D&S Diversified Technologies LLP

Headmaster LLP

MARYLAND NURSING ASSISTANT

CANDIDATE HANDBOOK

October 2025

VERSION 1.0

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

Email: **maryland@hdmaster.com**

Maryland TMU©: **md.tmutest.com**

Website: **www.hdmaster.com**

(800) 393-8664 | (888) 401-0462

D&S Diversified Technologies

(D&SDT)

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 geriatric nursing assistants • updating your name or address on the Registry • obtaining information regarding reciprocity • obtaining information on continued registration on the Registry ..... **(410) 585-1900**

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: maryland@hdmaster.com Website: www.hdmaster.com	*Monday through Friday* *8:00AM – 7:00PM* *Eastern Time Zone* Maryland TMU© Web Page: md.tmutest.com	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Maryland Board of Nursing (MBON) *Nursing Assistant Certification Program* 4140 Patterson Avenue Baltimore, MD 21215 Email: mdbon.inac@maryland.gov Maryland Nursing Assistant Website: https://health.maryland.gov/mbon/pages/cna-index.aspx	*Monday through Friday* *8:30AM –4:00PM* *Monday, Tuesday, Thursday, Friday and Wednesdays* *9:30AM – 4:30PM* *Eastern Time Zone*	Phone #: (410) 585-1900

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INTRODUCTION

Congress adopted the Nursing Home Reform Act in 1987 as part of the Omnibus Budget Reconciliation Act (OBRA '87). This federal law was designed to improve the quality of care in long-term healthcare facilities and define training and evaluation standards for nursing assistants 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 nursing assistant-related knowledge and skills. This program aims to ensure that candidates seeking to be nursing assistants understand these standards and can competently and safely perform the job of an entry-level nursing assistant.

In Maryland, candidates must be 16 years of age to take the competency exam. This handbook describes the nursing assistant competency examination process and is designed to help prepare candidates for testing. The examination has two parts: a multiple-choice knowledge test and a skill test. Candidates must pass both parts to be identified and listed on the Maryland Nursing Assistant Registry.

The Maryland Board of Nursing (MBON) has approved D&S Diversified Technologies, LLP (D&SDT)-HEADMASTER, LLP to provide tests and scoring services for nursing assistant testing. For questions not answered in this handbook, please get in touch with D&SDT-HEADMASTER at (800)393-8664 or go to D&SDT-HEADMASTER's Maryland Nursing Assistant Aide web page or at www.hdmaster.com and click on 'Maryland CNA'. The information in this handbook will help you prepare for your examination.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The Maryland Board of Nursing (MBON) and D&SDT-HEADMASTER provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nursing assistant 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 Maryland TMU© main page under 'APPLICATIONS' to be reviewed for accommodation.

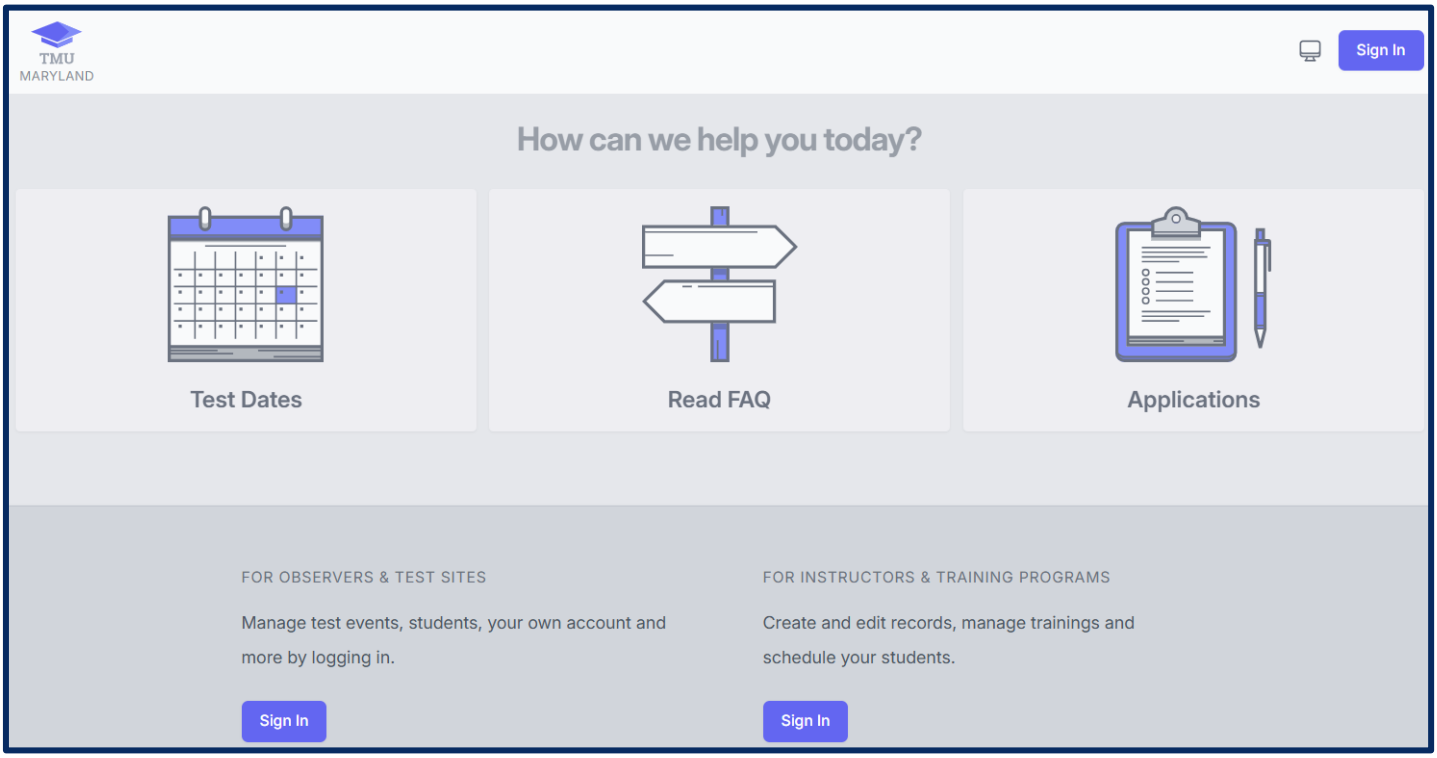
ADA Accommodation Request Applications submitted without the required supporting documentation of a diagnosed disability will not be reviewed until the required documentation is provided. D&SDT-HEADMASTER will email you if further documentation or information is required using the email in your TMU©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

MARYLAND TESTMASTER UNIVERSE© (TMU©)

Maryland TMU© Home Page

This is the Maryland TMU© main page, **md.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 frequently used applications*

Complete your TMU© Account

Your initial registration information will be entered by your training program, or via an alternate route, in D&SDT-HEADMASTER's Maryland TestMaster Universe (TMU©) software.

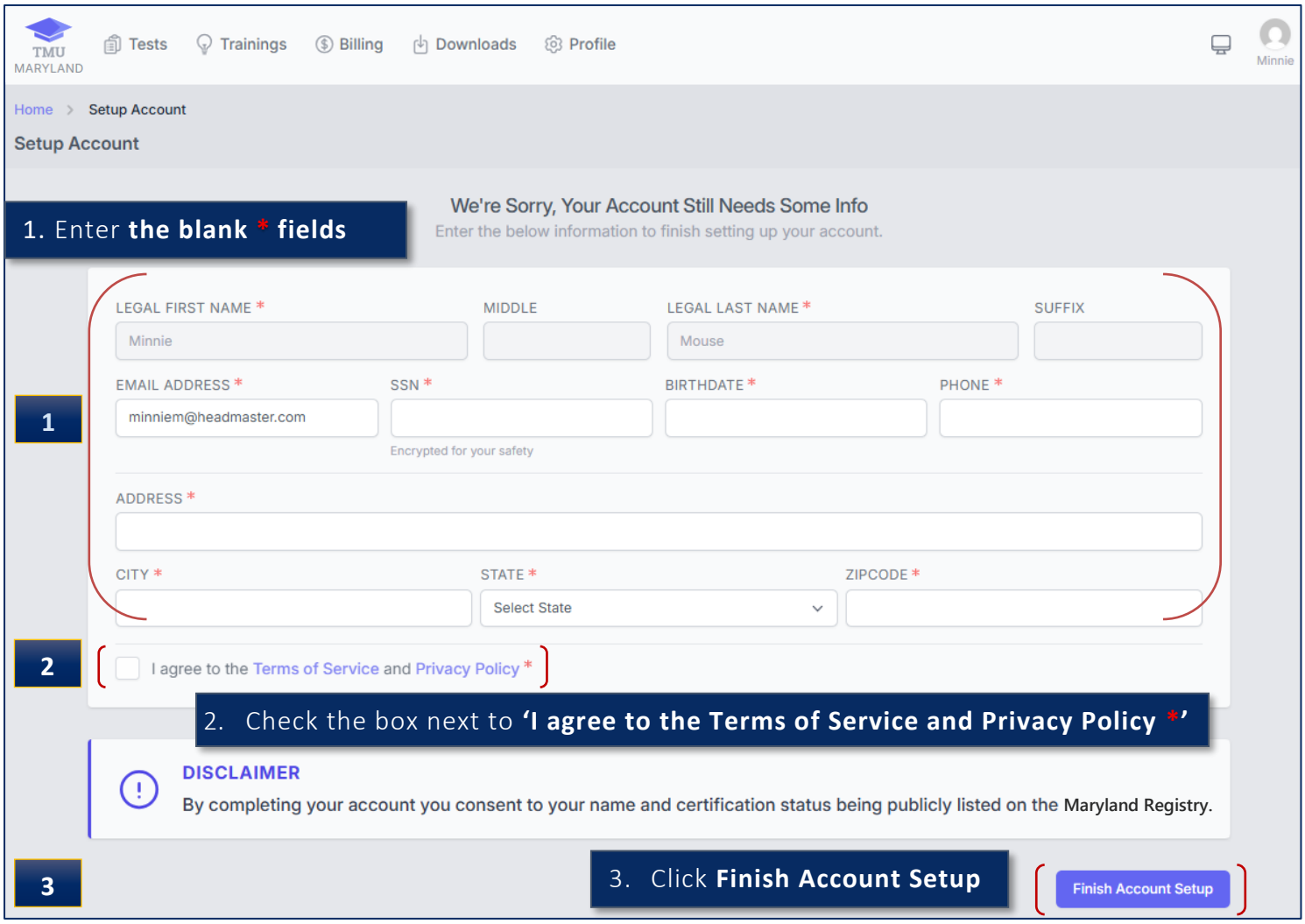
IMPORTANT: Before you can test, you must sign in to your TMU© account using your secure Email or Username and Password and complete the missing demographic information *prior to testing*. Failure to do so may result in your being turned away from testing. You will be a no-show status for your event and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

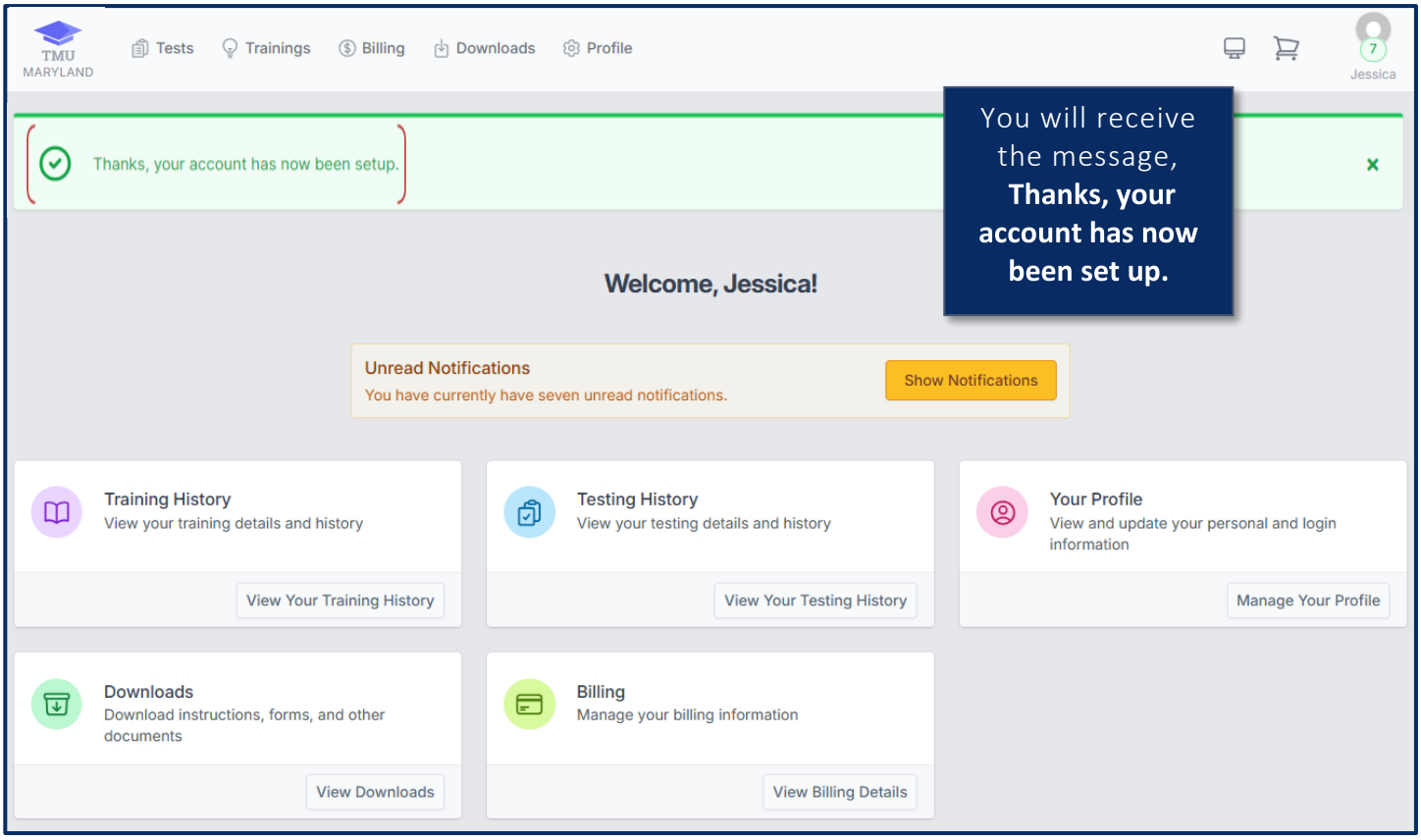
If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see

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****:*



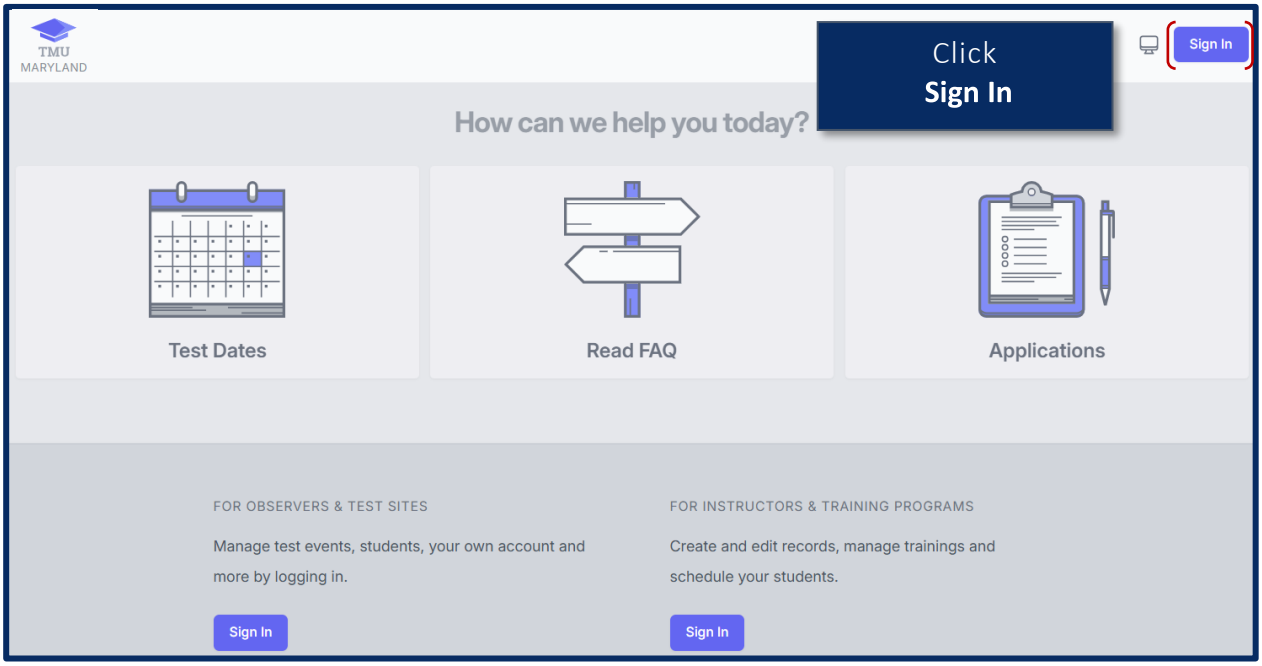
This is the candidate's home page:



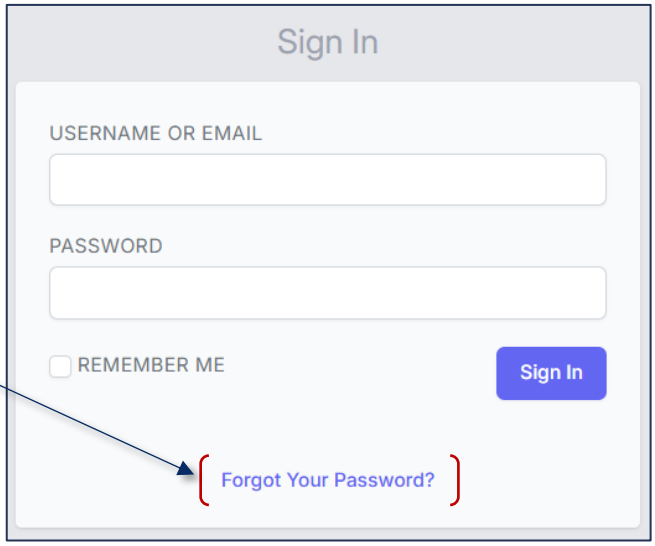
Forgot your Password and Recover your Account

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

Go to **md.tmutest.com**.



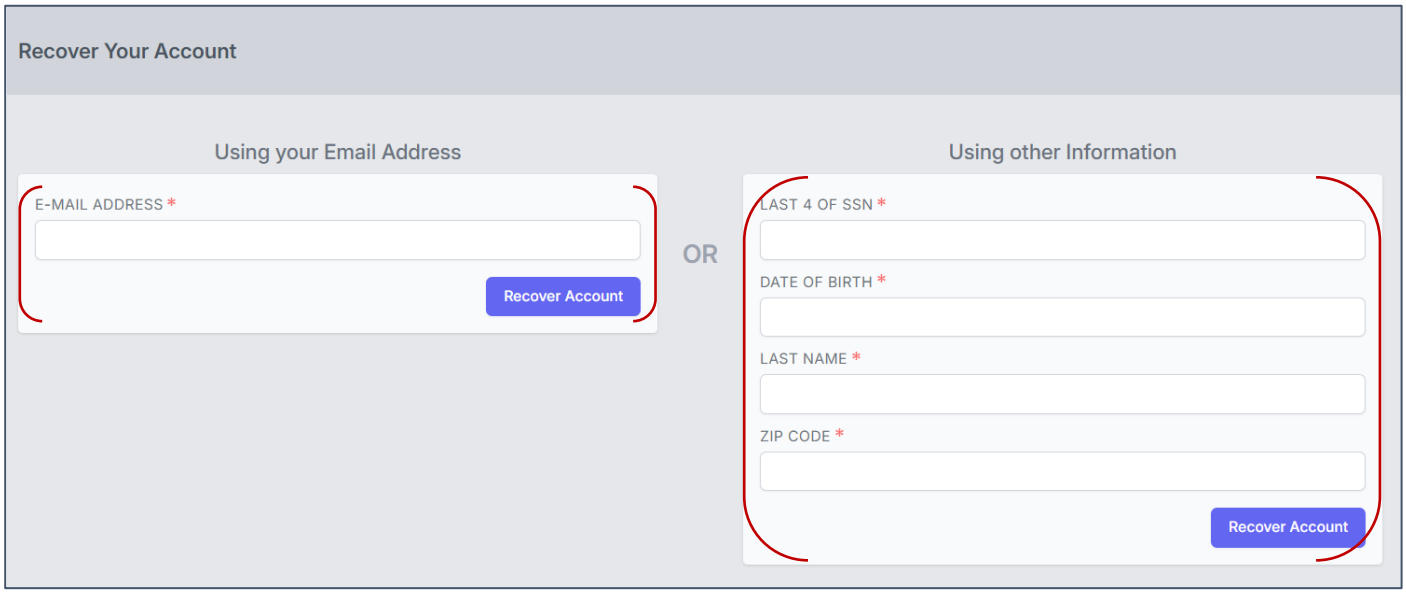
Click
Forgot Your Password?

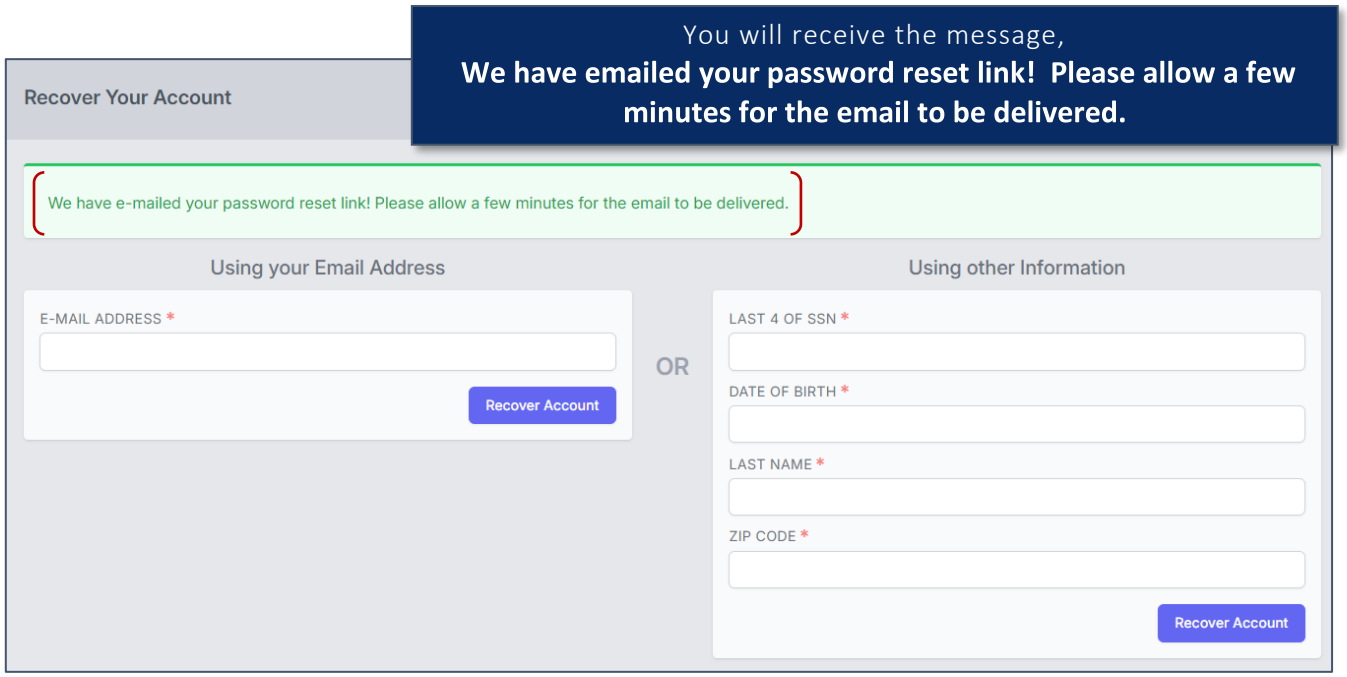


Type in your Email Address
Click **Recover Account**

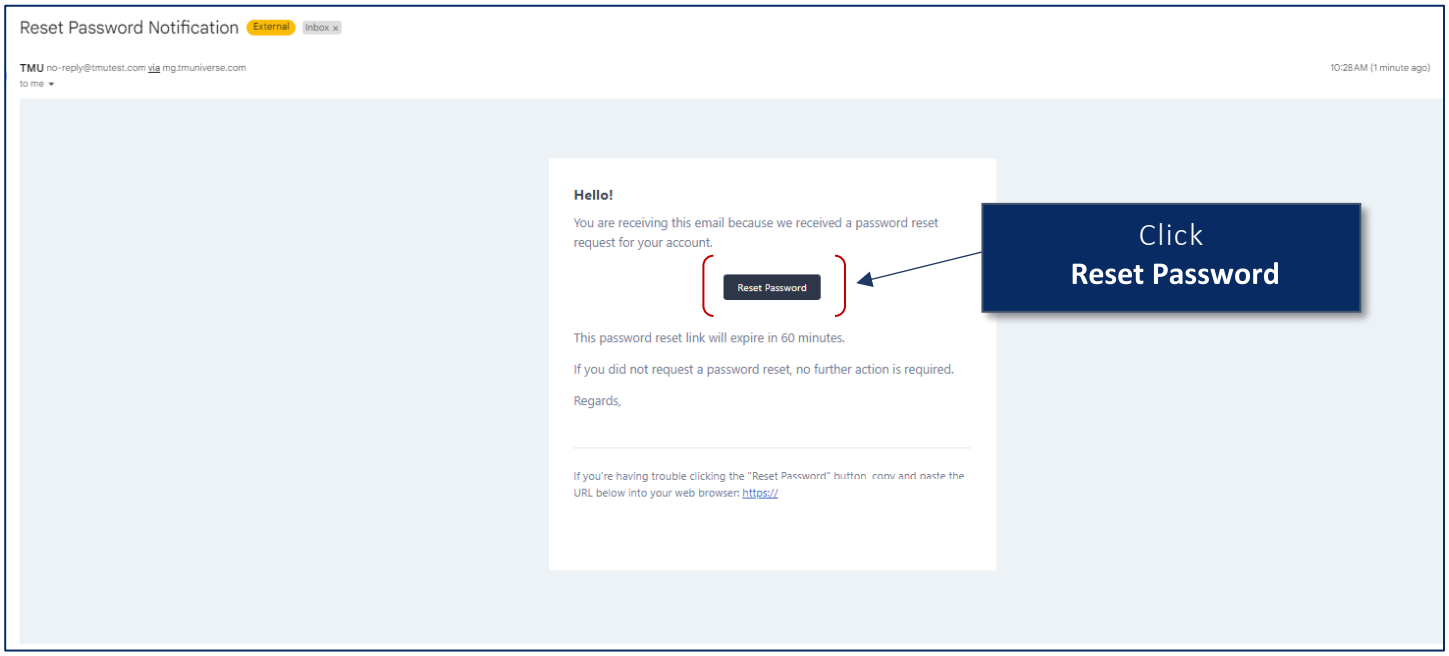
- An email with the reset link will be sent to you.
- Click on the reset link in your email to reset your password.

(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)
Click **Recover Account**

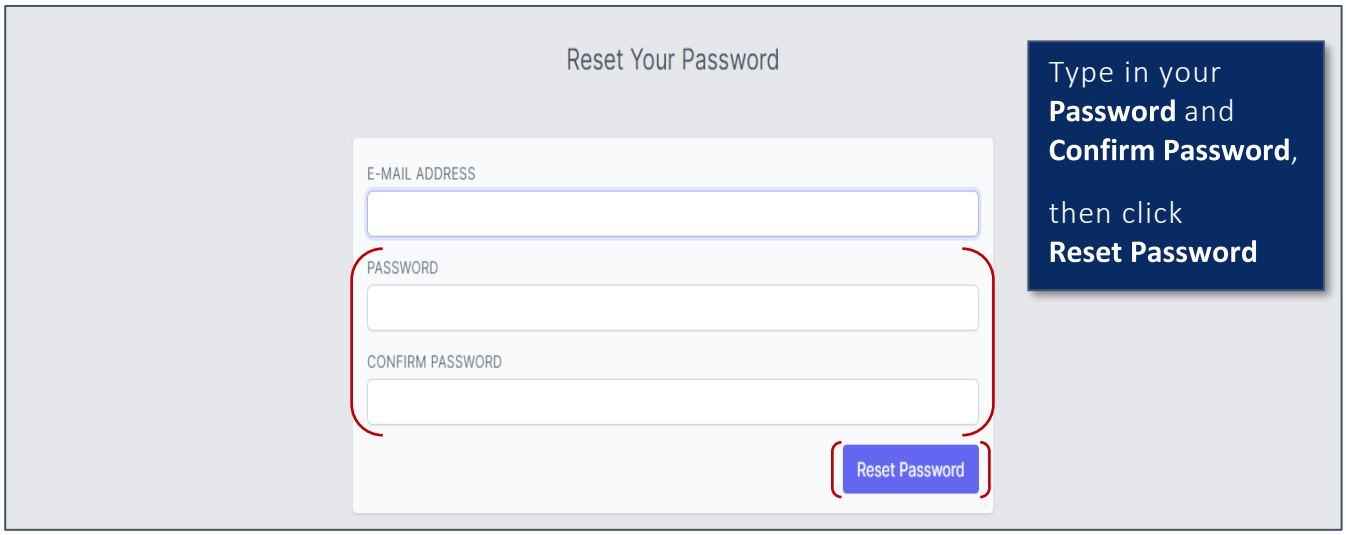




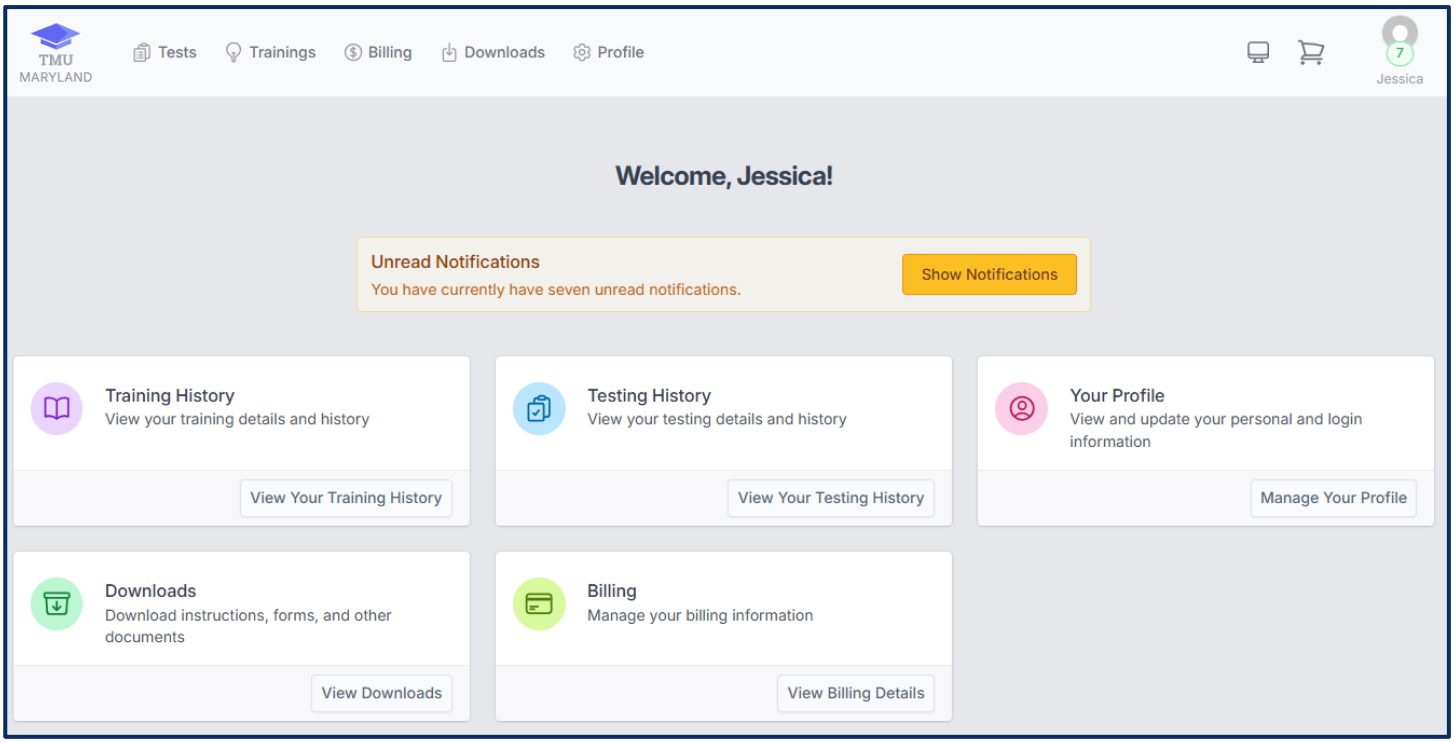
This is what the email will look like (check your junk/spam folder for the email):



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



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



-continued on the next page-

THE MARYLAND NURSING ASSISTANT COMPETENCY EXAM

Payment Information

Exam Description	Price
Knowledge Exam *-or- Knowledge Retake*	**$30.00**
Optional: Audio Version of the Knowledge Exam *-or- Audio Knowledge Retake* *(The knowledge test questions and answers are read through the computer and listened to through headphones or earbuds while you read along.)* **[$30 Knowledge Exam fee + $5 for an audio version = $35]**	**$35.00**
Skills Test *-or- Skills Retake*	**$100.00**

Schedule a Maryland Nursing Assistant Exam

Candidates must be 16 years of age to take the competency exam.

Once you have completed your program, your instructor has entered your training record, or you have been entered via an alternate route, 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 Maryland TMU© web page at md.tmutest.com using your email and password (see instructions under **Schedule / Reschedule a Test Event**). If you cannot sign in or schedule/reschedule online with your email, please call D&SDT-HEADMASTER for assistance at (800)393-8664 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays.

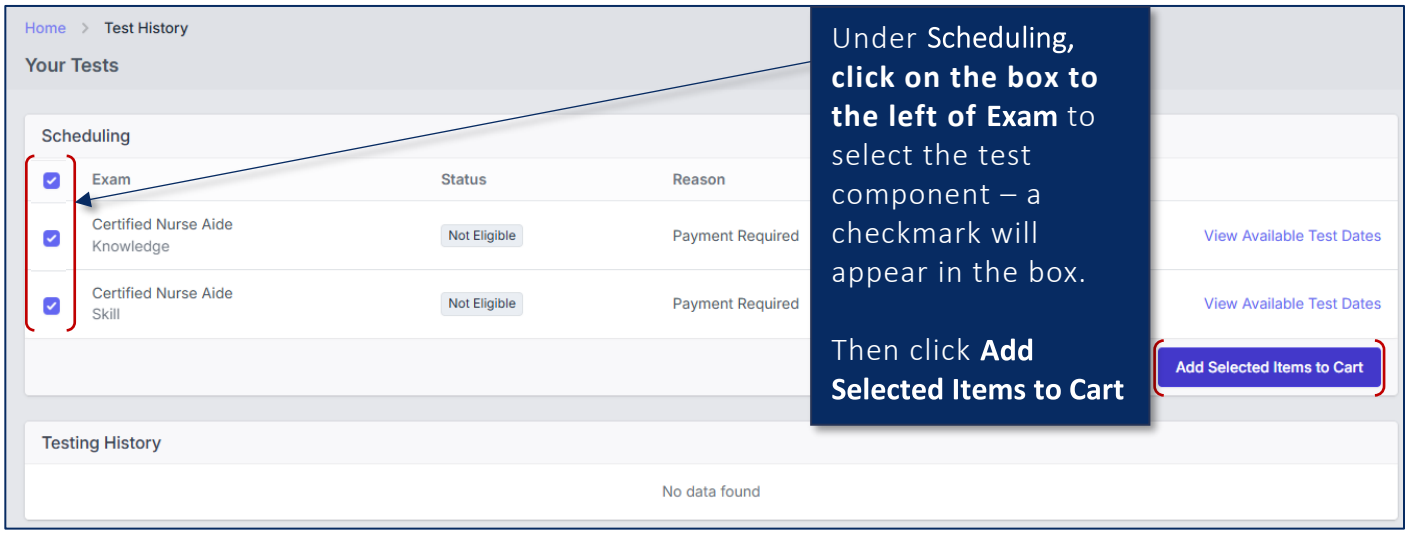
Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your TMU© account, update your password, and complete your demographic information. **This must be done *before scheduling* a test event. See instructions under Complete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

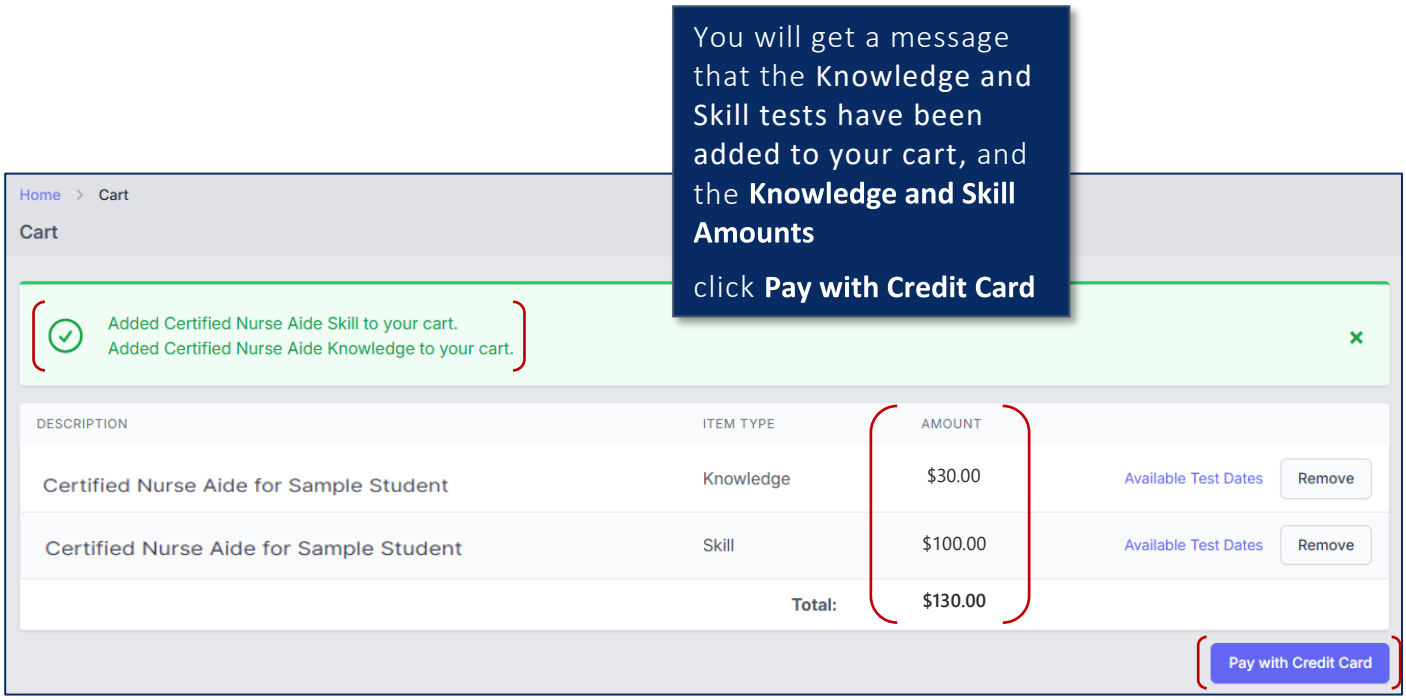
Self-Pay of Testing Fees in TMU©

Testing fees must be paid *before* you can schedule a test date. Once you have completed training, your record will include completion hours and date, and 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 inform you if this is the case. Before 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.





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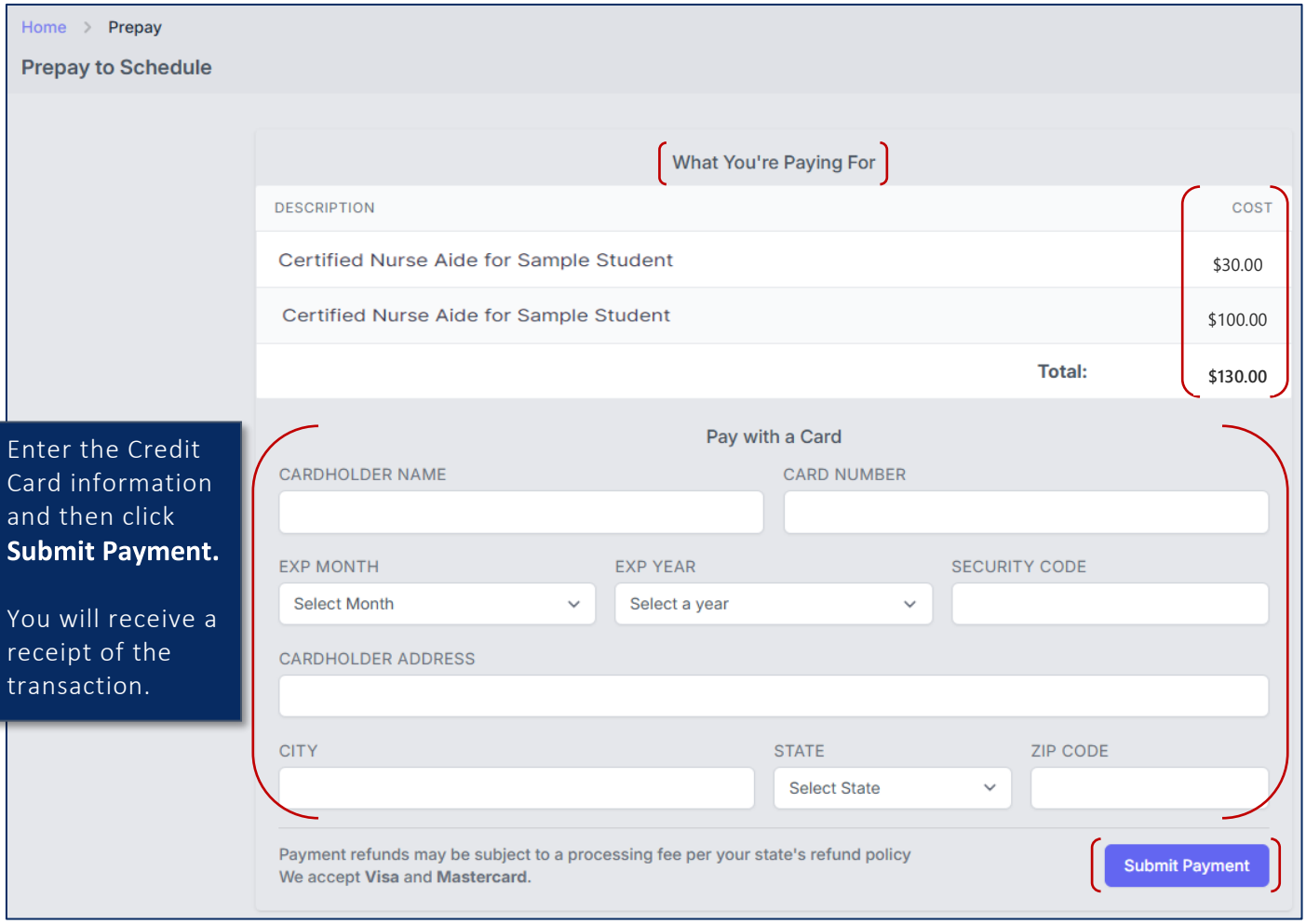


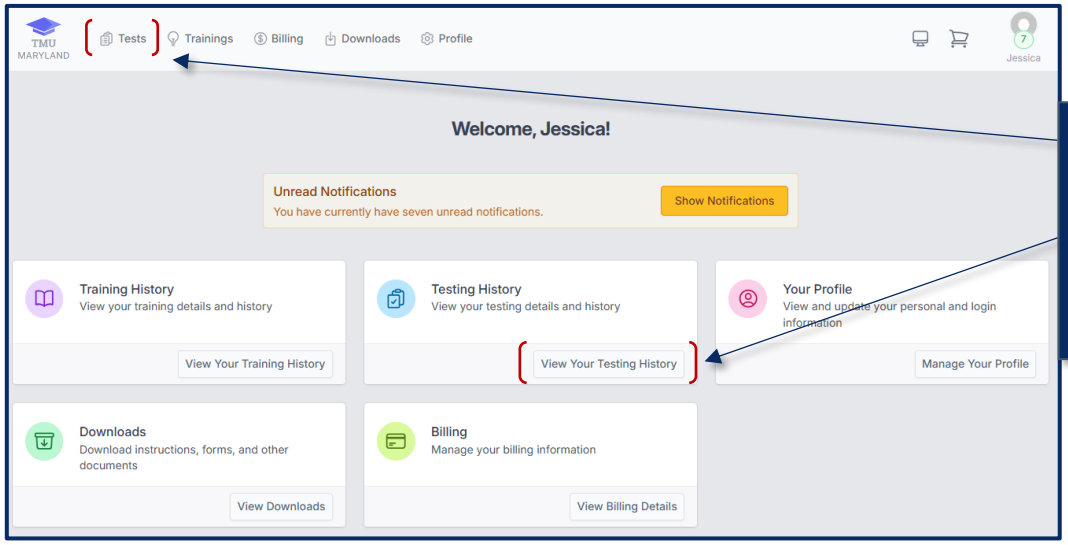
Enter the Credit Card information and then click **Submit Payment.**

You will receive a receipt of the transaction.

For special circumstances only: You may also pay your testing fees with a money order or cashier's check via a paper Payment Form. Please email maryland@hdmaster.com to request a paper payment form.

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.

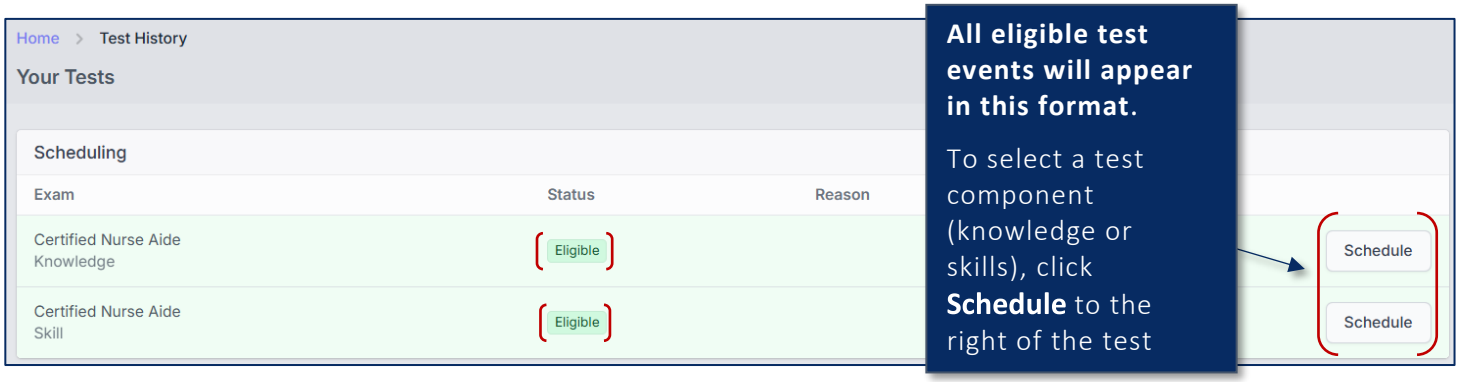
Schedule / Reschedule a Test Event



Click **Tests**

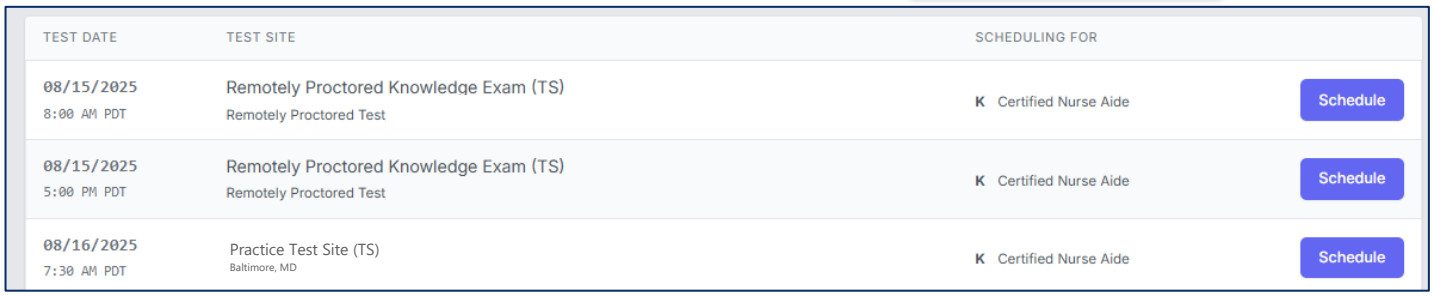
-or-

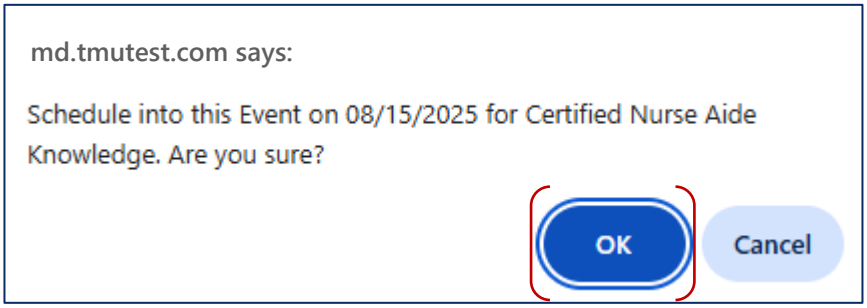
View Your Testing History



All eligible test events will appear in this format.

To select a test component (knowledge or skills), click **Schedule** to the right of the test

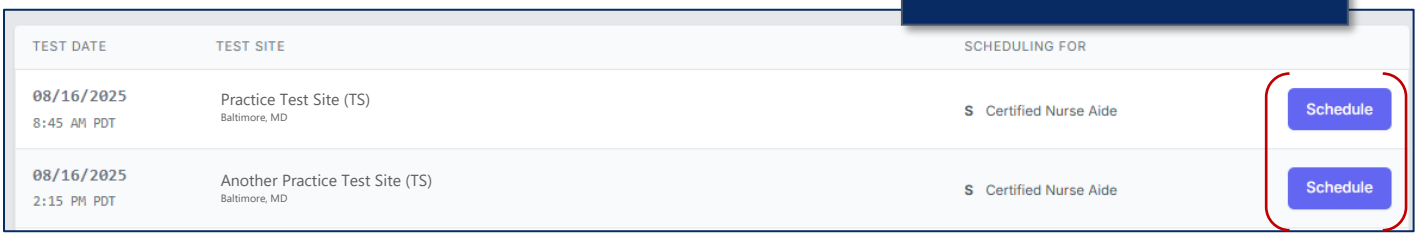


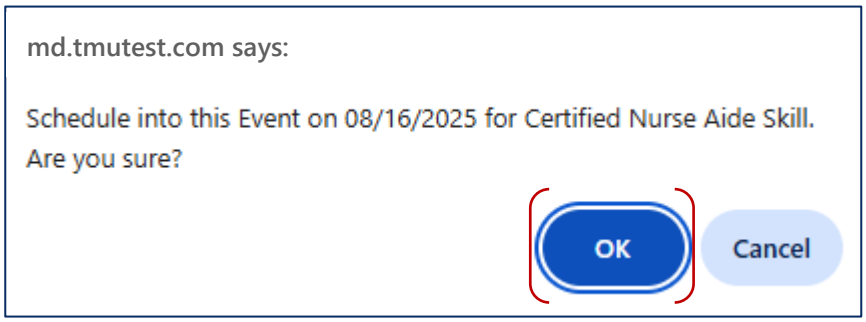


To confirm this is the site and date you want to schedule for a knowledge exam, click **OK**

The next screen opens, showing you available skills test events. Click **Schedule** to the right of the site and date you want to test.

Follow the same steps to schedule a Skills Test.



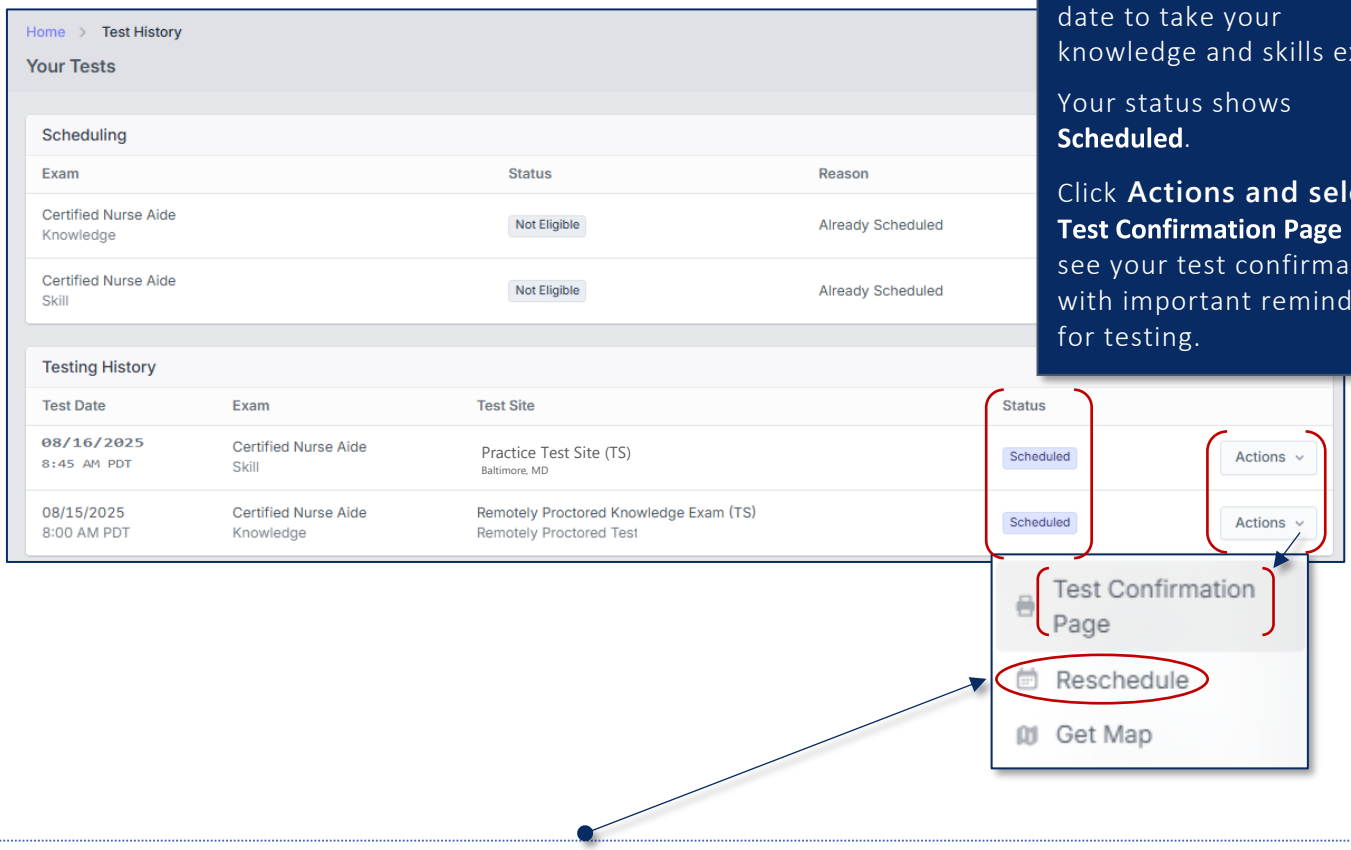


To confirm this is the site and date you want to schedule for a skills test, click **OK**

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

Your status shows **Scheduled**.

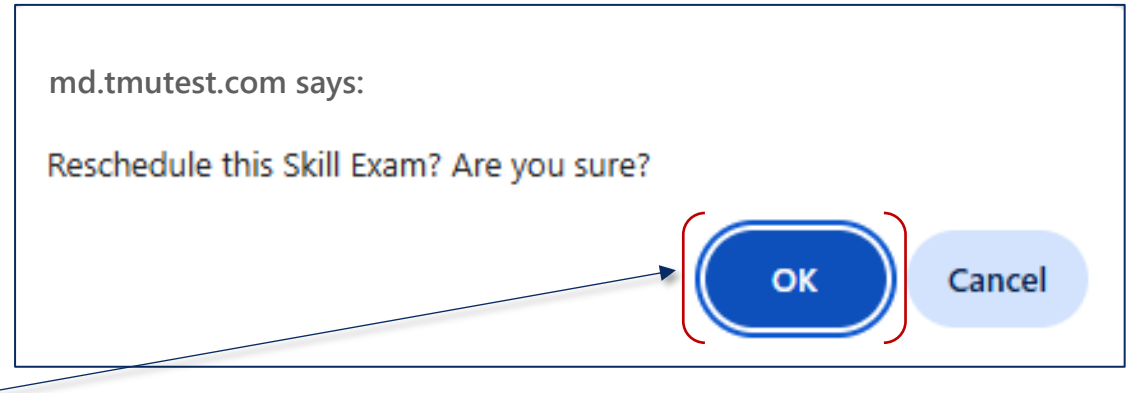
Click **Actions and select Test Confirmation Page** to see your test confirmation with important reminders for testing.



SCREENSHOTS FOR RESCHEDULING A TEST EVENT

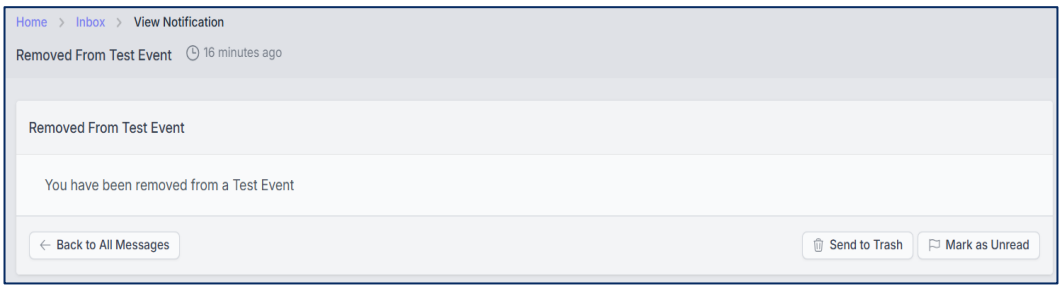
You may reschedule an exam date online in your TMU© account at md.tmutest.com up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date.

- If you need to reschedule your test date, under **Actions**, click on **Reschedule** to select another test date.



Click **OK** to confirm you wish to 'RESCHEDULE' from the event. You will then be able to select another available test date.

The following message will be in your notifications.



Test Confirmation Letter

Your test confirmation letter will provide important information regarding where you are scheduled to test (date, time, and address). It can be accessed at any time.

The body of the test confirmation letter will refer you to read the Maryland candidate handbook, as it will give you specific instructions on what time to arrive, ID requirements, dress code, etc.

Note: Failure to read the candidate handbook could result in a no-show status for your test event if you do not adhere to the testing policies, etc.

It is important you read this letter!

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.

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

Knowledge Exam Test Confirmation:

Test Confirmation Letter

Scheduled Test Confirmation - Maryland Certified Nurse Aide

Get Map | Print Page

Test Date:	08/15/2025
Test Time:	8:00 AM ET
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

Candidate Jessica
Best Student Address
Baltimore, MD

TESTING BEGINS AT **8:00 AM ET** ON **08/15/2025: ARRIVE *AT LEAST* 20 MINUTES EARLY TO CHECK-IN**

- **YOU NEED TO BE AT THE ON-SITE TEST LOCATION *AT LEAST* 20 MINUTES *BEFORE 10:56 AM MDT* TO CHECK IN**
- **REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:** 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 20 minutes before 8:00 AM ET.*** Please see the **Remotely Proctored Knowledge Exam section** of the **Maryland Candidate Handbook** for detailed information.

If you cannot access your account, go to **https://md.tmutest.com**, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **Maryland Nurse Aide Candidate Handbook** for 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.*

Skills Test Confirmation:

Test Confirmation Letter

Scheduled Test Confirmation - Maryland Certified Nurse Aide

Get Map | Print Page

Test Date:	08/16/2025
Test Time:	8:45 AM ET
Test Exam:	Skill - Certified Nurse Aide
Test Site:	Practice Test Site Test Site Address Baltimore, MD

Candidate Jessica
Best Student Address
Baltimore, MD

TESTING BEGINS AT **8:45 AM ET** ON **08/15/2025**: **ARRIVE *AT LEAST* 20 MINUTES EARLY TO CHECK-IN**

- **YOU NEED TO BE AT THE ON-SITE TEST LOCATION *AT LEAST* 20 MINUTES *BEFORE 10:56 AM MDT* TO CHECK IN**
- **REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATES:** 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 20 minutes before 8:00 AM ET.*** Please see the **Remotely Proctored Knowledge Exam section** of the **Maryland Candidate Handbook** for detailed information.

If you cannot access your account, go to **https://md.tmutest.com**, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **Maryland Nurse Aide Candidate Handbook** for 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
Please ensure to check-in in Building B. Knowledge lab is in room B4 and the skill lab is in room B1

Click **Print Page** to print your confirmation letter.

Click **Get Map** to get Google Maps directions to the test site.

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

The detailed instructions included under Driving Directions are an example above. Other information that may be provided, such as landmarks to look for, parking, building numbers, entrances, floor numbers, etc., will also be included under driving directions.

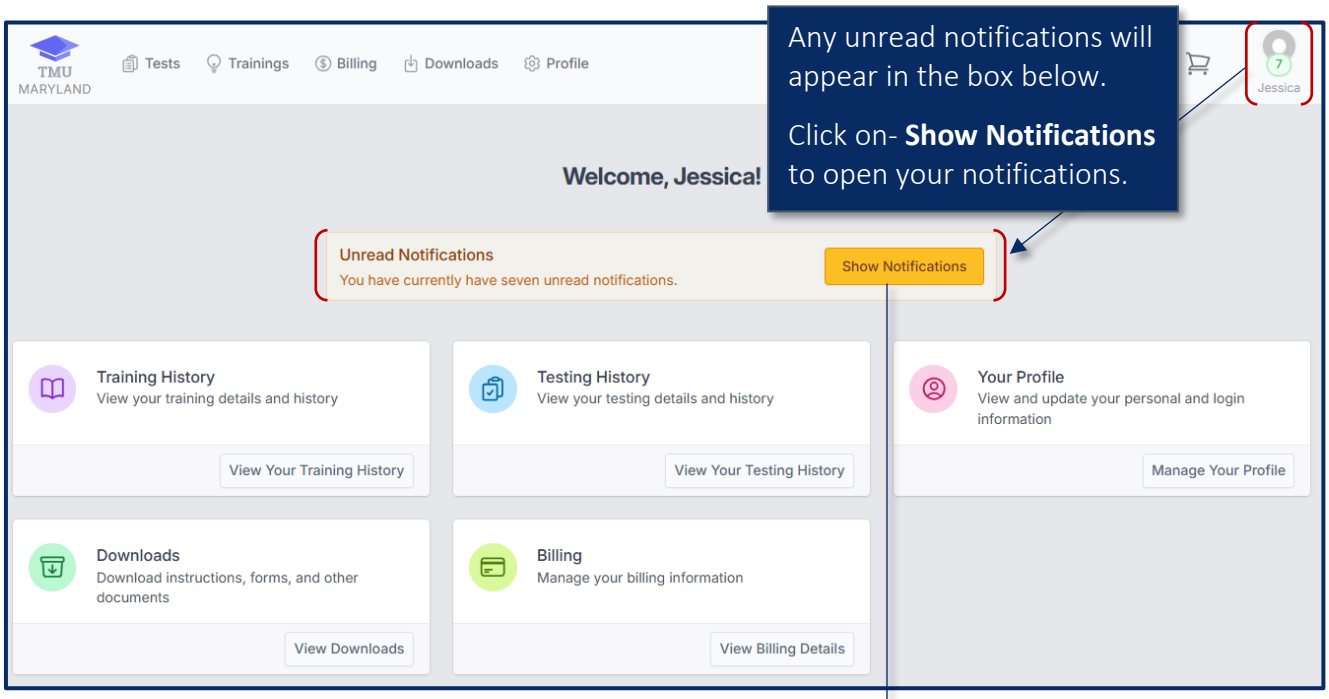
Please see the **Remotely Proctored Knowledge Exam Option** under the Knowledge/Audio Exam section if you want to take your knowledge exam remotely from home, etc. If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664, Monday through Friday, excluding holidays, 8:00AM to 7:00PM ET.

Note: Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.

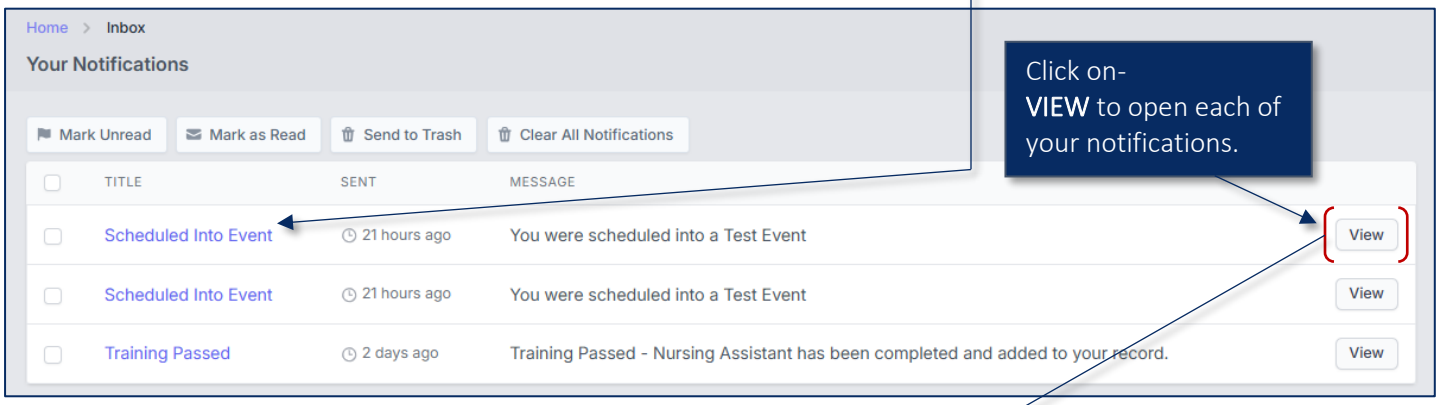
View your Notifications in TMU©

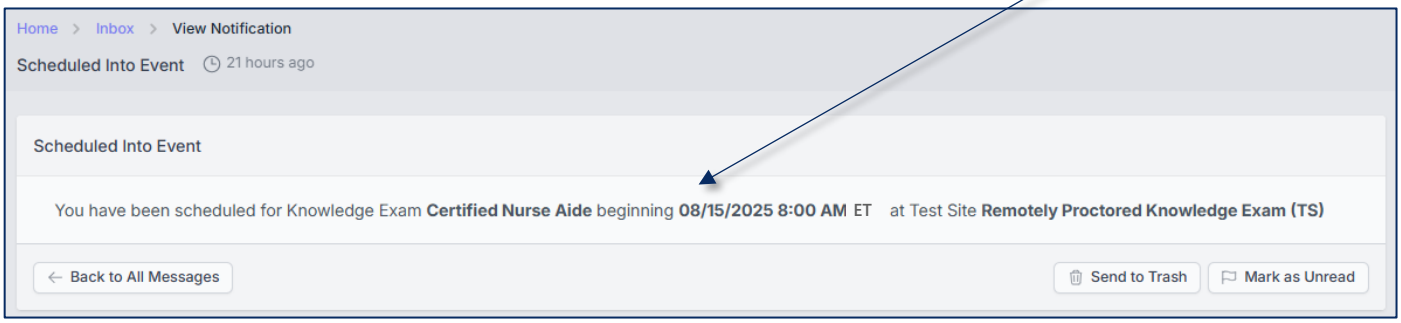
Remember to check your 'notifications' in your TMU© account for important notices regarding your selected test events and other information.

See the screenshots on the next page.



Notification example when scheduled into a test event:





Please see a notification example if scheduled for a Remotely Proctored Knowledge Exam on the next page.

Notification example if scheduled for a Remotely Proctored Knowledge Exam, showing the type of information received when the Zoom invite is sent:

TMU Knowledge Test IMPORTANT INFORMATION	2 days ago	In order to have an issue-free testing session please follow these instructions: #1. You need to be signed into the Zoom meeting no later than 6:40PM #2. Please have your ID ready when you sign in for the proctor to validate. NO electronic copies will be accepted. #3. Please be signed into your TMU account where the test will be administered # [redacted] 5. No eating or drinking during the exam #6. NO ONE will be admitted to the ZOOM room after the test begins at 7:00PM, if you are late you will have to reschedule and pay another fee, #7. I must be able to see you and hear you throughout the test #8. There can be no one else in the room with you, and you must control any noise in your room, If there are voices or noise that affects others your test will be terminated PLEASE make sure that your username and password works to sign into your TMU account prior to coming into the ZOOM meeting. TEST STARTS AT 7PM THERE IS NO GRACE TIME; REMEMBER: [redacted] Thank You	View
TMU Virtual Knowledge test 08-12-2025	2 days ago	[redacted] is inviting you to a scheduled Zoom meeting. Topic: My Meeting Time: Aug 12, 2025 07:00 PM [redacted] Time (US and Canada) Join Zoom Meeting https://zoom.us [redacted] Meeting ID: [redacted] Passcode: [redacted] --- One tap mobile [redacted] Join instructions https://zoom.us/meetings [redacted]	View

Time Frame for Testing from Training Program Completion

You must schedule a test date **within 24 months of your date of training program completion.** After 24 months, you must complete another MBON-approved training program to be eligible to schedule testing.

Test Day

Exam Check-In

You must arrive at your confirmed test site 20 to 30 minutes before your exam is scheduled to start.

- Testing **begins** promptly at the start time noted.
- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get checked in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you must be at the test site for check-in **no later than 7:40AM**.

Note: If you arrive late, you will not be allowed to test.

If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under Remotely Proctored Knowledge Exam Option in the Knowledge/Audio Exam section.

Testing Attire

The following testing attire requirements will be followed at testing sites:

- You must be in full clinical attire (scrubs).
  - *Scrubs and shoes can be any color/design.*
- No open-toed shoes are allowed.
- Long hair must be pulled back.

Other testing attire information:

- You may bring a standard watch with a second hand.
- Smartwatches, fitness monitors, or any type of Bluetooth-connected devices ***are not allowed***.

Note: You will not be admitted for testing if you are not wearing scrubs or the appropriate shoes and have long hair pulled back. You will be considered a NO-SHOW status. You will forfeit your testing fees and will have to pay for another exam date.

IDENTIFICATION

You must bring-

1. **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**
- **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 RN Test Observer during check-in at your test event must exactly match the FIRST and LAST names entered in the Maryland TMU© database by your training program. 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 md.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 bring proper/valid identification.**
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match your current name of record in TMU©.
- A driver's license or state-issued ID card with 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, this is considered a NO-SHOW status, and you will have to reschedule and pay for another test and date.

You will be required to re-present your ID (for on-site testing) when you enter the knowledge test room and the skills lab for your skills exam. Please keep your ID with you throughout the exam day.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Name changes (marriage/divorce, etc.), date of birth changes, social security number corrections, etc., must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the Maryland TMU© main web page (before you log in to your account), or click on this link: https://md.tmutest.com/apply/3.

INSTRUCTIONS FOR THE KNOWLEDGE, REMOTELY PROCTORED KNOWLEDGE AND SKILL EXAMS

Test instructions for the knowledge and skills exams will be provided in written format in the waiting area when you check in for your test.

These instructions detail the process and what you can expect during your exam. Please read the instructions ***before*** entering the knowledge exam room or skills lab. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask questions about the instructions you read when entering the testing rooms.

The **Knowledge, Remotely Proctored Knowledge and Skill Exam Instructions** are available under the **'DOWNLOADS'** tab in your TMU© account. Refer to the **Access the Candidate Handbook and Testing Instructions** section of this handbook.

TESTING POLICIES

The following policies are observed at each test site:

- Make sure you have signed in to your TMU© account at **md.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 arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- Plan to be at the test site for up to five (5) hours (if the knowledge and skills are taken together) in the worst-case scenario.
    - Scheduling time frames and the time at the test site may be significantly shorter.
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in *at least* 20 to 30 minutes before your scheduled start time –** if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
    - **If you are scheduled for a remotely proctored knowledge exam, please see the check-in procedures/policies under Remotely Proctored Knowledge Exam Option in the Knowledge/Audio Exam section.**

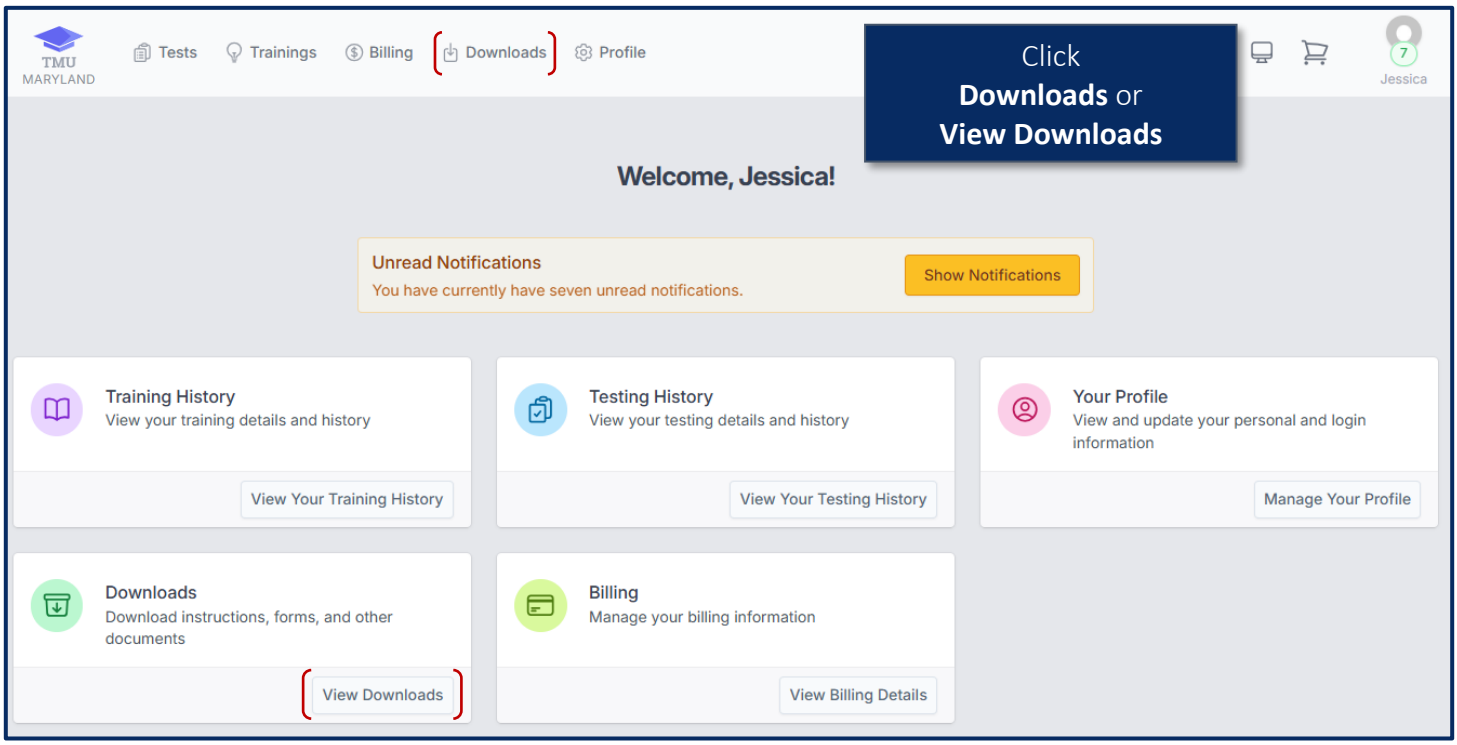
- If you do not bring a valid and appropriate US government-issued, non-expired, *signed photo ID *(see details in this handbook's* **Identification** *section)*, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
    - If the **FIRST** and **LAST** names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the Maryland TMU© database, you will not be admitted to the exam, and any exam fees paid *will NOT be refunded*.
- If you do not wear full clinical attire with appropriate shoes and long hair pulled back, and do not conform to all testing policies, 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 exam day, or are considered a NO-SHOW STATUS for any reason *(see details in this handbook's* **No-Show Status** *section)*, 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.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices, and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. The testing team will inform you of the designated area to place your personal items and electronic devices, and you will collect these items when you complete your test(s).
    - All electronic devices must be **turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which ***must be removed*** from your wrist or body.
- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the Maryland Board of Nursing (MBON). You may, however, use personal devices during your free time in the waiting area. Please see this handbook's **Security** section.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- **LANGUAGE TRANSLATION DICTIONARIES:** Foreign word-for-word translation dictionaries, using language translators that are not pre-approved, and electronic dictionaries **are not allowed.**
- **SCRATCH PAPER AND CALCULATORS:** Scratch paper and calculators **are not allowed**.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (knowledge test room/remotely proctored test event or skills lab) once the exam has begun ***for any reason***. If you do leave during your test event, you will not be allowed back into the testing room/event to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any misconduct or unprofessional conduct or behavior, visibly impaired, trying to take any notes or testing materials from the testing room, exhibit threatening, aggressive, or hostile behavior, or seek retribution, before, during, or immediately after your examination while on testing premises, you will be dismissed from the exam, your test will be scored as a failed attempt, you will forfeit all testing fees paid, and you will be reported to your training program and the Maryland Board of Nursing (MBON). Please see this handbook's **Security** section.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.

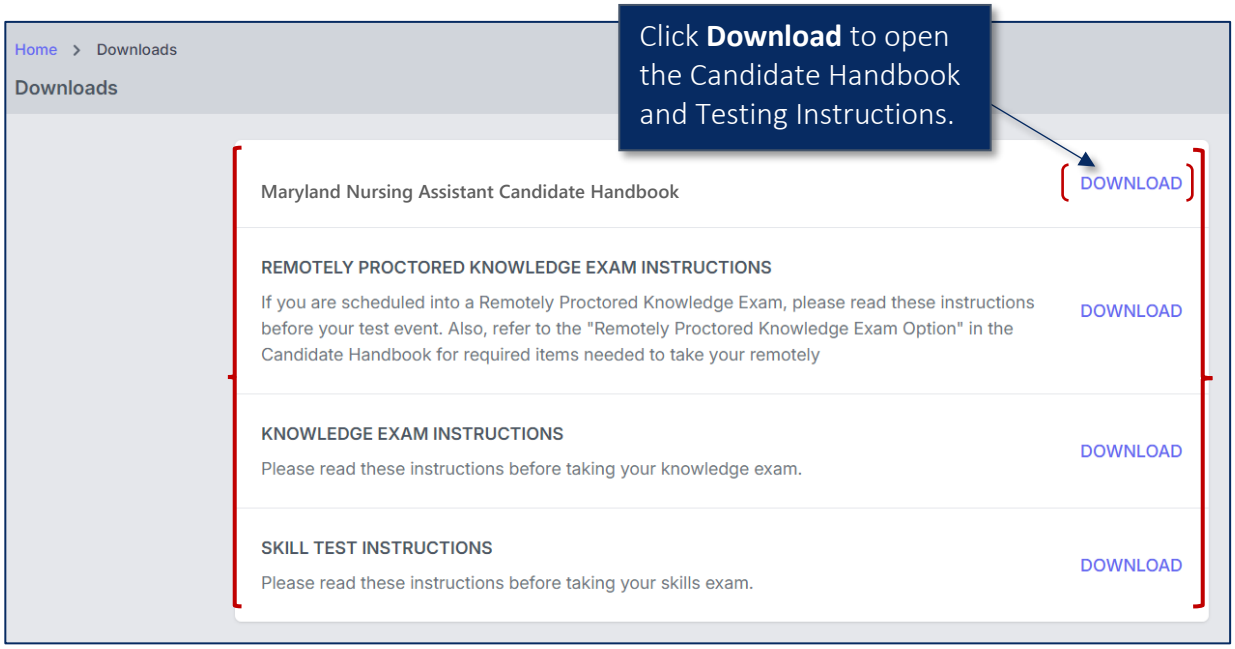
- No visitors, guests, pets (including emotional companion animals), or children are allowed.
  - Service animals are allowed with notification to D&SDT-HEADMASTER in advance of examination.
  - If you show up at your event with guests, pets (including emotional companion animals), or children of any age, you will not be allowed to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (800)393-8664 immediately to reschedule *(see the **note** on the next page)*.
  - **You may not test** if you have any physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a nursing assistant. (Examples: cast, arm/leg braces, crutches, etc.) Call D&SDT-HEADMASTER at (800)393-8664 immediately to reschedule if you are on doctor's orders *(see the **note** on the next page)*.

    NOTE: Please see this handbook's **Reschedule a Test Event** and **No-Show Exceptions** sections.

    → *Reschedules will not be granted less than one (1) full business day before a scheduled test date.*
- **Please review this Maryland NA Candidate Handbook before your test day for any testing and/or policy updates.**
- The Candidate Handbook and testing instructions can also be accessed within your TMU© account under your 'Downloads' tab.

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS





Security

If you are:

- caught cheating
- refuse to follow directions
- use abusive language
- disrupt the examination environment
- are visibly impaired
- engage in unprofessional behavior or conduct
- try to remove test material or take notes or information

You will be asked to leave the test site. Your test will be stopped and 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 the Maryland Board of Nursing (MBON), and you are subject to prosecution to the fullest extent of the law. You will not be allowed to retest for a minimum period of six (6) months and may need to obtain permission from MBON to be eligible to test again.

If you give or receive help from anyone during testing (which includes the use of any electronic recording devices such as cell phones, smartwatches, or navigating to other browsers/sites during your exam, etc.), your test will be stopped, you will be dismissed from the testing room, 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 MBON, and you may need to obtain permission from MBON to be eligible to test again.

If you exhibit threatening, aggressive, or hostile behavior, or seek retribution, before, during, or immediately after your examination while on testing premises, you will be asked to leave the test site and removed from your test. If you have started your test, it will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and MBON, and you may need to obtain permission from MBON to be eligible to test again.

Reschedule a Test Event

All candidates may reschedule for free online at **md.tmutest.com** any time up until one (1) 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 online by signing in to your TMU© account at **md.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 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays.
- Please see the **SCREENSHOTS FOR RESCHEDULING A TEST EVENT** for a visual of rescheduling online.

The scheduled test date is on a:	Reschedule before 7:00PM ET 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 before 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 you are not interested in taking the Maryland nursing assistant certification exam.

Scheduled in a Test Event

1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the **CANDIDATE-Refund of Testing Fees Paid Form** on D&SDT-HEADMASTER's Maryland web page at Maryland web page 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 the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 7:00PM ET, 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 the original payment of 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) To request a refund for testing fees paid, you must fill out and submit the **CANDIDATE-Refund of Testing Fees Paid Form** on D&SDT-HEADMASTER's Maryland main web page at Maryland web page. 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 weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account 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 TMU© account (*see examples below) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from 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 TMU© account and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/your voice mailbox 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 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, not arriving on time to the test site 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 yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER's costs incurred for services requested and the resulting work that is performed. If a reschedule or refund request is not made or received before the one (1) full business day preceding

a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under **Reschedule a Test Event** and **Refund of Testing Fees Paid**), 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 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 Maryland TMU© main page under 'APPLICATIONS', or click this link:

https://md.tmutest.com/apply/5

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

- **Weather or road condition-related issue**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. 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 the 3-business day time frame, you will have to pay as though you were a no-show.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or 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 the 3-business-day time frame, you will have to pay as though you were a no-show.

- **Death in the family**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame, 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 via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a no-show.
  - **Internet outage or issue:** Documentation showing your name and the provider of the service name from the Internet provider, showing the outage date and times.
  - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

Candidate Exit Survey

Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is anonymous, confidential, and will not affect 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.

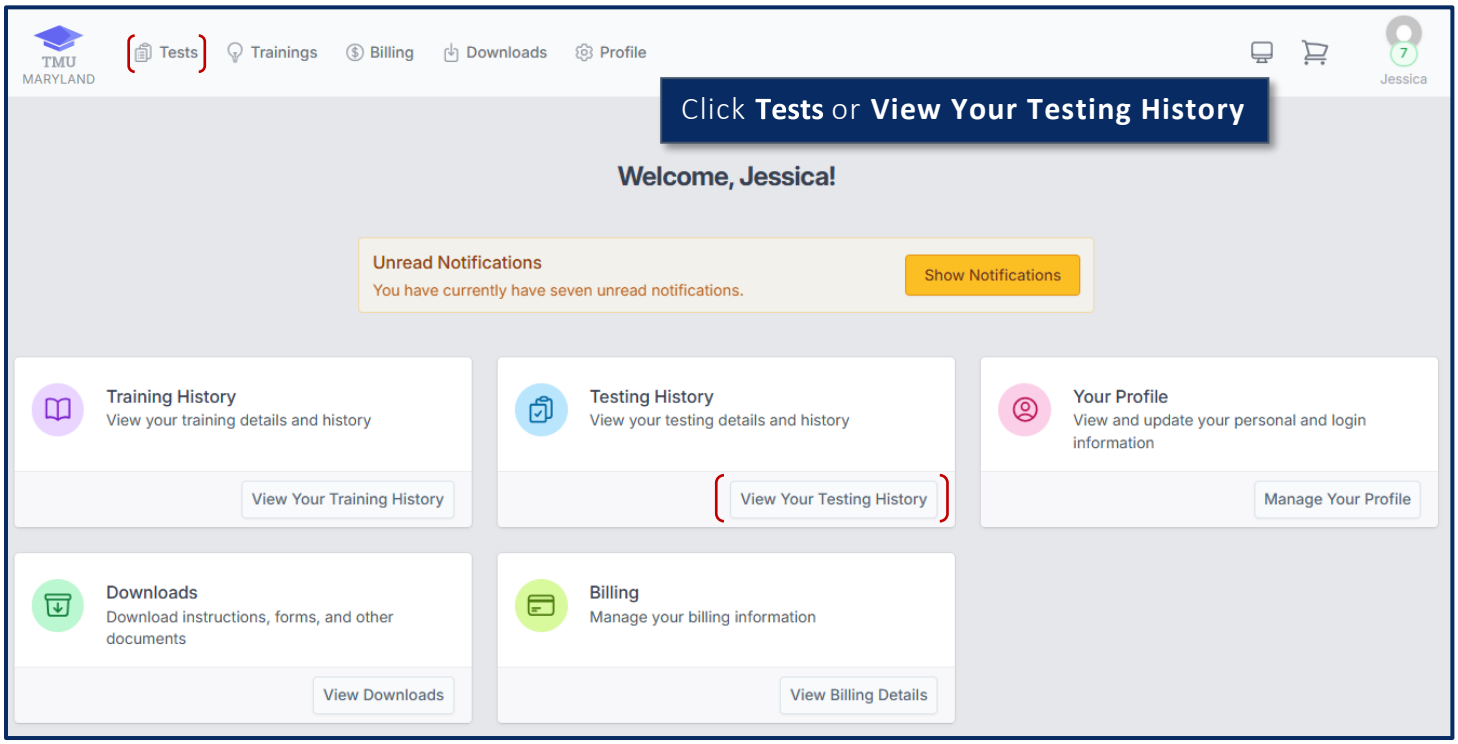
Test Results

After you have completed both the Knowledge Exam and Skill Test components of the competency exam, your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. Official test results will be available by signing in to your TMU© account after 7:00PM (ET) the business day after your test event. D&SDT-HEADMASTER cannot release test results over the phone.

Note: *D&SDT-HEADMASTER does not send postal mail test results letters.*

Sign in to your TMU© account at **md.tmutest.com** to view your test results. The screenshots below show examples of the results.

Access your Test Results



Under Actions, click on **Details** to view your results.

Click on **Print Test Results** to print your results.

Click on **Please take our satisfaction survey** to complete the Exit Survey

Home > Test History

Your Tests

Scheduling

Exam	Status		
Certified Nurse Aide Knowledge	Not Eligible	Payment Required	View Available Test Dates
Certified Nurse Aide Skill	Not Eligible	Already Scheduled	

Add Selected Items to Cart

Testing History

Please take our satisfaction survey

Test Date	Exam	Test Site	Status	
08/15/2025 10:30 AM ET	Certified Nurse Aide Skill	Practice Test Site (TS) Baltimore, MD	Scheduled	Actions
08/13/2025 7:00 PM ET	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remotely Proctored Test	Failed	Actions

Under **Test Actions**, click the drop-down menu and click **Print Results** to get a hard copy of your results. Or, click the **printer icon** next to **Test Actions.**

Details

Print Test Results

Knowledge Exam Test Results Example:

Knowledge Test Detail

You have **failed** the knowledge portion of the Certified Nurse Aide exam.
Your overall knowledge test score is 74.67%.
You must have an overall score of **75%** or better to pass.

Candidate Jessica
Certified Nurse Aide Test

Test Actions
Print Results
Get Directions

TEST EVENT	08/13/2025 7:00 PM ET
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

Scoring & Performance

Test Status	Score	Total correct	Total Answered
Failed	74.67%	56 / 75	75

Performance by Subject

Safety	50%
Communication	100%
Infection Control	50%
Client Rights	75%
Data Collection	100%
Basic Nursing Skills	80%
Role / Responsibility	100%
Disease Process	25%
Mental Health	50%
Personal Care	75%
Care Impaired	100%
Aging Process and Restorative Care	100%

Example

19 Missed Vocabulary Words

accidents, medical asepsis, aspiration, white blood cells, tub bath, range of motion, abdominal thrust, religious service, infection, infection control, dementia, mental health, Maslow, afebrile, apnea, resident right, diabetes, restraint, gait belt

Skill Exam Test Results Example:

Under Actions, click on **Details** to view your results.

Click on **Print Test Results** to print your results.

Click on **Please take our satisfaction survey** to complete the Exit Survey

Home > Test History

Your Tests

Scheduling

Exam	Status	Reason	
Certified Nurse Aide Knowledge	Not Eligible	Previously Passed	
Certified Nurse Aide Skill	Not Eligible	Payment Required	View Available Test Dates

Add Selected Items to Cart

Testing History

Please take our satisfaction survey

Test Date	Exam	Test Site	Status	
07/06/2025 6:00 PM ET	Certified Nurse Aide Skill	Practice Test Site (TS) Baltimore, MD	Failed	Actions
07/06/2025 1:45 PM ET	Certified Nurse Aide Knowledge	Remotely Proctored Knowledge Exam (TS) Remote Proctored Test	Passed	Actions

Details

Print Test Results

Home > Tests > Skill Test Detail

Skill Test Detail

You have **failed** the skill portion of the Certified Nurse Aide exam.
You must correctly perform all of the **key steps** and **80%** of all non-key steps on each assigned task to pass the skill test.

Candidate Jessica
Certified Nurse Aide Skill Test

Test Actions

Print Results

Get Directions

TEST EVENT	07/06/2025 6:00 PM ET
TEST SITE	Practice Test Site (TS) Baltimore, MD

Under **Test Actions**, click the drop-down menu and click **Print Results** to get a hard copy of your results. Or, click the **printer icon** next to **Test Actions.**

-Skill Exam Results are continued on the next page-

Scoring & Performance

Example

Test Status
Failed

Tasks Completed
3 / 4

Task #1: Assisting Resident w/Bedpan, Measure & Record Output and Hand Washing

Score Passed
97.78%

Steps Correct
44 / 45

View Failed Steps

Task #2: Position Resident in Bed on Side

Score Passed
100.00%

Steps Correct
19 / 19

Task #3: Passive Range of Motion Exercise for Hip and Knee

Score Passed
100.00%

Steps Correct
21 / 21

Task #4: Transfer Resident from Bed to Wheelchair using a Gait Belt

Score Failed
95.24%

Steps Correct
20 / 21

View Failed Steps

Click **View Failed Steps** to see the steps missed.
SEE BELOW FOR DETAILS.

Task #4: Transfer Resident from Bed to Wheelchair using a Gait Belt

Score Failed
95.24%

Steps Correct
20 / 21

View Failed Steps

Locks the bed brakes.

Test Attempts

You have **unlimited attempts** to pass the exam's knowledge and skill test portions **within 24 months** of completing the nursing assistant training program. If you do not complete testing within 24 months of completion of training, you must complete a new Maryland Board of Nursing-approved training program to become eligible to further attempt Maryland NA examinations.

Retaking the Nursing Assistant Exam

If you fail the knowledge and/or skill portion of the examination, when you want to apply for a retest, you will need to pay for the portion you failed before you can schedule a new exam date.

You can schedule a test or re-test online by signing in to your TMU© account with your Email or Username and Password at md.tmutest.com. (See instructions with screenshots under **Schedule / Reschedule a Test Event**.)

You will need to pay with a Visa or MasterCard credit/debit card before you can schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (800)393-8664 during regular business hours, 8:00AM to 7:00PM ET, Monday through Friday, excluding holidays. We can assist you in scheduling a test or 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, Monday through Friday, 8:00AM to 7:00PM ET, excluding holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with 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 Maryland TMU© main page (before you log in to your account) at md.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 nursing assistant in Maryland is demonstrated by examination of minimum nursing assistant knowledge and skills, 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 stand, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection, your knowledge test markings, and any skill task measurements you recorded at the time of your test, in addition to reviewing markings, notations, and measurements recorded by the RN Test Observer at the time of your test. We will interview the RN Test Observer, Actor, or Knowledge Test Proctor about the facts detailed in your dispute documentation. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer, Actor, and/or Knowledge Test Proctor, and other candidates who were on-site at your test event for any additional information about the test event.

D&SDT-HEADMASTER cannot review test results or reviews with the candidate's instructor/training program or anyone else on the candidate's behalf.

D&SDT-HEADMASTER will complete your review request within ten (10) business days of receiving it in a timely manner. D&SDT-HEADMASTER will email the review results to your email address and the Maryland Board of Nursing (MBON).

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Test consists of 70 multiple-choice questions. Questions are selected from subject areas based on the MBON-approved Maryland test plan and include questions from all the required categories as defined in the federal regulations.

The subject areas are as follows.

SUBJECT AREAS

Subject Area	Number of Questions	Subject Area	Number of Questions
Aging Process and Restorative Care	3	Infection Control	11
Basic Nursing Skills	10	Mental Health	4
Care Impaired	3	Personal Care	5
Communication	6	Resident Rights	5
Data Collection	4	Role and Responsibility	5
Disease Process	5	Safety	9

KNOWLEDGE EXAM SUBJECT AREA DEFINITIONS

Aging Process and Restorative Care: Questions concerning the process and progression of humans becoming what they will be as they move along the timeline of their lives and the maintenance of physical, mental, and psychosocial function.

Basic Nursing Skills: Questions concerning any act or activity that would be considered a basic skill necessary to perform the job of a CNA.

Care Impaired: Questions concerning dealing with residents who are physically or mentally limited from receiving "standard" care. CNAs must perform more extensively or differently to accommodate these residents.

Communication: Questions concerning any type of communication, verbal and nonverbal, written, spoken, or any communication related to hearing, seeing, feeling, tasting, or smelling.

Data Collection: Questions concerning data acquisition, handling, and routing.

Disease Process: Questions concerning the stages of diseases and/or the theory of diseases and the detection, prevention, or treatment of diseases.

Infection Control: Questions concerning the nature of infections, infection causes and prevention, and correct methods and procedures for dealing with infections.

Mental Health: Questions concerning the mental processes of residents, the signs and stages of mental states of residents, both normal and care impaired, or the mental well-being and interaction of the CNA and their co-workers.

Personal Care: Questions concerning activities or acts performed by the CNA for or to residents that are personal in nature.

Resident Rights: Questions concerning the rights to which the residents are legally entitled and the facility and CNA's role in ensuring those rights.

Role and Responsibility: Questions concerning any act or activity that would be considered part of the basic role of the CNA in the workplace or a basic responsibility of a CNA in the workplace.

Safety: Questions concerning the safety of residents, CNAs, facility safety issues, and the safety of facility personnel in general.

Knowledge Exam Information

If taking both the knowledge and skill tests on-site on the same day, you will be required to present your ID when entering the knowledge test room and the skills lab. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have **60 minutes** to complete the **70 multiple-choice questions** Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam, such as "What does this question mean?"

You must have a score of 73% or better to pass the knowledge portion of the exam.

All test sites in Maryland utilize electronic TMU© testing using Internet-connected computers. The knowledge exam portion of your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

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

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

TRANSLATION DICTIONARIES

Foreign word-for-word translation dictionaries, electronic dictionaries, or non-approved language translators ***are not allowed***.

SCRATCH PAPER AND BASIC CALCULATOR

Scratch paper and calculators ***are not allowed***.

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to the Maryland Board of Nursing (MBON).

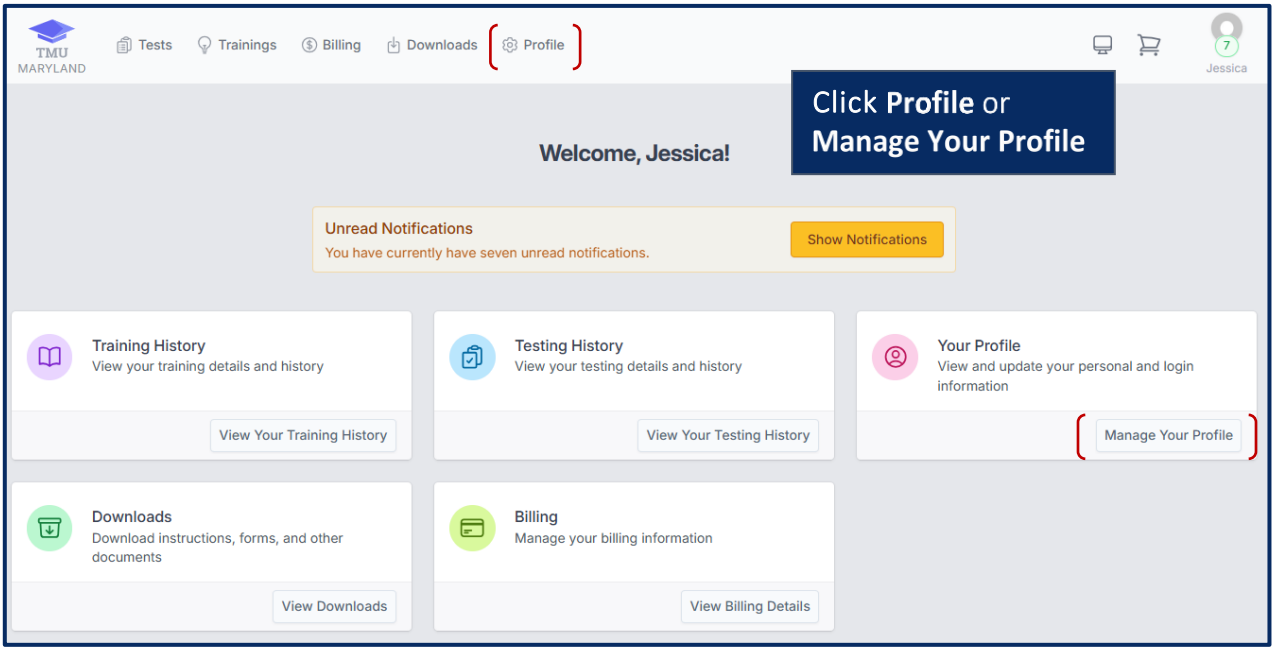
Knowledge Exam Audio Version

An audio (oral) version of the knowledge exam is available. However, there is an extra $5 charge for the audio version ($35 total), and you must request an Audio version ***before you submit your testing fee payment***.

The questions are read to you neutrally and can be heard through wired headphones or earbuds plugged into the computer. ***Bluetooth-connected devices are not allowed.*** When taking an electronic Audio exam, the audio control buttons will be displayed on the computer screen, enabling you to play, rewind, or pause questions as needed.

Selecting an Audio Version of the Knowledge Exam

To select the Audio version of the knowledge exam, follow the instructions with screenshots that follow.



*Under your PROFILE, check the **'Enable Audio Testing'** to receive an Audio version of the Knowledge Exam:*

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home, etc. Please see the important information below before deciding to take your knowledge exam with a remote proctor.

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/laptop to log into TMU© to access the knowledge exam.

- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam. The remote Proctor will provide you with a 'code' to start your test.**
- A smartphone to access the 'video conferencing app' (for example, Zoom, etc.) that you **must download**.
  - An email will be sent to you and your notifications (in your TMU© account) with information about the 'video conferencing app' (for example, Zoom, etc.) **you must download *before* test day**.
  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the 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, secured 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.
- 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.

Schedule a Remotely Proctored Knowledge Exam

You will need to sign in to your TMU© account using your Username or Email and Password and follow the instructions to **Schedule / Reschedule a Test Event**. Please ensure you have met the **Remotely Proctored Knowledge Exam Candidate Requirements** listed above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Knowledge Exam**'.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the **Schedule / Reschedule a Test Event, Test Confirmation Letter,** and the **View your TMU© Notifications** section 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 the **View your TMU© Notifications** section.

Please call D&SDT-HEADMASTER at (800)393-8664 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

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. Please see the instructions for the Remotely Proctored Knowledge Exam under **Access the Candidate Handbook and Testing Instructions**.

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 20 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 20 minutes)** the time listed on your test confirmation, you will not be allowed to test, 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 be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and other people, children, or pets.
- 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 blurring 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 Policies

All **Testing Policies** and **Security** measures are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- 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, secured 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/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.
- If you have requested and paid for an AUDIO version of the Knowledge Exam, you will need to have wired headphones/earbuds that plug into the computer (**Bluetooth-connected devices are not allowed**).
- **TRANSLATION DICTIONARIES:** Foreign word-for-word translation, electronic dictionaries, or non-approved language translators ***are not allowed***.
- **SCRATCH PAPER AND BASIC CALCULATOR:** ***Are not allowed.***

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.

Self-Assessment Reading Comprehension Exam

The following passages and corresponding questions will assess your reading comprehension required for the knowledge portion of the state competency evaluation. If you miss more than three (3) questions, you should consider utilizing the audio option for the knowledge exam.

PASSAGE 1

Paul and Ben are twins. They are identical in features but opposite in personality. Paul likes to wear dark colors. Ben likes to wear bright colors. Paul likes to read quietly, and Ben likes to watch football games with friends.

1. Paul can be classified as an
   a. omnivert
   b. extrovert
   c. introvert
   d. ambivert

2. Ben can be classified as an
   a. omnivert
   b. extrovert
   c. introvert
   d. ambivert

3. Paul and Ben have identical
   a. noses
   b. shoes
   c. earrings
   d. tattoos

PASSAGE 2

Amy is from the state of Montana. Amy lives in an apartment with her parents and her brother, Nick. Tomorrow, Amy is flying to the state of Oregon. Amy is bringing three books of 3 different colors with her. Nick doesn't understand why she needs three books. The yellow one is a Spanish-English dictionary. The red one is a tourist guide to Oregon. The blue one is about horses, which Amy feels is the most important.

Amy will not need her United States of America passport because she won't be leaving the country.

4. Amy is from
    a. Wisconsin
    b. Montana
    c. Oregon
    d. Wyoming

5. Amy resides in a(n)
    a. house
    b. farm
    c. condo
    d. apartment

6. Amy lives in
    a. Canada
    b. America
    c. Mexico
    d. Peru

7. Amy lives with her
    a. aunt
    b. grandmother
    c. father
    d. sister

8. Amy's brother's name is
    a. Nick
    b. Loren
    c. Chad
    d. Jared

9. Tomorrow, she is going to
    a. Montana
    b. Canada
    c. Wisconsin
    d. Oregon

10. The type of book that is yellow is a(n)
    a. dictionary
    b. animal interest
    c. tourist
    d. guidebook

11. Amy believes the most important book is the color
    a. red
    b. black
    c. yellow
    d. blue

PASSAGE 3

Katherine did not like being called by her full name. She preferred to be called Katie. Katherine's mother wanted her to understand why she was given that legal name. Her mother shared a story about a strong-willed woman who overcame adversities, and her name was Katherine. Katherine then embraced her given name.

12. Katherine is a
    a. last name
    b. middle name
    c. legal name
    d. nickname

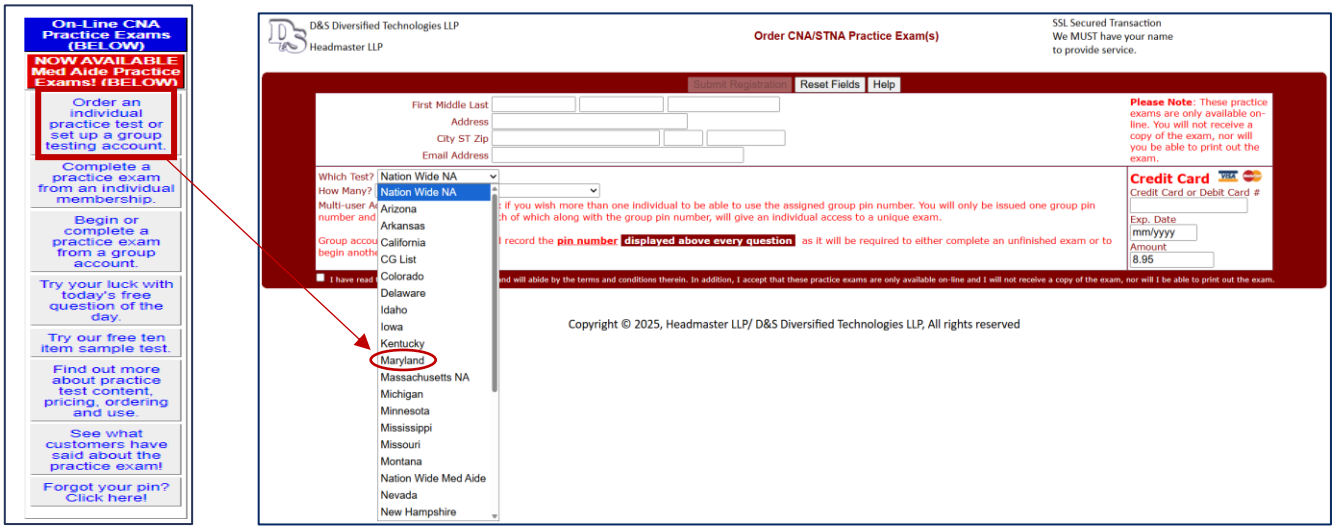
13. The purpose of Katherine's mother sharing the story with Katherine is to
    a. entertain
    b. persuade
    c. inform
    d. describe

Answers: 1. C | 2. B | 3. A | 4. B | 5. D | 6. B | 7. C | 8. A | 9. D | 10. A | 11. D | 12. C | 13. C

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten-question online static practice test available on our website at www.hdmaster.com. Candidates may purchase complete practice tests randomly generated based on the state test plan. A mastery learning method is used, and each practice test will be unique. This means candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available.

NOTE: Make sure you select **MARYLAND** from the drop-down list.



The following is a sample of the kinds of questions that you will find on the Knowledge/Audio exam:

1. Clean linens that touch the floor should be:
   - (A) Picked up quickly and placed back on the clean linen cart
   - (B) Used immediately on the next resident's bed
   - (C) Considered dirty and placed in the soiled linen hamper
   - (D) Used only in the room with the floor the linen fell on

2. When you are communicating with residents, you need to remember to:
   - (A) Face the resident and make eye contact
   - (B) Speak rapidly and loudly
   - (C) Look away when they make direct eye contact
   - (D) Finish all their sentences for them

3. A resident's psychological needs:
   - (A) Should be given minor consideration
   - (B) Make the resident withdrawn and secretive
   - (C) Are nurtured by doing everything for the resident
   - (D) Are nurtured when residents are treated like individuals

ANSWERS: 1-C | 2-A |3-D

THE MANUAL DEMONSTRATION SKILL TEST

- The purpose of the Skill Test is to evaluate your performance when demonstrating MBON-approved nursing assistant skill tasks. You will find a complete list of skill tasks in this handbook.
- You will be asked to present your ID, which you showed the RN Test Observer at check-in.
- Be sure you understand all instructions you read while in the waiting area before you begin your skill task demonstrations. You may not ask questions once the Skill Test begins and the timer starts. Once the Skill Test begins, the RN Test Observer may not answer questions.

- Each of your randomly selected three (3) or four (4) tasks will have scenarios associated with them. The scenarios will be read to you by the RN Test Observer immediately before you are asked to do each task.
- You will be allowed **thirty (30) minutes** to complete your three or four tasks. After fifteen (15) minutes have elapsed, you will be alerted when 15 minutes remain.
- Listen carefully to all instructions given by the RN Test Observer. You may request to have any of the scenarios repeated **at any time** during your Skill Test up until you run out of time or tell the RN Test Observer that you are finished with your skill task demonstrations.
- You must correctly perform all of the **critical** steps (in **bold** font) and 80% of all non-key steps on each task assigned to pass the Skill Test.
- If you believe you made a mistake while performing a task, tell the RN Test Observer you would like to make a correction. You will need to correctly demonstrate the step or steps on the task you believe you performed incorrectly to receive credit for the correction.
- You may repeat or correct **any step** or **steps** on any task you believe you have performed incorrectly at **any time** during your allotted 30 minutes or until you tell the RN Test Observer you are finished with the Skill Test.
- The skill task steps are not order dependent unless the words *BEFORE* or *AFTER* are used in a step.
- When you finish each task, verbally tell the RN Test Observer you are finished and move to the designated "relaxation area." When the RN Test Observer and actor have set up and are ready for your next skill task demonstration, the RN Test Observer will read the scenario for your next task.
- **All steps must actually be demonstrated. Steps that are only verbalized or simulated WILL NOT COUNT.**

Skill Test Recording Form

If your skill test includes a skill task that requires recording a count or measurement, the RN test observer will provide a recording form similar to the one displayed. You are required to sign the recording form during the demonstration of the equipment/supplies.

RECORDING FORM →

Candidate's Name: _____
PLEASE PRINT

PULSE: _____ *beats* **RESPIRATIONS:** _____ *breaths*

BLOOD PRESSURE: _____ / _____

URINARY OUTPUT: _____ ml **WEIGHT:** _____ lbs.

GLASS 1: _____ GLASS 2: _____ **TOTAL FLUID INTAKE:** _____ ml	**FOOD INTAKE:** _____%

Candidate's Signature: _____

Skill Test Tasks

You will be assigned one of the following mandatory tasks with embedded hand washing using soap and water as your first task:

- Assist Resident with the use of a Bedpan, Measure and Record Urine Output with Hand Washing
- Donn PPE (Gown and Gloves), Empty a Urinary Drainage Bag, Measure and Record Urine Output, and Remove PPE with Hand Washing
- Perineal Care for a Female with Hand Washing **[demonstrated on a manikin]**

Note: Hand washing with soap and water is embedded in each of the mandatory tasks and must be demonstrated at the end of each mandatory task.

You will also receive an additional two (2) or three (3) randomly selected tasks from the Skill Task listing below. These selected tasks will make up your personalized and unique skill test. Each skill test randomly assigned by the TMU© skill test assignment algorithm will be comparable in overall difficulty.

Skill Tasks Listing

To receive credit, you must actually perform and demonstrate every step during your skill test demonstration.

The steps listed for each task are required for a nursing assistant candidate to successfully demonstrate minimum proficiency in the skill task for the RN Test Observer.

The steps will be performed on a live resident actor for all of the tasks, except for perineal care for a female, which will be demonstrated on a manikin.

You will be scored only on the steps listed. You must score **80%** on each task without missing any **critical** steps (the **bolded** steps) to pass the skill component of your competency evaluation.

If you fail the Skill Test, there will always be one of the first mandatory tasks to start each Skill Test. The other tasks included in your Skill Test are randomly chosen so that every Skill Test is comparable in difficulty and has an average length of time to complete. The RN Test Observer will observe your demonstrations of your skill tasks and record what they see you do. D&SDT-HEADMASTER scoring teams will officially score and double-check your test.

Note: The skill task steps included in this handbook are offered as guidelines to help prepare candidates for the Maryland nursing assistant skill test, and the steps included herein are not intended to be used to provide complete care that would be all-inclusive of best care practiced in an actual work setting.

APPLY A KNEE-HIGH ANTI-EMBOLIC (ELASTIC) STOCKING TO A RESIDENT'S LEG

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Raise bed height.
4. Provide for the resident's privacy.

5. Provide for the resident's privacy by only exposing one leg.
6. Roll, gather, or turn the stocking down inside out to at least the heel.
7. Place the foot of the stocking over the resident's toes, foot, and heel.
8. Roll -or- pull the top of the stocking over the resident's foot, heel, and up the leg.
9. Check toes for possible pressure from the stocking.
10. Adjust the stocking as needed.
11. **Leave the resident with a stocking that is smooth/wrinkle-free.**
12. Lower bed.
13. Place the call light or signal calling device within easy reach of the resident.
14. Maintain respectful, courteous interpersonal interactions at all times.
15. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

ASSIST A DEPENDENT RESIDENT WITH A MEAL IN BED

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Ask the resident to state their name and verify that the name matches the name on the diet card.
4. **Position the resident in an upright, sitting position BEFORE feeding, at least 75-90 degrees.**
5. Protect clothing from soiling using a napkin, clothing protector, or towel.
6. Provide hand hygiene for the resident BEFORE feeding. *(Candidate may use a disposable wipe and dispose of it in a trash can, or wash the resident's hands with soap and a wet washcloth, or they may rub hand sanitizer over all surfaces of the resident's hands until dry.)*
7. Ensure the resident's hands are dry BEFORE feeding. *(If a wet washcloth with soap was used, the candidate will need to dry the resident's hands. If a disposable wipe or hand sanitizer was used, the hands must be dry.)*
8. Place soiled linen in a designated laundry hamper or dispose in an appropriate container if used.
9. Sit in a chair, facing the resident, while feeding the resident.
10. Describe the food and fluid being offered to the resident.
11. Offer each fluid frequently.
12. Offer small amounts of food at a reasonable rate.
13. Allow resident time to chew and swallow.
14. Wipe the resident's hands and mouth AFTER assisting with the meal.
15. Remove the clothing protector and place it in a designated laundry hamper. If a napkin is used, dispose of it in a trash container.
16. Leave the resident sitting upright in bed with the head of the bed set up to at least 75-90 degrees.
17. Record intake as a percentage of total solid food eaten on the previously signed recording form.
18. **The candidate's calculation must be within 25 percentage points of the RN Test Observer's calculation.**
19. Record estimated intake as the sum total fluid consumed in mls on the previously signed recording form.
20. **The candidate's calculation must be within 30mls of the RN Test Observer's calculation.**

21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.
23. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT TO AMBULATE USING A GAIT BELT

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Obtain a gait belt for the resident.
4. Assist the resident in putting on non-skid shoes/footwear.
5. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
6. **Lock the bed brakes to ensure the resident's safety.**
7. **Lock wheelchair brakes to ensure the resident's safety.**
8. Bring the resident to a sitting position.
9. Place a gait belt around the resident's waist to stabilize the trunk.
10. Tighten the gait belt.
11. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
12. Face the resident.
13. Grasp the gait belt on both sides with an upward grasp.
14. Bring the resident to a standing position.
15. Stabilize the resident.
16. Ambulate the resident at least ten steps to the wheelchair.
17. Assist the resident in pivoting/turning and sitting in the wheelchair in a controlled manner that ensures safety.
18. Use proper body mechanics at all times.
19. Remove gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

ASSIST A RESIDENT WITH THE USE OF A BEDPAN, MEASURE AND RECORD URINE OUTPUT WITH HAND WASHING

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.

4. Put on gloves.
5. Position the resident on the bedpan safely and correctly. *(The pan is not upside down, it is centered, etc.)*
6. Raise the head of the bed to a comfortable level.
7. Leave tissue within reach of the resident.
8. Leave the call light or signaling device within reach of the resident.
9. Step behind the privacy curtain to provide privacy for the resident.
10. When the RN Test Observer indicates the candidate returns.
11. Lower the head of the bed.
12. Gently remove the bedpan.
13. Hold the bedpan for the RN Test Observer while an unknown quantity of liquid is poured into the bedpan.
14. Place the graduate on a level, flat surface.
15. Pour bedpan contents into the graduate.
16. With the graduate at eye level, measure output.
17. Empty the equipment into the designated toilet/commode.
18. Rinse equipment used and empty rinse water into the designated toilet/commode.
19. Return equipment to storage.
20. Wash/assist the resident in washing and drying their hands with soap and water.
21. Place the soiled linen in a designated laundry hamper.
22. Remove gloves, turning them inside out as they are removed, and dispose in a trash container.
23. Record output in mls on the previously signed recording form.
24. **The candidate's recorded measurement is within 25mls of the RN Test Observer's reading.**
25. Place the call light or signaling device within easy reach of the resident.
26. Maintain respectful, courteous interpersonal interactions at all times.
27. Turn on the water.
28. Wet hands and wrists thoroughly.
29. Apply soap to hands.
30. Rub hands together using friction with soap.
31. **Scrub/wash hands together with soap for at least twenty (20) seconds with soap.**
32. Scrub/wash with interlaced fingers pointing downward with soap.
33. Wash all surfaces of your hands with soap.
34. Wash wrists with soap.
35. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
36. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
37. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
38. Discard paper towels in a trash container as used.
39. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used.
40. **Do not recontaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DENTURE CARE – CLEAN AN UPPER OR LOWER DENTURE

[ONLY ONE PLATE IS USED FOR TESTING]

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. **Line the bottom of the sink with a protective lining that will help prevent damage to the dentures.** *(Towels, washcloths, or paper towels are all acceptable.)*
4. Put on gloves.
5. Apply denture cleanser (paste) to a denture brush (or toothbrush).
6. Remove the denture from the cup.
7. Handle the denture carefully to avoid damage.
8. **Rinse the denture under cool running water.**
9. Thoroughly brush the inner surfaces of the denture.
10. Thoroughly brush the outer surfaces of the denture.
11. Thoroughly brush the chewing surfaces of the denture.
12. Rinse all surfaces of the denture under cool running water.
13. Rinse the denture cup and lid.
14. Place the denture in the rinsed cup.
15. Add cool, clean water to the denture cup and replace the lid on the denture cup.
16. Rinse equipment.
17. Return equipment to storage.
18. Discard the sink protective lining in an appropriate container.
19. Remove gloves, turning them inside out as they are removed, and dispose in a trash container.
20. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
21. Place the call light or signaling device within easy reach of the resident.
22. Maintain respectful, courteous interpersonal interactions at all times.

DONN (PUT ON) A GOWN AND GLOVES, EMPTY A URINARY DRAINAGE BAG, MEASURE AND RECORD URINE OUTPUT, AND DOFF (REMOVE) THE GOWN AND GLOVES WITH HAND WASHING

(One of the possible first mandatory tasks.)

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Unfold the gown.
3. Face the back opening of the gown.
4. Place arms through each sleeve.
5. Secure the neck opening.
6. Secure the gown at the waist, ensuring the back flaps cover the clothing as completely as possible.
7. Put on gloves.
8. The cuffs of the gloves overlap the cuffs of the gown.

9. Explain the procedure to the resident.
10. Provide for the resident's privacy.
11. Place a barrier on the floor under the drainage bag.
12. Place the graduate on the previously placed barrier.
13. Open the drain to allow the urine to flow into the graduate until the bag is completely empty.
14. Avoid touching the graduate with the tip of the tubing.
15. Close the drain.
16. Wipe the drain with an alcohol wipe AFTER emptying the drainage bag.
17. Place the graduate on a level, flat surface.
18. With the graduate at eye level, measure output.
19. Empty the graduate into the designated toilet/commode.
20. Rinse equipment, emptying rinse water into the designated toilet/commode.
21. Return equipment to storage.
22. Record the output in mls on the previously signed recording form.
23. **The candidate's recorded measurement is within 25mls of the RN Test Observer's measurement.**
24. Place the call light or signaling device within easy reach of the resident.
25. Maintain respectful, courteous interpersonal interactions at all times.
26. **Remove gloves BEFORE removing the gown.**
27. **With one gloved hand, grasp the other glove at the palm to remove.**
28. **Slip fingers from the ungloved hand underneath the cuff of the remaining glove at the wrist and remove the glove, turning it inside out as it is removed.**
29. Dispose of gloves in the trash container without contaminating yourself.
30. Unfasten the gown at the waist.
31. Unfasten the gown at the neck.
32. Remove the gown without touching the outside of the gown.
33. While removing the gown, hold the gown away from the body without touching the floor.
34. While removing the gown, turn the gown inward and keep it inside out.
35. Dispose of the gown in a designated container without contaminating yourself.
36. Turn on the water.
37. Wet hands and wrists thoroughly.
38. Apply soap to hands.
39. Rub hands together using friction with soap.
40. **Scrub/wash hands together with soap for at least twenty (20) seconds with soap.**
41. Scrub/wash with interlaced fingers pointing downward with soap.
42. Wash all surfaces of hands with soap.
43. Wash wrists with soap.
44. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
45. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
46. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
47. Discard paper towels in a trash container as used.
48. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used.
49. **Do not recontaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

DRESS A RESIDENT WITH AN AFFECTED (WEAK) SIDE IN BED

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Keep the resident covered while removing the gown.
6. Remove the gown from the unaffected side first.
7. Place the soiled gown in a designated laundry hamper.
8. Dress the resident in a button-up shirt. Insert your hand through the shirt sleeve and grasp the resident's hand.
9. **When dressing the resident in a button-up shirt, always dress from the affected (weak) side first.**
10. Assist the resident to raise their buttocks or turn the resident from side to side and draw the pants over the buttocks and up to the resident's waist.
11. **When dressing the resident in pants, always dress the affected (weak) side leg first.**
12. Put on the resident's socks. Draw the socks up the resident's foot until they are smooth.
13. Leave the resident comfortably/properly dressed *(pants pulled up to the waist front and back and shirt completely buttoned)*.
14. Lower bed.
15. Place the call light or signaling device within easy reach of the resident.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

FOOT CARE - ONE FOOT

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Fill a basin with comfortably warm water.
4. Remove a sock from the resident's (right/left) foot. *(The scenario read to you will specify right or left.)*
5. Immerse the resident's foot in warm water.
    a. You must verbalize the 5 to 20 minutes of soaking time after you begin soaking the foot.
6. Use water and a soapy washcloth.
7. Wash the entire foot.
8. Wash between the toes.
9. Rinse the entire foot.
10. Rinse between the toes.
11. Dry the foot thoroughly.
12. **Dry thoroughly between the toes.**
13. Apply lotion to the top and bottom of the foot.
14. Avoid getting lotion between the resident's toes.
15. If any excess lotion is on the foot, wipe with a towel/washcloth.

16. Replace the sock on the resident's foot.
17. Empty equipment.
18. Rinse equipment.
19. Dry equipment.
20. Return equipment to storage.
21. Placed the soiled linens in a designated laundry hamper.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry
23. Place the call light or signaling device within easy reach of the resident.
24. Maintain respectful, courteous interpersonal interactions at all times.

MODIFIED BED BATH- FACE AND ONE ARM, HAND AND UNDERARM

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Cover the resident with a bath blanket.
6. Remove the remaining top covers. Fold to the bottom of the bed or place aside.
7. Remove the resident's gown without exposing the resident and place the soiled gown in a designated laundry hamper.
8. Fill a basin with comfortably warm water.
9. **Beginning with the eyes, wash eyes WITHOUT SOAP using a clean portion of the washcloth for each stroke, washing from the inner aspect to the outer aspect.**
10. Wash the resident's face WITHOUT SOAP.
11. Pat dry face.
12. Place a towel under the resident's arm, exposing one arm.
13. Wash the resident's arm with soap.
14. Wash the resident's hand with soap.
15. Wash the resident's underarm with soap.
16. Rinse arm.
17. Rinse hand.
18. Rinse underarm.
19. Pat dry arm.
20. Pat dry hand.
21. Pat dry underarm.
22. Assist the resident in putting on a clean gown.
23. Empty equipment.
24. Rinse equipment.
25. Dry equipment.
26. Return equipment to storage.
27. Place soiled linen in a designated laundry hamper.
28. Lower bed.

29. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
30. Place the call light or signaling device within easy reach of the resident.
31. Maintain respectful, courteous interpersonal interactions at all times.

MOUTH CARE—BRUSH A RESIDENT'S TEETH

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Drape the resident's chest with a towel to prevent soiling.
5. Put on gloves BEFORE cleaning the resident's mouth.
6. Wet the toothbrush and apply a small amount of toothpaste.
7. Gently brush the inner surfaces of the resident's upper and lower teeth.
8. Gently brush the outer surfaces of the resident's upper and lower teeth.
9. Gently brush the chewing surfaces of the resident's upper and lower teeth.
10. Gently brush the resident's tongue.
11. Assist the resident in rinsing their mouth.
12. Wipe the resident's mouth.
13. Remove soiled linen.
14. Place the soiled linen in a designated laundry hamper.
15. Empty container. *(The container may be an emesis basin or a disposable cup.)*
16. Rinse the emesis basin, if used, or discard disposable items in a trash can.
17. Dry emesis basin, if used.
18. Rinse the toothbrush.
19. Return equipment to storage.
20. Remove gloves, turning them inside out as they are removed, and dispose in a trash container.
21. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
22. Place the call light or signaling device within easy reach of the resident.
23. Maintain respectful, courteous interpersonal interactions at all times.

PASSIVE RANGE OF MOTION FOR A RESIDENT'S HIP AND KNEE

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Position the resident supine (bed flat).

6. Correctly support joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
7. Gently move the resident's entire leg away from the body.
    a. *Abduction*
8. Gently return the resident's leg toward the body.
    a. *Adduction*
9. Gently complete abduction and adduction of the hip at least three times.
10. Continue correctly supporting joints at all times by placing one hand under the resident's knee and the other hand under the resident's ankle.
11. Gently bend the resident's knee and hip toward the resident's trunk.
    a. *Flexion of the hip and knee at the same time.*
12. Gently straighten the resident's knee and hip.
    a. *Extension of the hip and knee at the same time.*
13. Gently complete flexion and extension of the knee and hip at least three times.
14. Do not force any joint beyond the point of free movement.
15. **The candidate *must ask* at least once during the PROM exercise if there is/was any discomfort/pain.**
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

PASSIVE RANGE OF MOTION FOR A RESIDENT'S SHOULDER

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Raise bed height.
5. Position the resident supine (bed flat).
6. Correctly support joints at all times by placing one hand under the resident's elbow and the other hand under the resident's wrist.
7. Gently raise the resident's straightened arm up and over the resident's head to ear level.
    a. *Flexion*
8. Gently bring the resident's arm back down to the side of the resident's body.
    a. *Extension*
9. Gently complete flexion and extension of the shoulder at least three times.
10. Continue correctly supporting joints at all times by placing one hand under the resident's elbow and the other hand under the resident's wrist.
11. Gently move the resident's entire arm away from the side of the resident's body to shoulder level.
    a. *Abduction*
12. Gently return the resident's arm to the side of the resident's body.
    a. *Adduction*
13. Gently complete abduction and adduction of the shoulder at least three times.

14. Do not force any joint beyond the point of free movement.
15. The candidate *must ask* at least once during the ROM exercise if there is/was any discomfort/pain.
16. Lower bed.
17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

PERINEAL CARE FOR A FEMALE RESIDENT WITH HAND WASHING

(One of the possible first mandatory tasks.) [DEMONSTRATED ON A MANIKIN]

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Fill a basin with comfortably warm water.
5. Raise bed height.
6. Put on gloves.
7. Turn the resident or raise their hips and place a waterproof pad under the resident's buttocks.
8. Expose the perineal area only.
9. Separate the labia. *(It is helpful if you verbalize separating the labia as you demonstrate separating the labia.)*
10. Use water and a soapy washcloth *(peri-wash or no-rinse soap is not allowed)*.
11. Clean one side of the labia from front to back.
12. Use a clean portion of the washcloth and clean the other side of the labia from front to back.
13. Use a clean portion of the washcloth, and clean the vaginal area from front to back.
14. Use a clean washcloth with water and rinse from one side of the labia from front to back.
15. Use a clean portion of the washcloth and rinse the other side of the labia from front to back.
16. Use a clean portion of the washcloth, rinse the vaginal area from front to back.
17. Pat dry.
18. Assist the resident (manikin) to turn onto their side, away from the candidate, toward the center of the bed.
19. Use a clean washcloth with water and soap *(peri-wash or no-rinse soap is not allowed)*.
20. Wash from the vagina to the rectal area.
21. Use a clean portion of the washcloth with any stroke.
22. Use a clean washcloth with water and rinse the rectal area from front to back.
23. Use a clean portion of the washcloth with any stroke.
24. Pat dry.
25. Safely remove the waterproof pad from under the resident's buttocks.
26. Position the resident on their back.
27. Place the soiled linen in a designated laundry hamper.
28. Empty equipment.
29. Rinse equipment.
30. Dry equipment.
31. Return equipment to storage.

32. Remove gloves, turning them inside out as they are removed, and dispose in a trash container.
33. Lower bed.
34. Place the call light or signaling device within easy reach of the resident.
35. Maintain respectful, courteous interpersonal interactions at all times.
36. Turn on the water.
37. Wet hands and wrists thoroughly.
38. Apply soap to hands.
39. Rub hands together using friction with soap.
40. **Scrub/wash hands together with soap for at least twenty (20) seconds with soap.**
41. Scrub/wash with interlaced fingers pointing downward with soap.
42. Wash all surfaces of your hands with soap.
43. Wash wrists with soap.
44. Clean fingernails by rubbing fingertips against the palm of the opposite hand.
45. Rinse fingers, hands, and wrists thoroughly under running water with fingers pointed downward.
46. Starting at the fingertips, dry fingers, hands, and wrists with a clean paper towel(s).
47. Discard paper towels in a trash container as used.
48. Turn off the faucet with a clean, dry paper towel and discard the paper towel in a trash container as used.
49. **Do not recontaminate hands at any time during the hand-washing procedure.** *(For example, do not touch the sides of the sink during the procedure or crumple up the paper towel used to turn off the faucet with both hands before discarding it.)*

POSITION A RESIDENT IN BED ON THEIR SIDE

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Position the bed flat.
5. Raise bed height.
6. **Raise the side rail or direct the RN Test Observer to stand on the side of the bed opposite the working side to provide safety.**
7. From the working side of the bed – gently move the resident's upper body toward yourself.
8. From the working side of the bed – gently move the resident's hips toward yourself.
9. From the working side of the bed – gently move the resident's legs toward yourself.
10. Gently assist/turn the resident to slowly roll onto the side toward the raised side rail or toward the RN Test Observer standing at the side of the bed.
11. Place or adjust the pillow under the resident's head for support.
12. Reposition the resident's arm and shoulder so that the resident is not lying on their arm.
13. Place a support device under the resident's upside arm.
14. Place a support device behind the resident's back.
15. Place a support device between the resident's knees.
16. Lower bed.

17. Place the call light or signaling device within easy reach of the resident.
18. Maintain respectful, courteous interpersonal interactions at all times.
19. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

TRANSFER A RESIDENT FROM THEIR BED TO A WHEELCHAIR USING A GAIT BELT

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Obtain a gait belt for the resident.
5. Positions the wheelchair at the head of the bed or the foot of the bed.
6. Assist the resident in putting on non-skid shoes/footwear.
7. Adjust the bed height to ensure that the resident's feet are flat on the floor when the resident is sitting on the edge of the bed.
8. **Lock the bed brakes to ensure the resident's safety.**
9. **Lock the wheelchair brakes to ensure the resident's safety.**
10. Bring the resident to a sitting position.
11. Place a gait belt around the resident's waist to stabilize the trunk.
12. Tighten the gait belt.
13. Check the gait belt for tightness by slipping fingers between the gait belt and the resident.
14. Face the resident.
15. Grasp the gait belt on both sides with an upward grasp.
16. Bring the resident to a standing position.
17. Assist the resident to pivot in a controlled manner that ensures safety.
18. Lower the resident into the wheelchair in a controlled manner that ensures safety.
19. Remove the gait belt.
20. Place the call light or signaling device within easy reach of the resident.
21. Maintain respectful, courteous interpersonal interactions at all times.
22. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

VITAL SIGNS – COUNT AND RECORD THE RESIDENT'S RADIAL PULSE AND RESPIRATION

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2. Explain the procedure to the resident.
3. Locate the resident's radial pulse by placing fingertips on the thumb side of the resident's wrist.
4. Count the resident's radial pulse for one full minute.
    a. Tell the RN Test Observer when you start counting and tell them when you stop counting.
5. Record the radial pulse rate reading on the previously signed recording form.

6. **The candidate's recorded radial pulse rate is within four (4) beats of the RN Test Observer's recorded rate.**
7. Count the resident's respiration for one full minute.
    a. *Tell the RN Test Observer when you start counting and tell them when you stop counting.*
8. Record the resident's respiration reading on the previously signed recording form.
9. **The candidate's recorded respiratory rate is within two (2) breaths of the RN Test Observer's recorded rate.**
10. Place the call light or signaling device within easy reach of the resident.
11. Maintain respectful, courteous interpersonal interactions at all times.
12. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

VITAL SIGNS – TAKE AND RECORD A RESIDENT'S MANUAL BLOOD PRESSURE

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2 Explain the procedure to the resident.
3. Provide for the resident's privacy.
4. Position the resident with the forearm supported in a palm-up position.
5. Position the resident with the forearm approximately at the heart level.
6. Roll the resident's sleeve up about 5 inches above the elbow if the resident is wearing a top with sleeves.
7. Apply the appropriate size cuff around the resident's upper arm just above the elbow.
8. Line cuff arrows up with the resident's brachial artery.
9 Clean the earpieces of the stethoscope and place the stethoscope earpieces in your ears.
10. Clean the diaphragm of the stethoscope.
11. Locate the resident's brachial artery with your fingertips.
12. Place the stethoscope diaphragm over the brachial artery.
13. Hold the stethoscope diaphragm snugly in place.
14. Inflate the cuff to 160-180 mmHg.
15. Slowly release air from the cuff until the disappearance of pulsations.
16. Remove cuff.
17. Record the blood pressure reading on the previously signed recording form.
18. **The candidate's recorded diastolic and systolic blood pressure are within 6 mmHg of the RN Test Observer's recorded blood pressure.**
19. Place the call light or signaling device within easy reach of the resident.
20. Maintain respectful, courteous interpersonal interactions at all times.
21. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

WEIGH AN AMBULATORY RESIDENT

1. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.
2 Explain the procedure to the resident.
3. Balance (zero) the scale.
4. Assist the resident to stand.
5. Walk the resident to the scale.
6. Assist the resident in stepping on the scale.
7. Check that the resident is centered on the scale.
8. Check that the resident has their arms at their side.
9 Ensure that the resident is not holding onto anything that would alter the reading of the weight.
10. Adjust the weights until the scale is in balance, or read the analog scale.
11. Return the resident to the chair.
12. Assist the resident in sitting in the chair.
13. Records the weight on the previously signed recording form.
14. **The candidate's recorded weight varies no more than 2 lbs. from the RN Test Observer's recorded weight.**
15. Place the call light or signaling device within easy reach of the resident.
16. Maintain respectful, courteous interpersonal interactions at all times.
17. Perform hand hygiene.
    a. Cover all surfaces of hands with hand sanitizer.
    b. Rub your hands together until they are completely dry.

KNOWLEDGE EXAM VOCABULARY LIST

abdominal thrust	ambulation	arthritis
absorption	anatomy	aspiration
accidents	anemia	assistive device
accountable	anterior	atrophy
activities	anti-embolic/elastic stocking/TED hose	attitudes
acute	antibacterial	autoclave
adaptive devices	antibiotics	axillary temperature
adduction	antisepsis	back strain
ADL	anxiety	bacteria
admitting resident	aphasia	basic needs
affected side	apical	basic positions
aging process	arteries	basic skin care
AIDS	arteriosclerosis	bathing
Alzheimer's		bed position

bedpan
bedrest
behavior
biohazard
bladder training
bleeding
blindness
blood pressure
blood pressure reading
body alignment
body language
body mechanics
body temperature
bowel program
brain stem
break time
breathing
broken equipment
burnout
burns
call light
cancer
cardiopulmonary resuscitation
cardiovascular system
care plan
cast
cataract
catastrophic reactions
catheter care
central nervous system
chain of command
charge nurse
chemical safety
chemotherapy
chest pain
choking
chronic

circulatory system
cleaning
clear liquid diet
clergy
cold compress
colostomy
combative resident
communicable
communication
conduct
confidentiality
conflict resolution
confused resident
congestive heart failure
constipation
constrict
contact isolation
contaminated equipment
contamination
contracture
contractures
converting measures
coping mechanisms
CPR
culture
CVA
de-escalation
decubitus ulcer
deeper tissue
dehydration
delegation
delusions
demanding resident
dementia
dentures
dependability
depression
dermatitis

development
developmental disability
diabetes
dialysis
diaphragm
diastolic
diet
dietitian
difficulty talking
digestion
dirty linen
disability
discharging resident
disease process
disinfection
disoriented
disrespectful treatment
dizziness
DNR
documentation
domestic abuse
draw sheet
draw/lift
dressing
droplets
dry skin
dying
dysphagia
dyspnea
dysuria
edema
electrical equipment
elevate head
elimination
emergency procedures
emesis basin
emotional abuse
emotional labiality

emotional needs
emotional stress
emotional support
empathy
ethics
etiquette
evacuation
exercise
eyeglasses
facility policy
falls
fatigue
faulty equipment
fecal impaction
feces
feeding
fingernail care
fire safety
Foley catheter
foot drop
Fowler's
fractures
free from disease
gait belt
gangrene
gastrostomy tube
geriatrics
germ transmission
gerontology
gestures
glass thermometer
gloves
grand mal seizure
grieving process
group settings
hair care
hand tremors
hand washing

hazardous substance
health-care team
hearing
hearing aid
heart
heart muscle
heat application
height
Heimlich maneuver
hepatitis A
HIPAA
hospice
hydration
hypertension
hyperventilation
hypoglycemia
immobility
impaction
impairment
in-house transfer
in-service programs
incontinence
indwelling catheter
infection control
infectious disease
initial observations
insulin
intake
integumentary system
interpersonal skills
ischemia
isolation
jaundice
job application
job description
job interview
job responsibility
life support

lift/draw sheet
linen
mask
material safety data sheets
mealtime
measuring height
medical asepsis
medical record
medications
memory loss
metastasis
microbes
microorganism
military time
minerals
mistakes
mistreatment
mobility
mouth care
moving
MSDS
mucous membrane
Multiple Sclerosis
muscle spasms
musculoskeletal system
nail care
nasal cannula
needles
neglect
non-verbal communication
nosocomial
NPO
nurse's station
nursing assistant's (NA) role
nutrition
objective data

official records
ombudsman
open-ended questions
oral hygiene
oral temperature
orientation
oriented
orthosis
orthotic device
osteoarthritis
osteoporosis
overbed table
oxygen
pacemaker
pain
paralysis
Parkinson's
partial assistance
passive
pathogen
patience
perineal care
peripheral vascular disease
peristalsis
personal care
personal hygiene
personal items
personal protective equipment (PPE)
pet therapy
petit mal seizure
phantom pain
physical change
physical needs
physical therapist
physician's authority
plaque

pleura
policy book
positioning
positioning devices
positive attitude
postural supports
precautions
prefix
pressure ulcer
privacy
progressive
prone
prostate gland
prosthesis
providing privacy
psychological needs
psychosocial
pulse
quadrant
quadriplegia
quality of life
RACE (acronym)
radial
ramps
range of motion
reality orientation
rectal
rehabilitation
rejection
reminiscence therapy
reminiscing
renewal
reporting
reposition
resident abuse
resident belongings
resident independence
resident pictures

resident rights
resident unit
Resident’s Bill of Rights
resident's chart
resident's environment
residents
respectful treatment
respiration
responding to the resident's behavior
restorative care
restraint
resume
resuscitation
right to equal care
safety
safety data sheets
saliva
scabies
scale
scope of practice
seizure
self-esteem
sexual expression
sexual harassment
sexual needs
shampoo tray
sharps container
shaving
shock
sitz bath
skilled care facility
skin
skin integrity
smoking
social needs
social worker
soiled linen

solid waste
specimen
spilled food
spiritual needs
sputum
standard precautions
STAT
state survey
stealing
stereotypes
sterilization
stethoscope
stomach
stool specimen
stress
stroke
subacute care
subjective data
substance abuse
suicide
sundowning
supine
supplemental feedings
survey
suspected abuse
swelling
systolic

tachycardia
telephone etiquette
temperature
tendons
terminal illness
terminology
thermometers
thickened liquids
threatening resident
thrombus
TIA
tips
toenails
trachea
transfers
transporting food
transporting linens
treating residents with respect
tub bath
tubing
twice daily
tympanic temperature
unaffected
unconscious
uniform
unopened mail

unsteady
urinary catheter bag
urinary system
urinary tract
vaginal drainage
validation
validation therapy
vision change
visiting policies
vital signs
vitamins
vomitus
walker
wandering resident
warm application
waste products
water faucets
water intake
waterless hand soap
weakness
weighing
wheelchair safety
white blood cells
withdrawal
workplace violence

Notes: