TMU©: [**ir.tmutest.com**](http://ir.tmutest.com)

[**www.hdmaster.com**](http://www.hdmaster.com)

(800) 393-8664 | (877) 851-2355



D&S DT
TMU

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test **(800) 393-8664**

Questions regarding: obtaining information on official regulations and guidelines for nurse aides • nurse aide certification • renewals • Iowa Direct Care Worker (DCW) Registry **(515) 381-7835**

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Iowa Department of Inspections, Appeals, and Licensing (DIAL) Direct Care Worker Registry 6200 Park Avenue, Suite 100 Des Moines, IA 50321 Email: DCW@dia.iowa.gov iowa Direct Care Worker Registry	Monday through Friday 8:00AM – 4:30PM Central Time (CT) <i>Iowa CNA Information Website:</i> State of Iowa CNAs	Phone #: (515) 381-7835

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INTRODUCTION

In 1987, the Nursing Home Reform Act was adopted by Congress as part of the Omnibus Budget Reconciliation Act (OBRA'87). It was designed to improve the quality of care in long-term health care facilities and to define training and evaluation standards for nurse aides who work in such facilities. Each state is responsible for following the terms of this federal law.

As defined in the OBRA regulations, a Nurse Aide competency evaluation program provides specific standards for nurse aide-related knowledge and skills. The purpose of a Nurse Aide competency evaluation program is to ensure that candidates who are seeking to be nurse aides understand these standards and can competently and safely perform the job of an entry-level nurse aide.

This handbook describes the process of taking the Nurse Aide competency examination and is designed to help prepare candidates for testing. There are two components to the Nurse Aide competency examination—a multiple-choice knowledge exam and skills test. Exam candidates must be registered, complete approved training, pass both components of the competency exam, and meet all other requirements of the State of Iowa, Department of Inspections, Appeals, and Licensing (DIAL), for certification in Iowa and to have their name placed on the Iowa Direct Care Worker (DCW) Registry.

Iowa has approved D&S Diversified Technologies-Headmaster, LLP to provide tests and scoring services for nurse aide testing. For questions not answered in this handbook, please contact D&SDT-Headmaster at (800)393-8664 during regular business hours, 7:00AM to 7:00PM (CT), Monday through Friday, excluding Holidays, or go to D&SDT-Headmaster's Iowa Nurse Aide webpage at hdmaster.com. The information in this handbook will help you prepare for your examination and should be kept for future reference.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA COMPLIANCE

The Iowa Department of Inspections, Appeals, and Licensing (DIAL) and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for the examination. D&SDT-Headmaster must approve accommodations in advance of the examination. Complete the [ADA Accommodation Request Application](#) found on the Iowa TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

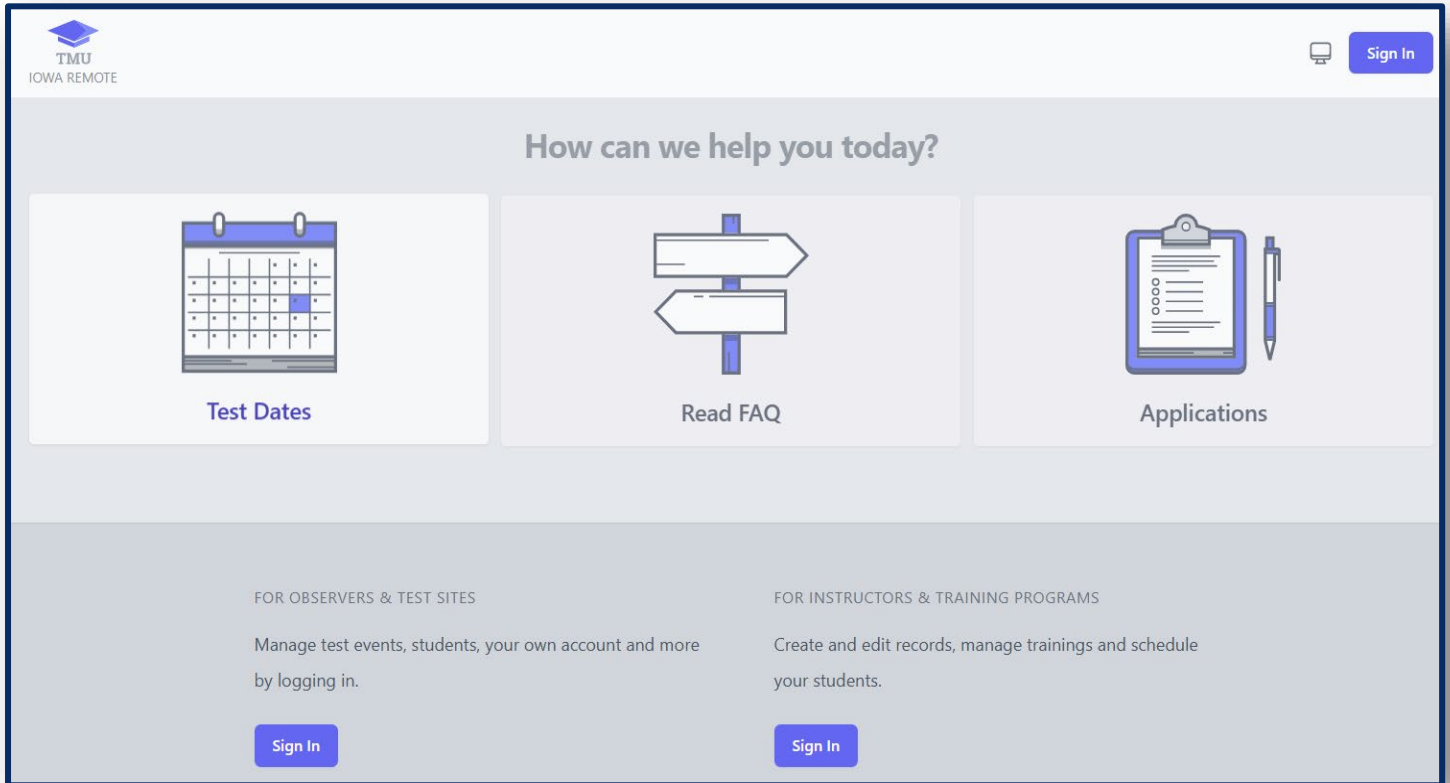
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-Headmaster will email you if further documentation or information is required using the email in your TMU© account.

Please allow additional time for your request to be approved. If you have questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

IOWA TESTMASTER UNIVERSE© (TMU©)

IOWA TMU© HOME PAGE

This is the Iowa TMU© main page ir.tmutest.com:



- Click on 'Test Dates' to see the calendar of available test events and their location
- Click on 'Read FAQ' for frequently asked questions
- Click on 'Applications' for forms you may need

COMPLETE YOUR TMU© ACCOUNT

Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

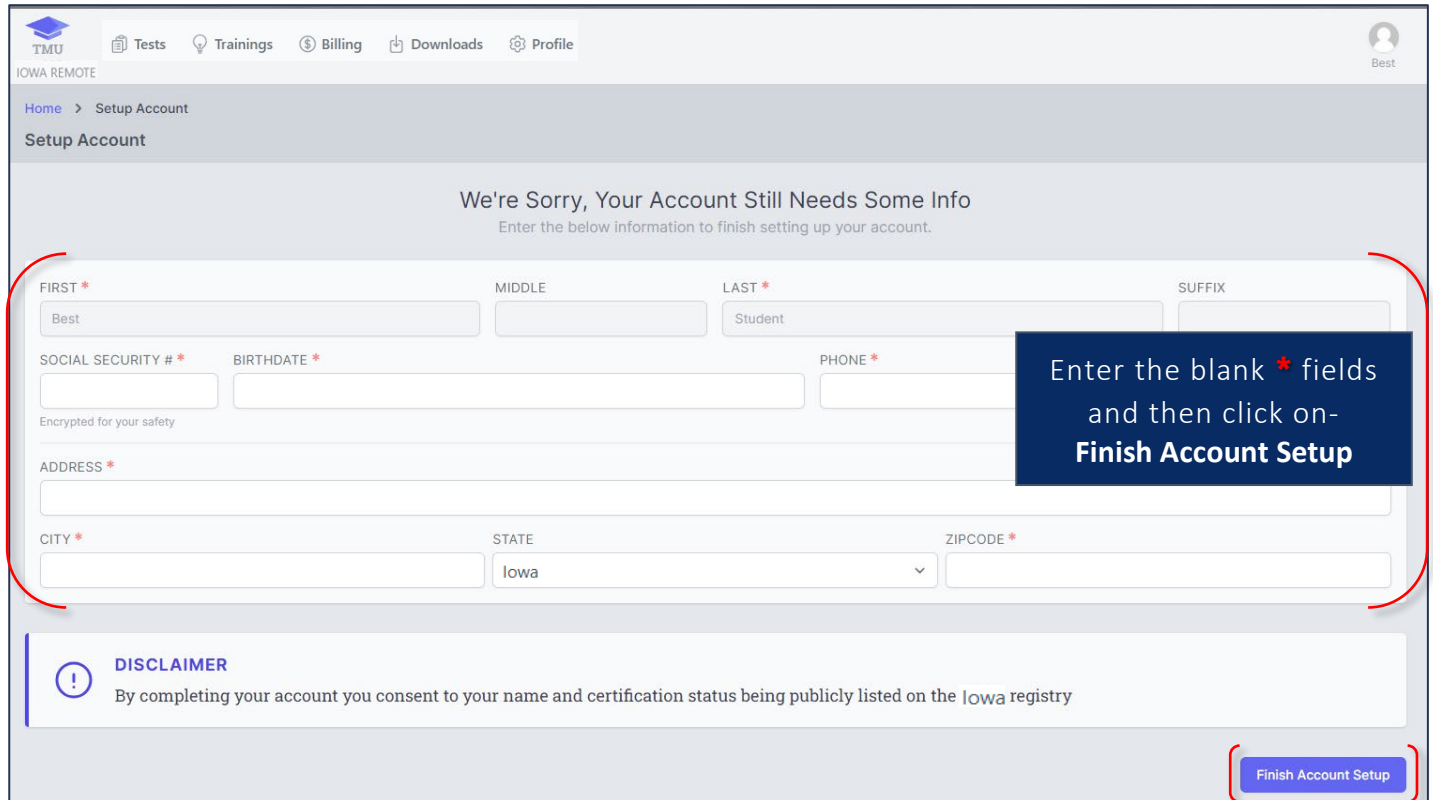
IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information **prior to testing**. Failure to do so may result in you being turned away from testing. You will be a no-show status for your event and forfeit your testing fees.

Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event.**

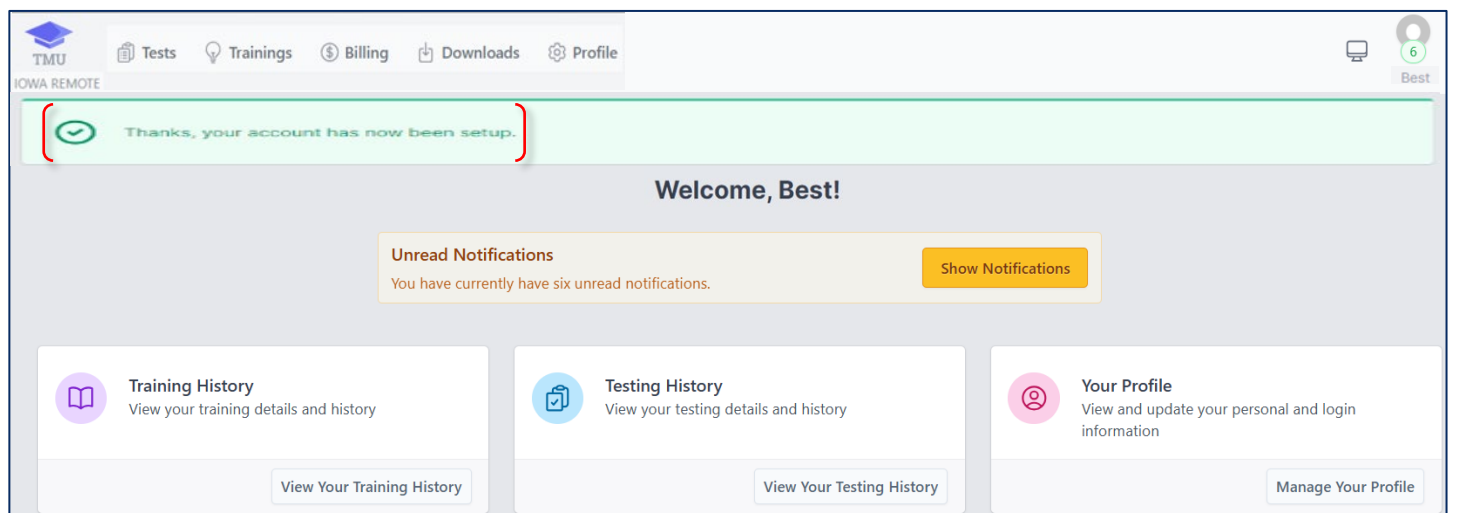
If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see

instructions under **‘Forgot your Password and Recover your Account’**). If you cannot sign in, contact D&SDT-Headmaster at (800)393-8664.

This is the screen you will see the first time you sign in to your TMU© account with the **demographic information you need to enter to complete your account**:



You will get the message that your account has now been set up.





FORGOT PASSWORD AND RECOVER ACCOUNT

If you do not remember your password, follow the instructions with screenshots in this section.

Go to ir.tmutest.com

TMU
IOWA REMOTE

Click on-
Sign In

How can we help you today?

Test Dates

Read FAQ

Applications

FOR OBSERVERS & TEST SITES

Manage test events, students, your own account and more by logging in.

Sign In

FOR INSTRUCTORS & TRAINING PROGRAMS

Create and edit records, manage trainings and schedule your students.

Sign In

Sign In

USERNAME OR EMAIL

PASSWORD

☐ REMEMBER ME

Sign In

[Forgot Your Password?](#)

Click on-
Forgot Your Password?



Type in your **Email Address**

Click on-

Recover Account

An email with the reset link will be sent to you.

Click on the reset link in your email to reset your password.

-OR-

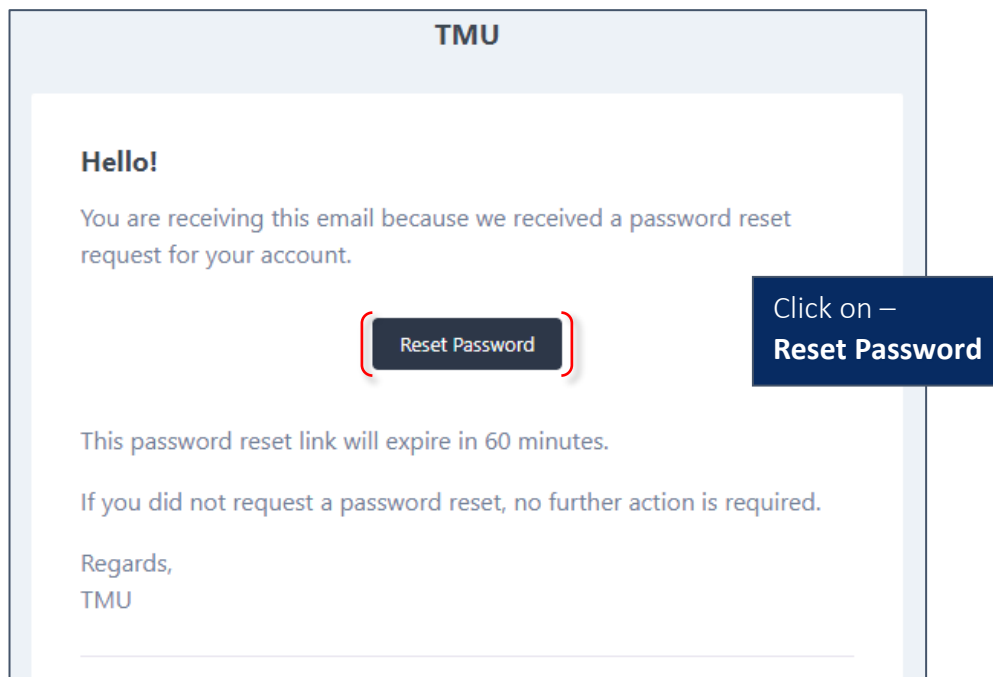
You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account

Click on-

Recover Account

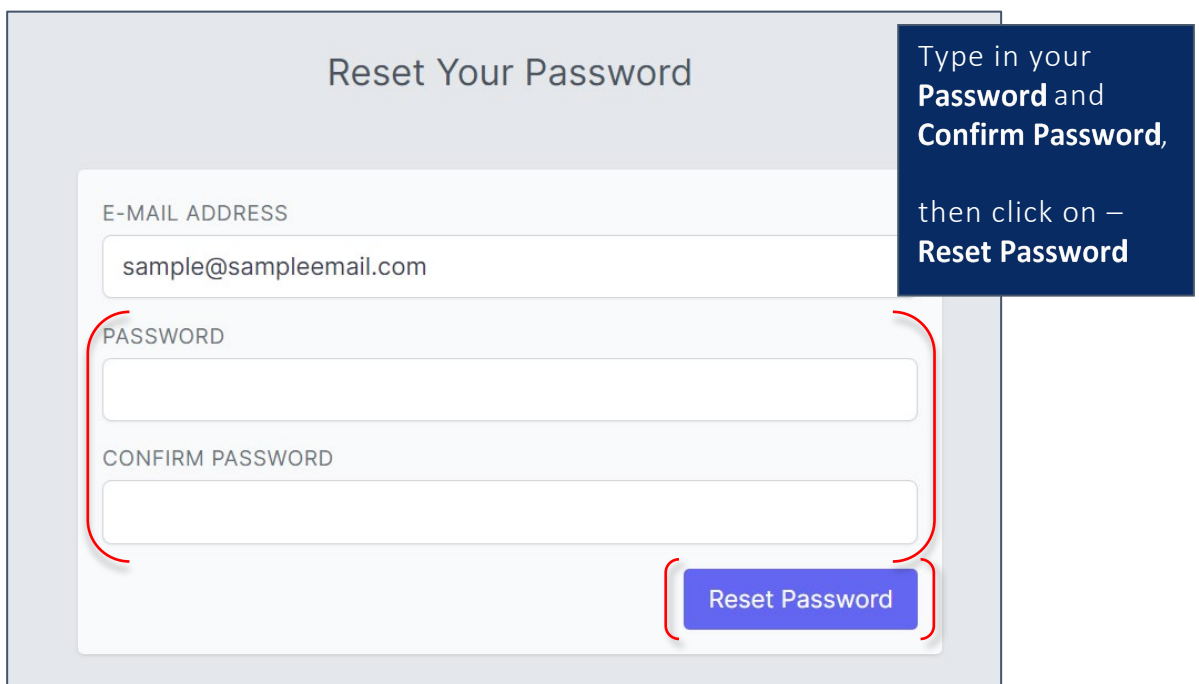
You will get the message that you have been emailed your password reset link.

This is what the email will look like (check your junk/spam folder for the email):



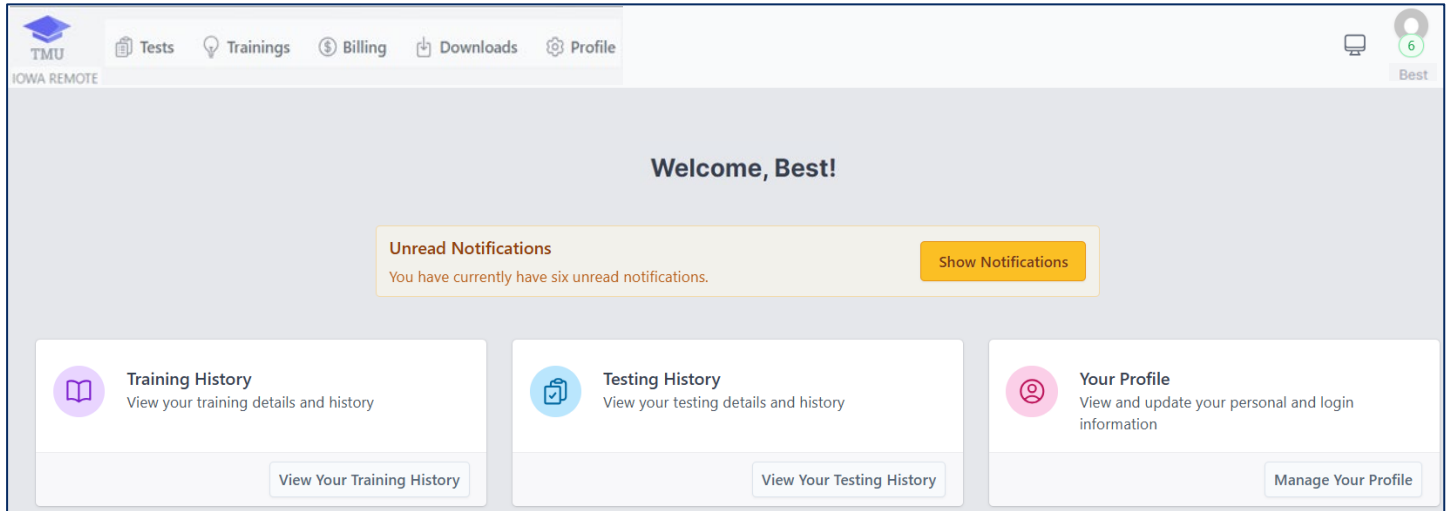
The image shows a screenshot of an email from TMU. The email header says "TMU". The body of the email starts with "Hello!" followed by "You are receiving this email because we received a password reset request for your account." Below this is a button labeled "Reset Password". To the right of the button is a blue callout box that says "Click on – Reset Password". Below the button, the email states "This password reset link will expire in 60 minutes." and "If you did not request a password reset, no further action is required." The email ends with "Regards, TMU".

Note: If you do not reset your password right away, the link expires in 60 minutes, and after that time, you will need to request a new link.



The image shows a screenshot of a "Reset Your Password" form. The form has a title "Reset Your Password". Below the title are three input fields: "E-MAIL ADDRESS" (containing "sample@sampleemail.com"), "PASSWORD", and "CONFIRM PASSWORD". A red bracket groups the "PASSWORD" and "CONFIRM PASSWORD" fields. To the right of the form is a blue callout box that says "Type in your Password and Confirm Password, then click on – Reset Password". At the bottom right of the form is a button labeled "Reset Password".

This is the candidate home screen you will see once you have reset your password:



THE IOWA NURSE AIDE COMPETENCY EXAM

PAYMENT INFORMATION

EXAM DESCRIPTION	PRICE
Remotely Proctored Knowledge Exam <i>or Retake</i>	\$50.00
Audio Version of the Remotely Proctored Knowledge Exam <i>or Retake</i>	\$50.00

REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATE REQUIREMENTS

Candidates must have:

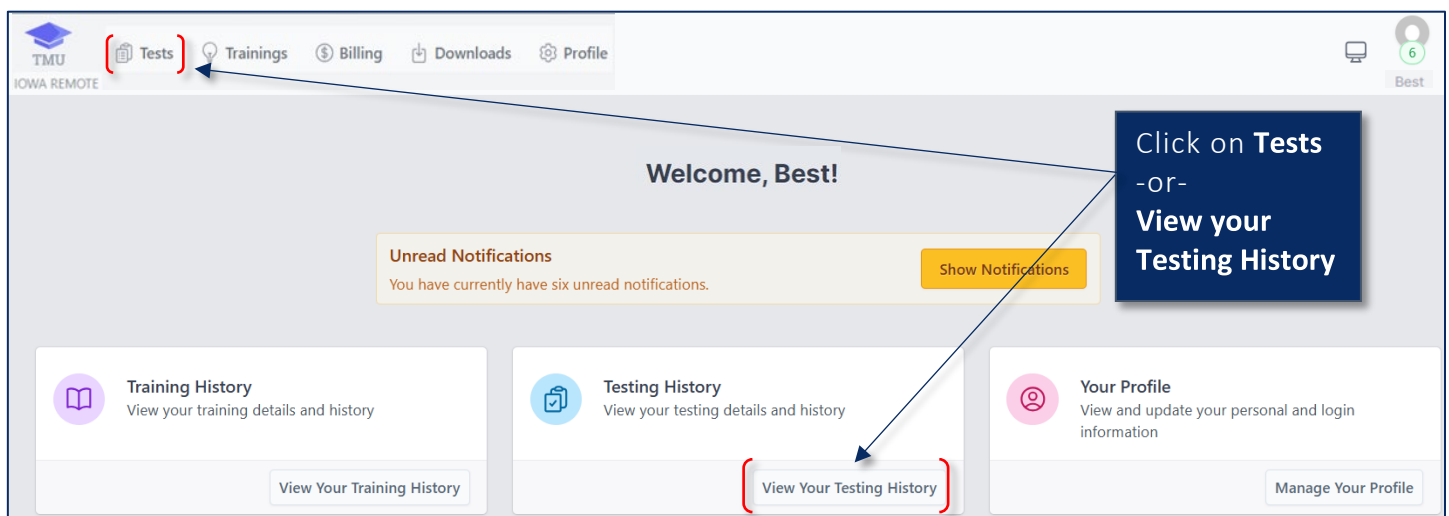
- An updated version of Google Chrome as your Internet browser.
 - **TMU® does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer, tablet, or laptop to log in to TMU® to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU® Knowledge exam. The remote Proctor will give you a 'code' to start your test.**
- A smartphone to access the video conferencing app (for example, Zoom), which you **must download**.
 - An email will be sent to you and in your notifications (in your TMU® account) with information about the 'video conferencing app' (for example, Zoom) **you will need to download before test day.**
 - The night before your scheduled remotely proctored knowledge exam, you will receive an email and a notification in your TMU® account containing a reminder with a password-protected link to join the test event.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter, such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).

- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secure room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- If you have selected the Audio version of the knowledge exam, you will provide your own wired earbuds or headphones, which you must show to the remote proctor at check-in. **Earbuds or headphones cannot be Bluetooth-connected devices.**
 - The questions are read neutrally to you and will be heard through wired headphones or earbuds plugged into the computer.
 - When taking an Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

SCHEDULING AN IOWA NURSE AIDE EXAM

Once your completed account is in the D&SDT-Headmaster TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **'Self-Pay of Testing Fees'**), you may schedule your exam date online at the Iowa TMU© webpage, ir.tmutest.com, using your Email or Username and Password (see instructions under **'Schedule / Reschedule a Test Event'**). If you are unable to sign in with your email or are unable to schedule or reschedule your test date, please call D&SDT-Headmaster for assistance at (800)393-8664 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding Holidays.

This is the Iowa TMU© candidate home page:



SELF-PAY OF TESTING FEES IN TMU©

Testing fees must be paid before you can schedule a test date. Once your Nurse Aide Testing Request Application has been approved, you will receive an email and text message that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already prepaid for your test.



Securely processed Visa or MasterCard credit/debit card information is required when paying testing fees online.

Under **Scheduling**, click on the box to the left of **Exam** to select the test component – a checkmark will appear in the box.

Then click on- **Add Selected Items to Cart**

You will get a message that the Knowledge test has been added to your cart, and the **Knowledge Amount**

Click on- **Pay with Credit Card**

Enter the Credit Card information and then click on- **Submit Payment**

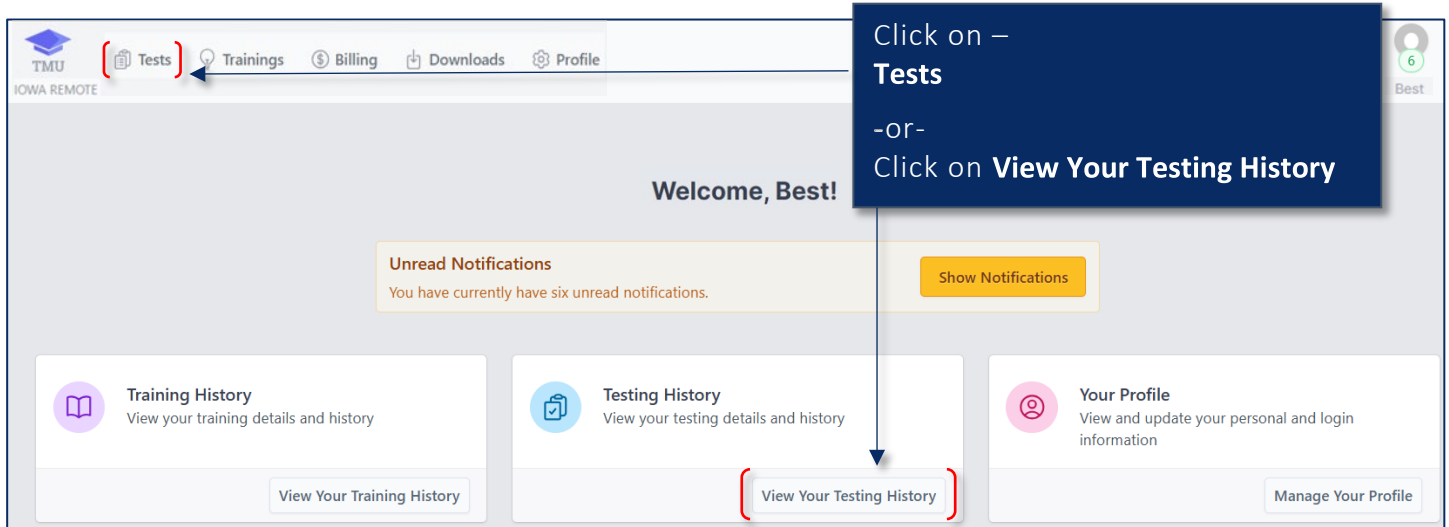
You will receive a receipt of the transaction.

Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

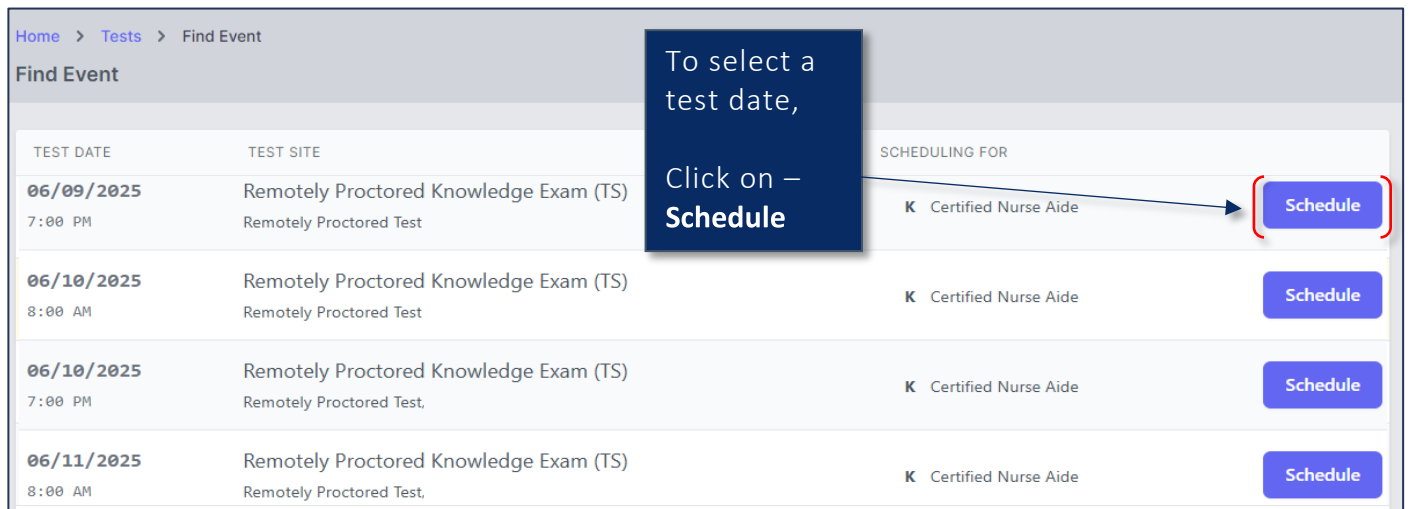
SCHEDULE / RESCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM TEST EVENT

Follow the instructions to choose a test date.

- Please ensure you have met the **‘Remotely Proctored Knowledge Exam Candidate Requirements’** before scheduling your remotely proctored knowledge exam.
- The test site location for a remotely proctored knowledge exam will be the **‘Remotely Proctored Knowledge Exam Test Site.’**
- Once scheduled, a test confirmation will be sent via email and/or text, and a notification will be generated in your TMU© account for you to view (see this handbook’s **‘Test Confirmation Letter’** and the **‘View your TMU© Notifications’** sections for information to access your test confirmation.)
- Instructions and the link to download the ‘video conferencing app’ (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
- Remember, for this information, check your **‘NOTIFICATIONS’** under your profile pic in your TMU© account. Please refer to this handbook’s **‘View your TMU© Notifications’**.



This is the next screen that will open, showing you the available test dates that you can schedule.



Confirm your test event selection here:

ir.tmutest.com says

Schedule into this Event on 06/09/2025 for NA Knowledge. Are you sure?

OK

Cancel

Click **OK** on the screen that pops up, confirming this is the date you wish to schedule.

Home > Tests

Your Tests

Scheduling

Exam	Status	Reason
Certified Nurse Aide Knowledge	Not Eligible	Already Scheduled

Testing History

TEST DATE	EXAM	TEST SITE	STATUS	Actions
06/09/2025 7:00 PM PDT	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remotely Proctored Test, CA	Scheduled	Test Confirmation Page Reschedule

This screen confirms you are scheduled for a test date to take your knowledge exam.

Click on the drop-down under Actions,

Click on- **Test Confirmation Page** to see your test confirmation with important reminders for testing.

TEST CONFIRMATION LETTER

Candidates can view and verify their test confirmation notice any time after scheduling by logging into their TMU© account at ir.tmutest.com, clicking on the ‘Actions’ button, and selecting “Test Confirmation Page” from the drop-down list. Your test confirmation notice is not required for exam admission.

Your test confirmation letter will provide you with important information regarding when you are scheduled to test and to review the Iowa Nurse Aide Candidate Handbook. It can be accessed at any time.

Note: Please read the candidate handbook to avoid a no-show status for your test event for not adhering to the policies of testing, etc.



It is important you read this letter!

Test Confirmation Letter

Scheduled Test Confirmation - Iowa Certified Nurse Aide

[Get Map](#) [Print Page](#)

Click on-
Print Page
to print your confirmation letter.

Test Date:	06/09/2025
Test Time:	7:00 PM
Test Exam:	Knowledge - Certified Nurse Aide
Test Site:	Remotely Proctored Knowledge Exam (TS) NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE Remotely Proctored Test

BEST STUDENT
123 Sunflower Lane
Des Moines, IA 11111

- TESTING BEGINS AT 7:00 PM CT ON 06/09/2025: **ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN**
- If you cannot access your account, go to <https://ir.tmutest.com>, click on 'Forgot Password', enter your email, click 'Send Reset Password Link', and follow the instructions. If you need further assistance, please call D&SDT-Headmaster at 1.877.851.2355.

Refer to the **Nurse Aide Competency Exam** section of the **Iowa Candidate Handbook** regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information before your testing date.

[Click to open the Candidate Handbook](#)

Driving Directions

You have signed up for a remote knowledge test. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding remote knowledge testing. *D&S DT - HEADMASTER is not affiliated with other entities providing testing guidance and/or instructions. We encourage you to use the information provided by D&S DT - Headmaster in your TMU record to ensure accuracy and the most up to date information regarding testing.

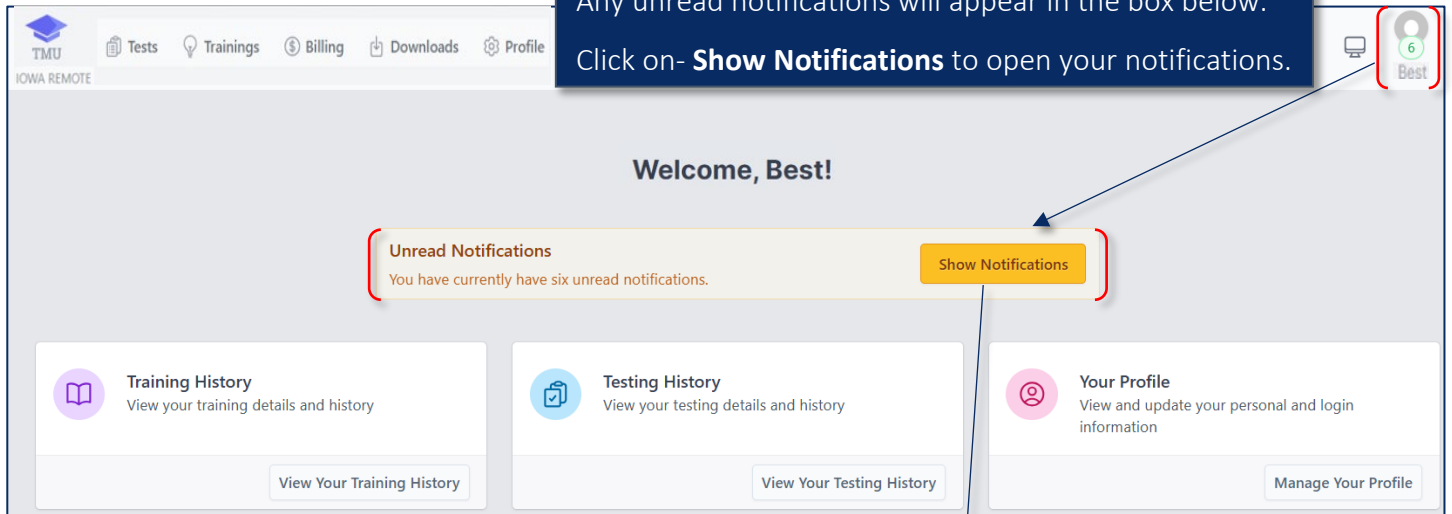
Some tips to ensure you have a successful remote testing experience:

- Make sure you download the video conferencing app prior to testing day.
- Make sure your devices are fully charged, if not plugged in.
- Take screenshots of any technical difficulties.
- If you need help, give us a call at 1-888-401-0462.

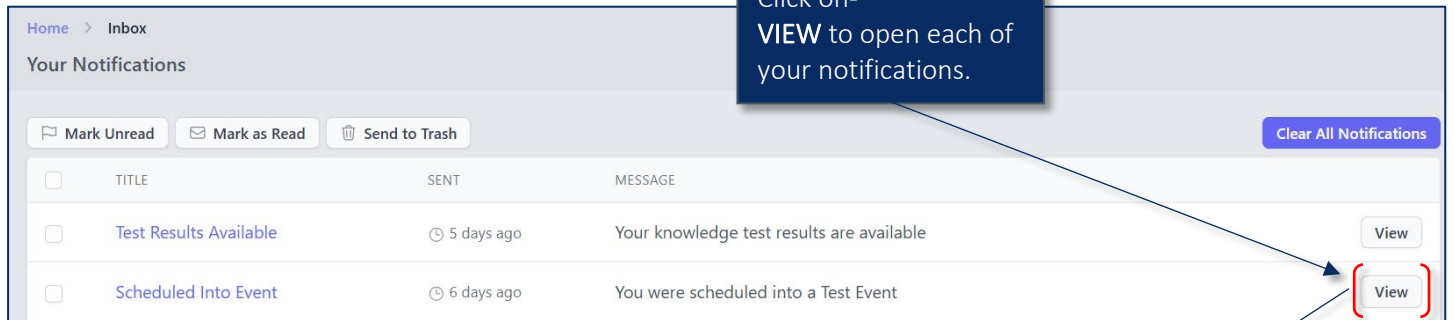
VIEW YOUR TMU© NOTIFICATIONS

Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test event and other information. See screenshots on the next page.

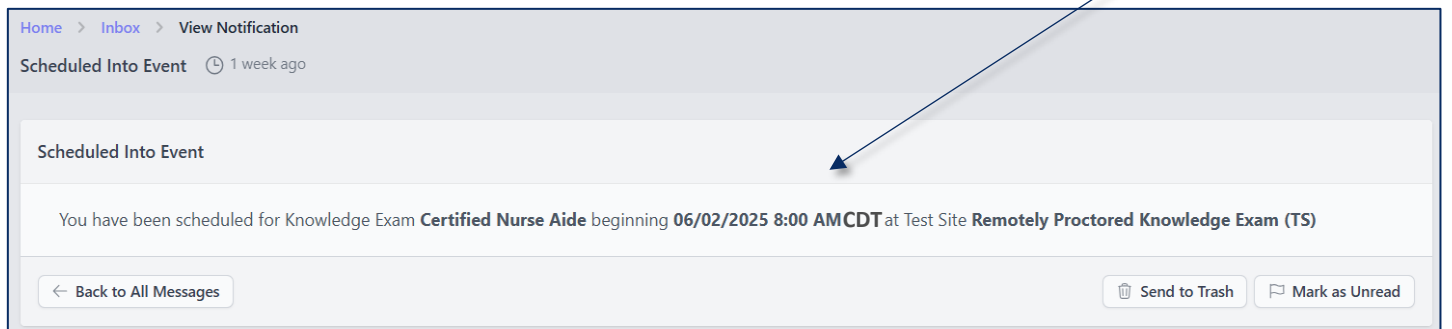
Any unread notifications will appear in the box below.
Click on- **Show Notifications** to open your notifications.



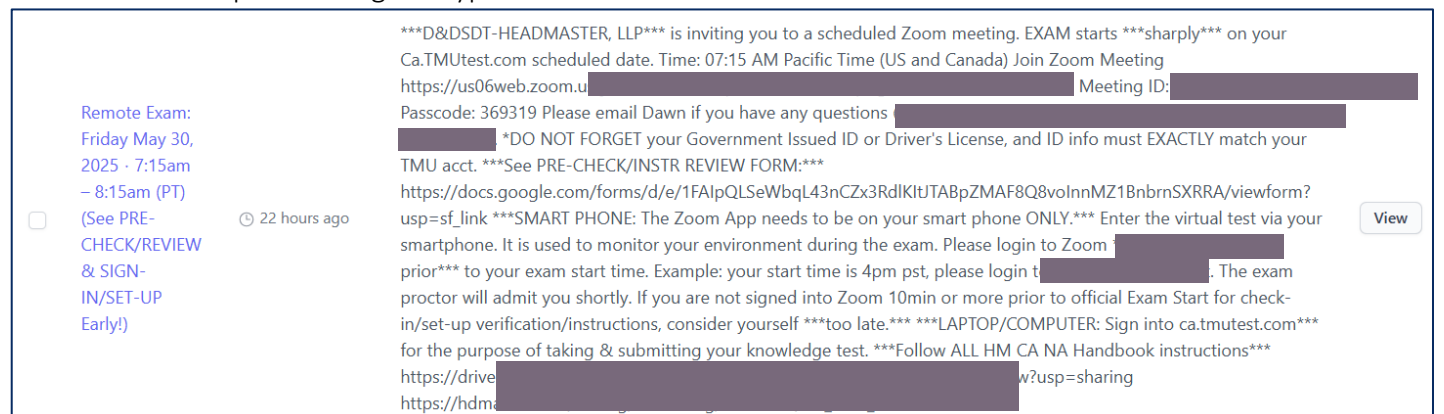
Click on-
VIEW to open each of
your notifications.



Notification example when scheduled into a test event:



Notification example showing the type of information received when the Zoom invite is sent:



Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 7:00AM to 7:00PM CT, Monday through Friday, excluding Holidays, if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

TESTING ATTIRE

There is no mandated testing attire.

IDENTIFICATION

You must present your **UNITED STATES (US) GOVERNMENT-ISSUED, *SIGNED, UNEXPIRED, PHOTO-BEARING FORM OF IDENTIFICATION**

Only original IDs are accepted. Photocopies, faxes, images, or mobile or electronic/digital versions (for example, Apple or Google Wallet) of IDs **are not allowed**. Examples of the forms of US government-issued, acceptable photo IDs are:

- **State-issued Driver's License**
 - *When you renew, the temporary document you are issued is not valid for identification purposes.*
- **State-issued Identification Card**
- **Signed US Passport (Foreign Passports and Passport Cards *are not acceptable*)**
 - *Exception: A signed foreign passport with a US VISA is acceptable (the VISA does not have a signature).*
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)** (**now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, may contain a fingerprint in place of a signature*)
- **Tribal Identification Card** (a signed photo ID with an expiration date (not expired) issued by a [federally recognized](#) Tribal Nation/Indian Tribe)
- **US Military Identification Card** (**accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*)

The **FIRST** and **LAST** names listed on your ID presented to the remote Proctor during check-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names entered in the Iowa TMU© database. You may call D&SDT-Headmaster at (800)393-8664 to confirm that your name of record matches your US government-issued ID, or log in to your TMU© account at ir.tmutest.com using your Email or Username and Password to check on or change your demographic information. See more information under '**Demographic Updates / Changes / Corrections**'.

Please note:

- You will not be admitted for testing if you do not present proper/valid identification.
- Be sure your identification is not expired.
- Check to be positive that both your FIRST and LAST printed names on your identification document match your current name of record in TMU©.
- A driver's license or state-issued ID card that has a hole punched in it is **NOT VALID** and will not be accepted as an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, you will not be allowed to test, will be considered a NO-SHOW status, forfeit your testing fees, and have to pay for another exam date.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

If you need to update or correct your demographic information, please complete the [DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM](#). The form is under 'APPLICATIONS' on the Iowa TMU© main web page (before you log in to your account), or click on this link: <https://ir.tmutest.com/apply/2>.

SECURITY

If you refuse to follow directions, are caught cheating, use abusive language, disrupt the examination environment, or are visibly impaired, you will be disconnected from your remotely proctored test. Your exam will be scored as a failed attempt. You will forfeit any testing fees paid. A report of your behavior will be given to your training program and DIAL. You will not be allowed to retest for a minimum period of six (6) months.

If you give or receive help from anyone during testing (which also includes any form of cheating, the use of any electronic recording devices such as cell phones (other than the one you are testing with), smartwatches, or navigating to other browsers/sites during your remotely proctored exam, etc.), you will be disconnected from your remotely proctored test, and your test will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and DIAL, and you may need to obtain permission from DIAL to be eligible to test again.

Please see more information under the '[Remotely Proctored Exam Testing Policies](#)' section of this handbook.

REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 10 minutes before** the start time listed on your test confirmation. If you are not signed into the remotely proctored exam waiting room prior to (at least 10 minutes) the time listed on your test confirmation, you will not be allowed to test, will be considered a no-show status, forfeit your testing fees paid, and have to pay for another test date.

- You must show your mandatory identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see this handbook's '[Identification](#)' section for specifics.
- You must show your surroundings/entire room to the remote Proctor during check-in before starting your remotely proctored knowledge exam.
 - Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Then, you must position your smartphone so the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
 - *You may not use a video filter, such as a background or blur your screen.*
- **NOTE:** On testing day, you will not be allowed to receive any assistance with your setup from anyone in your environment (room/area).
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. These instructions detail the process and what you can expect during your exam. Please see the instructions for the Remotely Proctored Knowledge Exam under '[Access the Candidate Handbook and Testing Instructions](#)'.

REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES

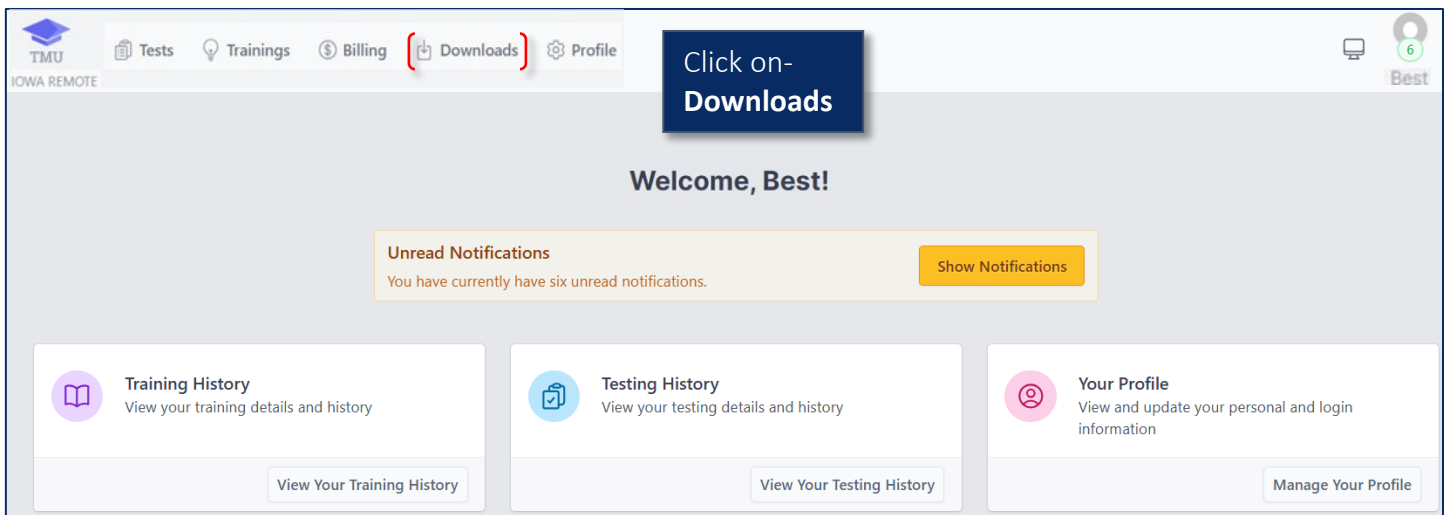
All '[Security](#)' measures are followed during the remotely proctored knowledge exam. Please refer to that section for information.

The following policies are observed at each remotely proctored test event:

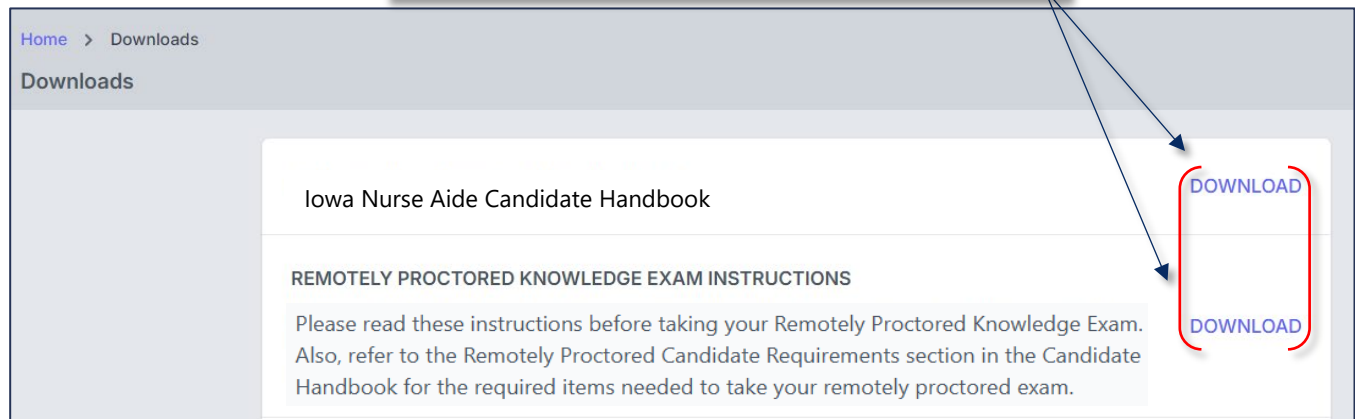
- Make sure you have signed in to your TMU© account at ir.tmutest.com well before your test date to update your password and complete your demographic information. Refer to this handbook's '[Complete Your TMU© Account](#)' section for instructions and information.
- **If you have not signed in and completed/updated your TMU© account when you check in for your exam, you may not be admitted to the remotely proctored exam, and any exam fees paid *will NOT be refunded*.**
- If you do not present a valid and appropriate US government-issued, non-expired, *signed photo ID (*see details in this handbook's '[Identification](#)' section*), you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
 - The **FIRST** and **LAST** names listed on your ID presented to the remote Proctor during check-in at your remotely proctored test event **DO NOT MATCH THE FIRST AND LAST NAMES** that were entered in the Iowa TMU© database, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not show up for your remotely proctored exam, or are considered a NO-SHOW STATUS (*see details in this handbook's '[No-Show Status](#)' section*) for any reason, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- You are prohibited from eating, drinking, or smoking (e-cigarettes or vaping) during the exam.
- You are not allowed to leave the remotely proctored testing room once the exam has begun **for any reason**. If you do leave during your remotely proctored event, you will be disconnected from the event by the remote Proctor.
- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secure room/area free of distractions, interruptions, and other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.

- You may not use a video filter, such as a background or blurring your screen.
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
 - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in an isolated, secure room or area that is distraction and interruption-free, just like you would if you were sitting in the knowledge test room at a test site.*
- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the '**No-Show Exceptions**' section.
- Scratch paper and calculators ***are not allowed***.
- Translation dictionaries and language translators of any type ***are not allowed***.
- If you have requested an AUDIO version of the Knowledge Exam, you will need to have wired earbuds or headphones (**Bluetooth-connected devices are not allowed**) that plug into the computer.
- **Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.**
- *Please review this Iowa NA Candidate Handbook before your test day for any testing and/or policy updates.*
- The Candidate Handbook and Remotely Proctored Knowledge Exam Instructions can also be accessed within your TMU© account under your 'Downloads' tab.

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS



Click on- **Download**
to open the Candidate Handbook and Remotely
Proctored Knowledge Exam Instructions.



RESCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM

All candidates may reschedule online in their TMU© account to a new test date up until **one (1) full business day** before a scheduled test day, **excluding** Saturdays, Sundays, and Holidays.

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date by signing in to your TMU© account at ir.tmutest.com. (See instructions under '**Schedule / Reschedule a Test Event**'.)

Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT-Headmaster is open 7:00AM to 7:00PM CT, Monday through Friday, excluding Holidays.

Scheduled test date is on a:	Reschedule before 7:00PM CT the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one full business day prior to a scheduled test date.

REFUND OF TESTING FEES PAID

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Iowa Nurse Aide Competency Exam at all.

SCHEDULED IN A TEST EVENT

1. If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the [CANDIDATE-Refund Request Form](#) on D&SDT-Headmaster's Iowa webpage at hdmaster.com at least **one (1) full business day** before your scheduled test event (excluding Saturdays, Sundays and Holidays). No phone calls will be accepted.

Example: If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by filling out and submitting the Refund Request Form by the close of business on the Thursday before your scheduled exam. D&SDT-Headmaster is open until 7:00PM Central Time, Monday through Friday, excluding Holidays.

2. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.
3. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any requests for refunds made beyond 30 days of the original payment of testing fees with D&SDT **will not be issued**.

NOT SCHEDULED IN A TEST EVENT

1. Refund requests must be made within thirty (30) days of payment of the original testing fees with D&SDT. Any requests for refunds made beyond 30 days of the original payment of testing fees with D&SDT **will not be issued**.
2. A refund request for testing fees paid must be made by filling out and submitting the [CANDIDATE-Refund Request Form](#) on D&SDT-Headmaster's Iowa webpage at hdmaster.com. No phone calls will be accepted.
3. Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.

UNFORESEEN CIRCUMSTANCES POLICY

If an exam date is canceled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you (**see examples below for reasons we may not be able to contact you that you are responsible for*).

If D&SDT-Headmaster is unable to reach you via phone call or email with the information in your record (*see examples below) in the event of an unforeseen circumstance for a test event you are scheduled in to, you will be taken out of the test event and D&SDT-Headmaster will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record, and:
 - you do not call us back in a timely manner
 - your phone number is disconnected/your voicemail is full
 - you do not check your messages in a timely manner
 - you do not check your email or reply to our email in a timely manner
 - your email is invalid, or you are unable to access your email for any reason

See more information under ‘**No-Show Exceptions**’.

NO-SHOW STATUS

If you are scheduled for your remotely proctored exam and do not show up without notifying D&SDT-Headmaster at least one (1) full business day before your scheduled testing event, **excluding** Saturdays, Sundays, and Holidays, OR if you are turned away for lack of proper identification, or any other reason to deem you ineligible to test, you will be considered a **NO-SHOW STATUS**. You will forfeit all fees paid and must sign in to your TMU© account to repay or submit a new testing fee to schedule a new test event.

These fees partially offset D&SDT-Headmaster costs incurred for services requested and the resulting work performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays, and Holidays (see examples in this handbook’s ‘**Schedule / Reschedule a Test Event**’ and ‘**Refund of Testing Fees Paid**’ sections), a NO-SHOW STATUS will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

NO-SHOW EXCEPTIONS

Exceptions to the No-Show status exist; if you are a no-show status for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record, provided **the required documentation is received within the appropriate time frames outlined below**.

Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Iowa TMU© main page under ‘APPLICATIONS’, or click this link: <https://ir.tmutest.com/apply/3>.

- **Car breakdown or accident:** If you have to drive to a location other than your home to take your remotely proctored knowledge exam, D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a tow bill, police report, or other appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within three business days, you will have to pay as though you were a no-show.

- **Weather or road condition-related issue:** If you have to drive to a location other than your home to take your remotely proctored knowledge exam, D&SDT-Headmaster must be contacted within one business day via phone call, fax, or email, and a road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within three business days, you will have to pay as though you were a no-show.
- **Medical emergency or illness:** D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and a doctor's note showing your name and the provider of service name (or be on the provider's letterhead) must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within three business days, you will have to pay as though you were a no-show.
- **Death in the family:** D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and an obituary or letter showing your name and the provider of service name submitted on your behalf from the funeral home for immediate family must be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within seven business days, you will have to pay as though you were a no-show. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)
- **Remotely proctored testing issues:** D&SDT-Headmaster must be contacted within one business day via phone, fax, or email, and appropriate documentation showing your name and the provider of service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within three business days, you will have to pay as though you were a no-show.
 - **Internet outage or issue:** Documentation showing your name and the provider of service name from the Internet provider, showing outage date and times.
 - **Computer or cell phone issue:** If the computer or cell phone fails to work for any reason, documentation showing your name and the name of the provider of service from a computer repair technician/shop or other appropriate documentation.

CANDIDATE FEEDBACK – EXIT SURVEY

You will be able to access your test results in your TMU© account the day your test is officially scored after 7:00PM CT. You will be provided a link to complete the exit survey when you access your test results. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

EXAM RESULTS

After you have completed the Knowledge Exam, your test results will be officially scored and double-checked by D&SDT-Headmaster scoring teams.

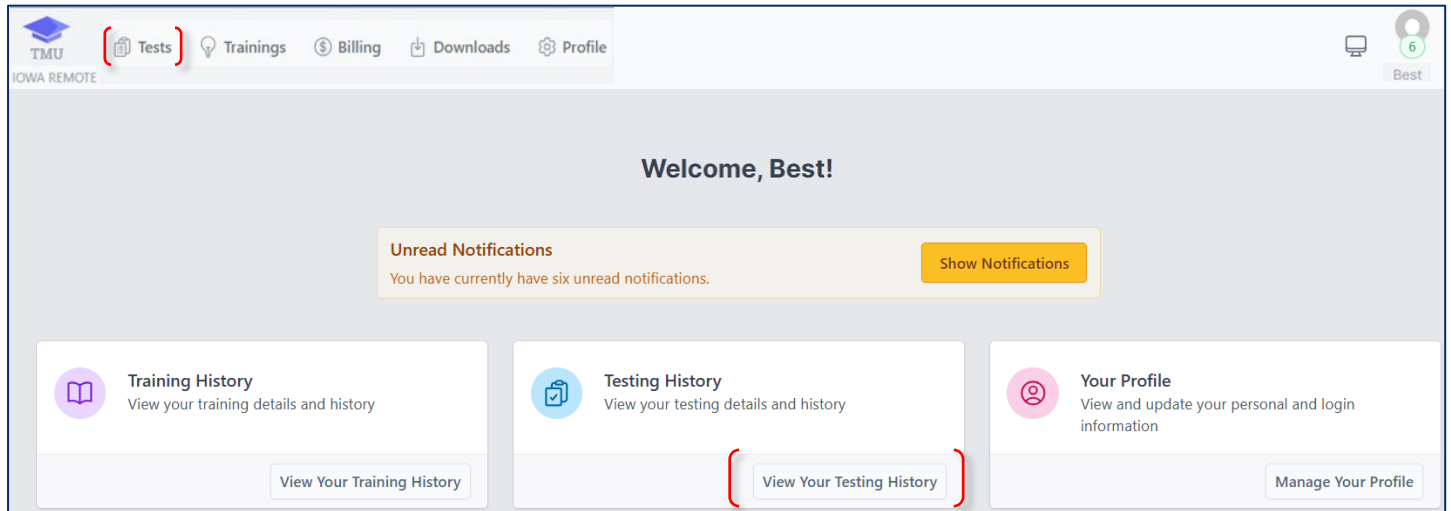
The detailed feedback provided in your exam results is shown on the next page.

You may securely access your results in your own TMU© account at ir.tmutest.com. Official test results are available to you after 7:00PM Central Time the day tests are scored.

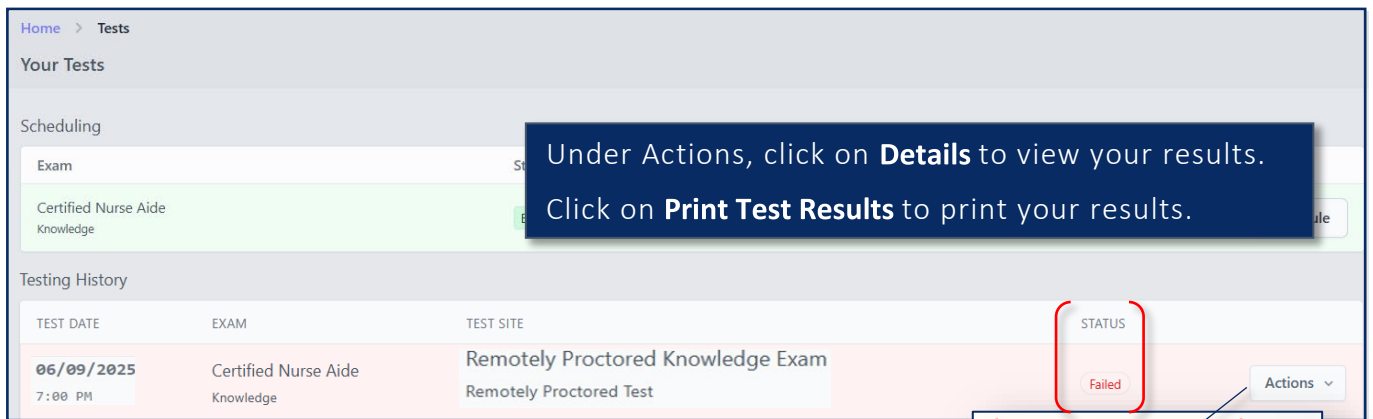
Note: D&SDT-Headmaster does not send postal mail letters or email test results to candidates.

Accessing your Test Results in your TMU© Account

Sign in to your TMU© account at ir.tmutest.com to view your test results.



The dashboard shows a welcome message "Welcome, Best!" and a notification banner: "Unread Notifications: You have currently have six unread notifications." with a "Show Notifications" button. Below are three main sections: "Training History" (View Your Training History), "Testing History" (View Your Testing History), and "Your Profile" (Manage Your Profile).



Your Tests

Scheduling

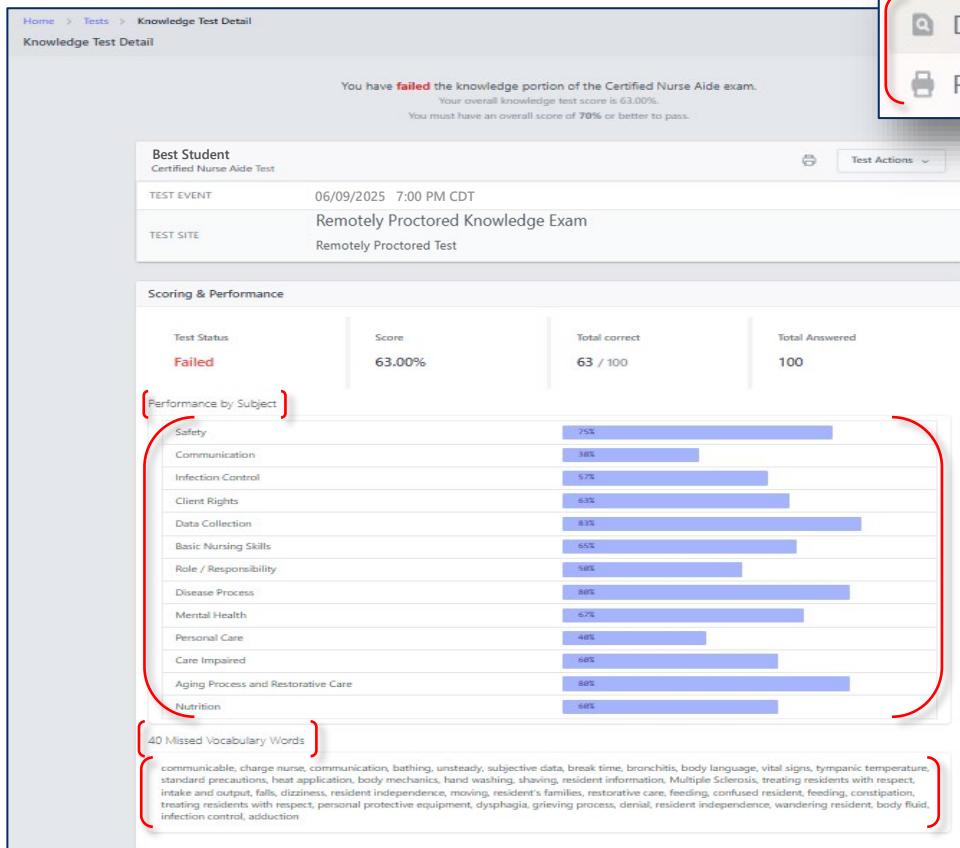
Exam	Status
Certified Nurse Aide Knowledge	Failed

Testing History

TEST DATE	EXAM	TEST SITE	STATUS	Actions
06/09/2025 7:00 PM	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam Remotely Proctored Test	Failed	Details, Print Test Results

Under Actions, click on **Details** to view your results. Click on **Print Test Results** to print your results.

Test Results Example:



Knowledge Test Detail

You have **failed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 63.00%.
You must have an overall score of **70%** or better to pass.

TEST EVENT	06/09/2025 7:00 PM CDT
TEST SITE	Remotely Proctored Knowledge Exam Remotely Proctored Test

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Failed	63.00%	63 / 100	100

Performance by Subject

Subject	Score
Safety	75%
Communication	38%
Infection Control	57%
Client Rights	63%
Data Collection	83%
Basic Nursing Skills	65%
Role / Responsibility	58%
Disease Process	86%
Mental Health	67%
Personal Care	48%
Care Impaired	68%
Aging Process and Restorative Care	98%
Nutrition	64%

40 Missed Vocabulary Words

communicable, charge nurse, communication, bathing, unsteady, subjective data, break time, bronchitis, body language, vital signs, tympanic temperature, standard precautions, heat application, body mechanics, hand washing, shaving, resident information, Multiple Sclerosis, treating residents with respect, intake and output, falls, dizziness, resident independence, moving, resident's families, restorative care, feeding, confused resident, feeding, constipation, treating residents with respect, personal protective equipment, dysphagia, grieving process, denial, resident independence, wandering resident, body fluid, infection control, addiction

TEST ATTEMPTS

You have **three (3) attempts** to pass the competency exam.

RETAKING THE KNOWLEDGE EXAM

In the event that your test results inform you that you failed the knowledge exam, and when you want to apply for a retest, you will need to pay the testing fee before you can schedule a new exam date.

You can schedule a retest online by signing in to your TMU© account at ir.tmutest.com. (See this handbook's '[Schedule / Reschedule a Test Event](#)' for rescheduling instructions.) You will need to pay with a Visa or Master Card credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800) 393-8664. We are able to assist you in scheduling a retest date as long as your fees have been paid first.

TEST REVIEW REQUESTS

You may request a review of your test results or dispute any other testing condition. The purpose of this review process is to ensure fairness and accuracy in the evaluation of your test.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800) 393-8664 during regular business hours, 7:00 AM to 7:00 PM CT, Monday through Friday, excluding holidays, to discuss the test outcome you are questioning before committing to paying the \$25 non-refundable test review request deposit. Once you have further details about the scoring of your test, you will often better understand the scoring process and learn how to prepare more effectively for subsequent exam attempts. If, after discussing your concerns with D&SDT-Headmaster staff, you still have concerns about your testing process that affected the outcome of your exam, you may submit a Test Review Request.

There is a \$25 non-refundable test review deposit fee. To request a review, complete the [Test Review Request and Payment Application](#), available on the Iowa TMU© main page under 'APPLICATIONS' (before logging in to your account) at ir.tmutest.com. Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and Holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as a nurse aide in Iowa is demonstrated by passing an examination of minimum nurse aide knowledge, the likely outcome of your review will determine who pays for any retests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the \$25 test review deposit. If the findings of the review are *not in your favor*, the \$25 test review deposit will remain, and the fee is non-refundable.

D&SDT-Headmaster will review your detailed recollection and knowledge test markings, as well as the markings and notations recorded by the remote Proctor at the time of your test. We will interview the remote Proctor about the facts detailed in your dispute documentation. D&SDT-Headmaster will re-check the scoring of your test and may contact you for any additional information about the test event.

After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes with the candidate. D&SDT-Headmaster will not review test results or disputes with instructors, training programs, family members, or anyone else on behalf of the candidate once the candidate reaches 18 years of age.

D&SDT-Headmaster will complete your review request within ten business days of receiving it within the required timeframe. The final determination of the review results will be sent to the email address listed in your TMU© account, along with a notification to the Iowa Department of Inspections, Appeals, and Licensing (DIAL).

THE KNOWLEDGE/AUDIO EXAM

KNOWLEDGE EXAM CONTENT

The Knowledge Exam consists of 70 multiple-choice questions. Questions are selected from subject areas based on the Iowa Department of Inspections, Appeals, and Licensing approved Iowa test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas and number of questions from each subject area are listed below.

SUBJECT AREAS

SUBJECT AREA	NUMBER OF QUESTIONS
Aging Process and Restorative Care	4
Basic Nursing Skills	14
Care Impaired	4
Client/Resident Rights	5
Communication	5
Data Collection	5
Disease Process	6
Infection Control	5
Mental Health	3
Nutrition	4
Personal Care	4
Role / Responsibility	6
Safety	5

KNOWLEDGE EXAM INFORMATION

You will have a maximum of **sixty (60) minutes** to complete the **70 multiple-choice question** knowledge exam. You will be able to see your time at the top of your screen when you are logged in to the exam. You may not ask the remote Proctor questions about the content of the knowledge exam (such as “What does this question mean?”).

You must have a score of **70%** or better to pass the knowledge portion of the exam.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge exam in your TMU© account. Please see the information under ‘**Complete your TMU© Account**’.

→ The Knowledge Test Proctor will provide you with a code at the test event to start your test.

Your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

Translation dictionaries, language translators of any kind, scratch paper, and calculators **are not allowed**.

THE AUDIO VERSION OF THE KNOWLEDGE EXAM

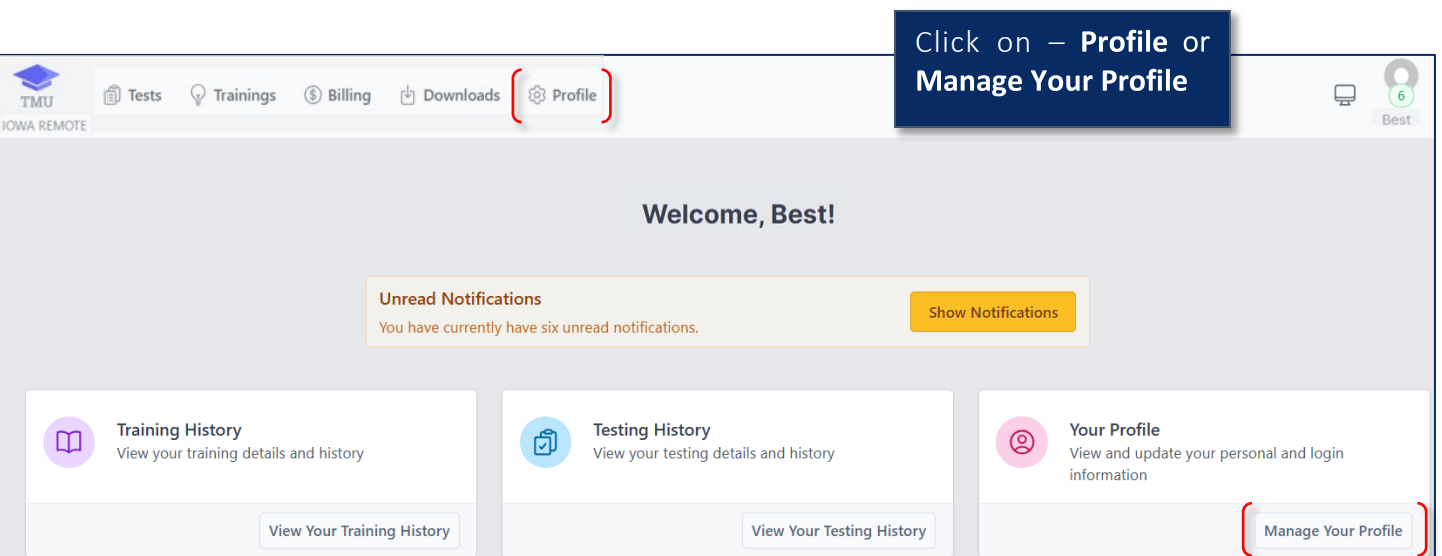
An audio (oral) version of the knowledge exam is available. However, you must select an Audio version before you submit your testing fee payment.

The questions are read neutrally to you and can be heard through wired earbuds or headphones plugged into the computer. You will need to provide your own wired earbuds or headphones that you will show to the remote Proctor to check in for your remotely proctored exam. **Bluetooth-connected devices are not allowed**.

When taking an Audio version of the Knowledge exam, the audio control buttons are displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

SELECT AN AUDIO VERSION OF THE KNOWLEDGE EXAM

To select the audio version of the knowledge exam, see the instructions that follow.



The screenshot displays the TMU Iowa Remote user interface. At the top, a navigation bar includes links for Tests, Trainings, Billing, Downloads, and Profile (highlighted with a red bracket). A dark blue callout box with white text says "Click on – Profile or Manage Your Profile". Below the navigation bar, the main content area features a "Welcome, Best!" message, an "Unread Notifications" banner (indicating six unread notifications), and three main sections: "Training History", "Testing History", and "Your Profile". Each section has a "View Your..." button. The "Your Profile" section includes a "Manage Your Profile" button, which is also highlighted with a red bracket.



Check the 'Enable Audio Testing' to receive an Audio version of the Knowledge Exam:

The screenshot shows a user profile page with various fields for personal information. A callout box on the right provides instructions on how to enable audio testing. The 'Enable Audio Testing' checkbox is highlighted with a red box, and an arrow points from the callout box to it. Another arrow points from the callout box to the 'Save Changes' button at the bottom right of the page.

Profile
Change this information to customize your account.

Username *
Used for logging in
iexample

Email *
IMA.EXAMPLE@GOOGLE.COM

Change Password
Leave the fields blank to keep it the same
NEW PASSWORD
CONFIRM NEW PASSWORD

Date of Birth *
09/01/2001

Gender *
☐ MALE ☒ FEMALE ☐ OTHER

Phone
PHONE
(555) 888-9999
ALTERNATE PHONE
☐ UNLISTED from phone and mailing lists

Notifications
☒ RECEIVE TEXT MESSAGE NOTIFICATIONS (requires valid phone number)

Testing Preferences
☒ ENABLE AUDIO TESTING

Address *
ADDRESS

Theme
Choose which application theme you prefer
Default

Save Changes

Remember to check the 'Enable Audio Testing' **BEFORE YOU SCHEDULE** your knowledge exam.

To choose the audio option for the knowledge exam, click on the box to the left of **Enable Audio Testing**.

Then click **Save Changes**.

KNOWLEDGE EXAM VOCABULARY LIST

The vocabulary words listed below are essential for studying for the knowledge exam questions. Additionally, these words will be included in your detailed test results feedback for any questions you answer incorrectly. See the **‘Test Results Example’** in this handbook’s **‘Access your Test Results in your TMU© Account’** section.

abandonment	apnea	body system
abdominal thrust	appropriate response	body temperature
abduction	arteries	bone loss
abductor wedge	arthritis	bowel program
abnormal vital signs	aspiration	BP
absorption	assault	break time
abuse	assistive device	breathing
acceptance	atherosclerosis	brittle bones
accidents	atrophy	broken equipment
activities	attitudes	bronchitis
acute	axillary temperature	burnout
adaptive devices	bacteria	burns
addiction	bargaining	call light
adduction	basic needs	cancer
ADL	basic skin care	cardiac arrest
administration process	bath water temperature	cardiopulmonary resuscitation
admitting resident	bathing	cardiovascular system
advance directives	bed cradle	care impaired
afebrile	bed height	care plan
aging process	bed making	cast
agitation	bed position	cataract
AIDS	bedpan	catastrophic reactions
Alzheimer's	bedrest	catheter care
ambulation	behavior	central nervous system
amputees	beliefs	Cerebral Palsy
anemia	biohazard	charge nurse
anger	bipolar disorder	chemical safety
angina	bleeding	chemotherapy
anti-embolism/elastic stocking/TED hose	blindness	chest pain
antibacterial	blood pressure	CHF
antibiotics	blood pressure reading	choking
antisepsis	body alignment	chronic
aphasia	body fluid	circulatory system
apical	body language	cleaning
	body mechanics	



clear liquid diet
cognitively impaired
cold application
cold compress
colostomy
colostomy care
combative resident
communicable
communication
compression
compression socks
confidentiality
conflict resolution
confused resident
congestive heart failure
constipation
contamination
contracture
converting measures
COPD
coughing excessively
CPR
cross contamination
cueing
CVA
cystitis
death and dying
decubitus ulcer
deeper tissue
dehydration
delegation
dementia
denial
dentures
dependability
depression
dermatitis
diabetes
diabetic
dialysis
diastolic

diet
dietitian
difficulty talking
digestion
dilate
dirty linen
discharging resident
disease process
disinfection
disoriented
disoriented resident
disrespect
dizziness
DNR
documentation
draw/lift
dressing
dry skin
dying
dysphagia
dyspnea
dysuria
edema
edematous
elastic stockings
elderly
electrical equipment
elevate head
elimination
emesis
emesis basin
empathy
emphysema
enema
epilepsy
essential behaviors
ethics
evacuation
exercise
extension
eyeglasses

facility policy
falls
false imprisonment
faulty equipment
fecal impaction
feces
feeding
financial abuse
fingernail care
fire safety
flatus
flexed
flexion
Foley catheter
foot board
foot care
foot drop
Fowler's
fracture pan
fractures
fraud
frayed cord
free from disease
gait belt
gangrene
gastric feedings
gastrostomy tube
germ transmission
gerontology
gloves
glucometer
grieving process
group settings
guardian
hair care
hand tremors
hand washing
health-care team
hearing aid
hearing impaired
heart



heart muscle
heat application
Heimlich maneuver
hemiplegia
hepatitis A
hepatitis B
HIPAA
HIV
holistic care
hormones
hospice
Huntington's
hypertension
immune
immune system
in-service programs
incontinence
indwelling catheter
infection control
initial observations
input and output
insomnia
insulin
intake
intake and output
integumentary system
interpersonal skills
isolation
IV care
jaundice
job description
laxatives
life support
lift/draw sheet
linen
listening
living will
log roll
log rolling
loose teeth
low sodium diet

macular degeneration
making occupied bed
Maslow
masturbation
material safety data sheets
measuring height
measuring temperature
mechanical lift
mechanical soft diet
medical asepsis
medications
memory loss
mental health
mentally impaired
metastasis
microorganism
military time
misappropriation
mistakes
mobility
mouth care
moving
Multiple Sclerosis
musculoskeletal
musculoskeletal system
NA role
nail care
nares
nasal cannula
needles
neglect
negligence
new resident
non-contagious disease
non-verbal communication
NPO
nurse's station
nursing assistant's role
nutrition

objective data
OBRA
obsessive compulsive
occupied bed
official records
ombudsman
open-ended questions
oral hygiene
oral temperature
orthopneic
orthosis
orthotic device
osteoarthritis
osteoporosis
output
oxygen
pain
palliative care
paralysis
paranoia
Parkinson's
passive
pathogen
perineal care
peripheral vascular disease
peristalsis
personal belongings
personal care
personal choice
personal hygiene
personal items
personal protective equipment
personal values
phantom pain
phone etiquette
physical needs
polydipsia
positioning
postmortem care



PPE
precautions
prefix
pressure ulcer
preventing falls
preventing injury
privacy
professional boundaries
progressive
prostate gland
prosthesis
providing privacy
PTSD
pulse
pureed diet
RACE (acronym)
radial
ramps
range of motion
reality orientation
reddened/discolored area
refusal
rehabilitation
rejection
reminiscing
reporting
reporting abuse
reposition
resident abuse
resident belongings
resident centered care
resident identification
resident independence
resident information
resident preferences
resident rights
resident trust
resident's chart
resident's environment
resident's families
respectful treatment

respiration
respiratory
responding to resident's behavior
restorative care
restraint
resuscitation
rigor mortis
risk factor
safety
safety data sheets
sanitizer
scale
secretions
security
seizure
self-actualization
semi fowlers
sensory system
sexual abuse
sexual harassment
sexual needs
Sharps container
shaving
side rails
Sitz bath
skin integrity
slander
smoking
social needs
social worker
soiled linen
spiritual needs
sputum
stages of grief
standard precautions
STAT
state survey
stealing
stereotypes
stethoscope

stomach
stress
stroke
strong side
subjective data
sundowning
supine
supplemental feedings
suprapubic
survey
swelling
systolic
tachycardia
telephone etiquette
temperature
tendons
terminal illness
thick fluid
thickened liquids
tips
toenails
trachea
transfer belt
transfers
transporting
transporting food
treating residents with respect
trochanter roll
tub bath
tube feeding
tubing
twice daily
tympanic temperature
unaffected
unconscious
uniform
unsteady
urinary catheter bag
urinary system
urinary/urinary system



UTI
validation
violent behavior
vision change
vital signs
vocabulary
vomit
walker

wandering resident
warm application
water
water faucets
water intake
water temperature
weak side
weakness

weighing
well balanced meal
well-being
wheelchair safety
white blood cells
withdrawn resident
workplace violence

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