D&S Diversified Technologies LLP

Headmaster LLP

Idaho Medication Assistant (MA-C)

Candidate Handbook

EFFECTIVE: July 1, 2023

Version 1.0

Contact Information

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

Questions regarding: obtaining information on official regulations and guidelines for medication assistants • medication assistant certification • renewals • Registry • **(208) 577-2476**

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: idaho@hdmaster.com Web Site: www.hdmaster.com	*Monday through Friday* *6:00AM – 5:00PM* *Mountain Standard Time (MST)* *5:00AM – 4:00PM* *Pacific Standard Time (PST)* Idaho TMU© Webpage: https://id.tmutest.com	Phone #: (800) 393-8664 Fax #: (406) 442-3357
State of Idaho ***Division of Occupational and Professional Licenses (DOPL) – Board of Nursing*** 11341 W. Chinden Blvd. Boise, ID 83714 Email: HP-Licensing@dopl.idaho.gov Web Site: www.dopl.idaho.gov	*Monday through Friday* *8:00AM – 5:00PM* *Mountain Standard Time (MST)*	Phone #: (208) 577-2476

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Introduction

In 1987, the Nursing Home Reform Act was adopted by Congress as part of the Omnibus Budget Reconciliation Act (OBRA '87). It was designed to improve the quality of care in long-term health care facilities and to define training and evaluation standards for medication 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 Medication Assistant competency evaluation program provides specific standards for medication assistant related knowledge and skills. The purpose of a Medication Assistant competency evaluation program is to ensure that candidates who are seeking to be medication assistants understand these standards and can competently and safely perform the job of an entry-level medication assistant.

This handbook describes the process of taking the Medication Assistant competency examination and is designed to help prepare candidates for testing. There is one part to the Medication Assistant competency examination—a multiple-choice, knowledge. Exam candidates must be registered, complete approved training, pass the knowledge exam and meet all other requirements of the State of Idaho, Division of Occupational and Professional Licenses (DOPL), for certification in Idaho and to have their name placed on the Idaho Medication Assistant Registry.

Idaho has approved D&S Diversified Technologies-Headmaster, LLP to provide tests and scoring services for medication assistant testing. For questions not answered in this handbook please contact Headmaster at (800)393-8664 during regular business hours 6:00AM to 5:00PM (MST)/5:00AM to 4:00PM (PST), Monday through Friday, excluding Holidays, or go to Headmaster's Idaho Medication Assistant webpage at www.hdmaster.com. The information in this handbook will help you prepare for your examination and should be kept for future reference.

Americans with Disabilities Act (ADA)

ADA Compliance

The Idaho Division of Occupational and Professional Licenses and D&SDT-HEADMASTER provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the nurse aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-HEADMASTER in advance of examination. The request for accommodations can be found on the D&SDT-HEADMASTER webpage and clicking on the PDF Fillable ADA Accommodation Form 1404. Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: idaho@hdmaster.com, in order to be reviewed for an accommodation.

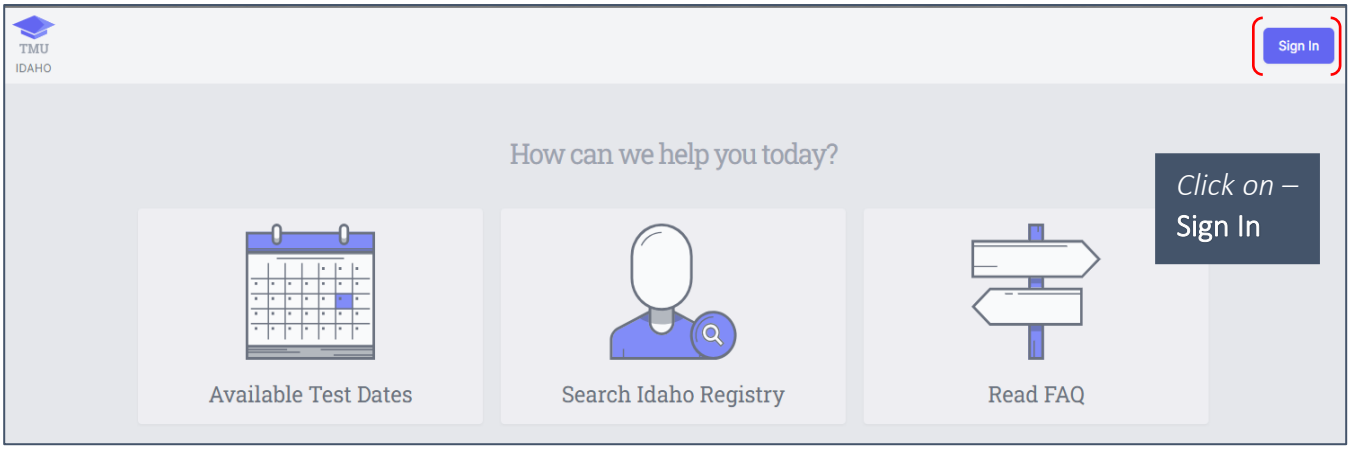
ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

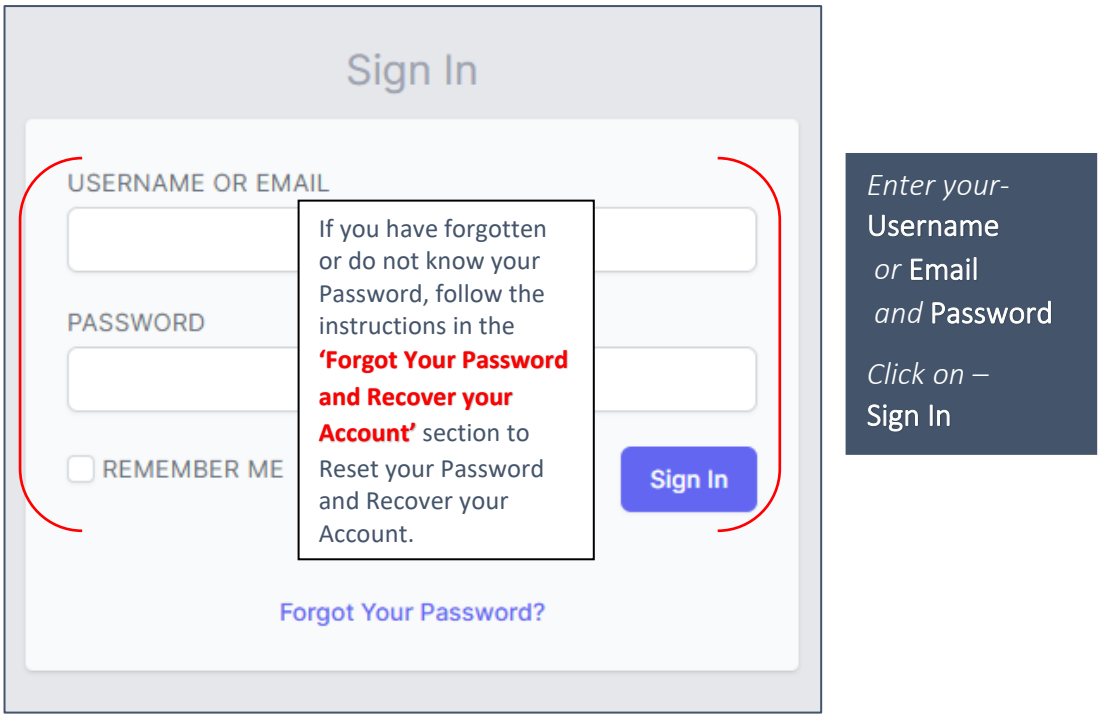
Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888)401-0462.

The Idaho Medication Assistant Certification Competency Exam

Idaho TMU© Home Page

This is the Idaho TMU© main page https://id.tmutest.com:





Testing Fee

Exam Description	Price
Knowledge Test or Retake Testing Fee	**$71.00**

Completing your Initial Login

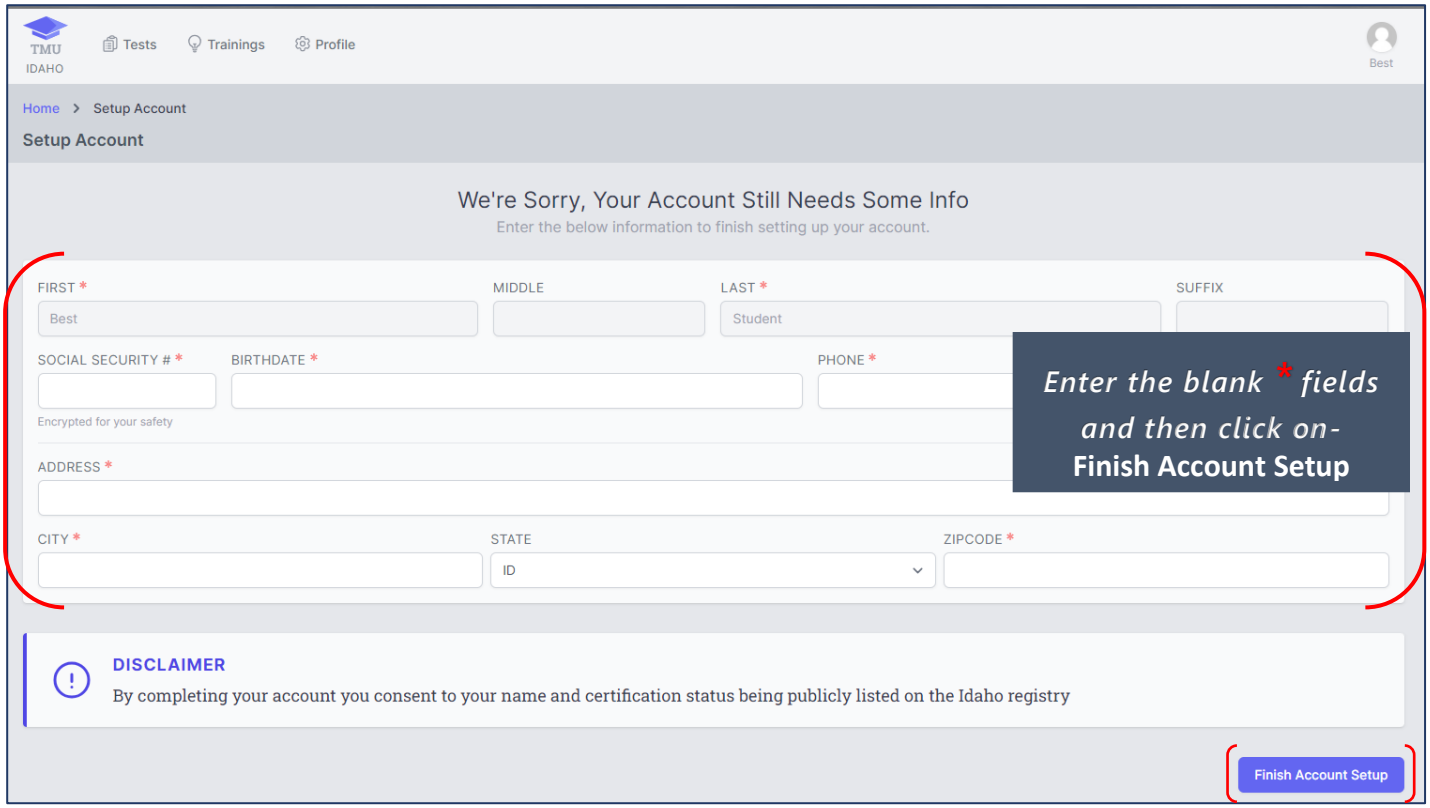
Your initial registration information will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to TMU© using your secure Email or Username and Password and complete your demographic information.

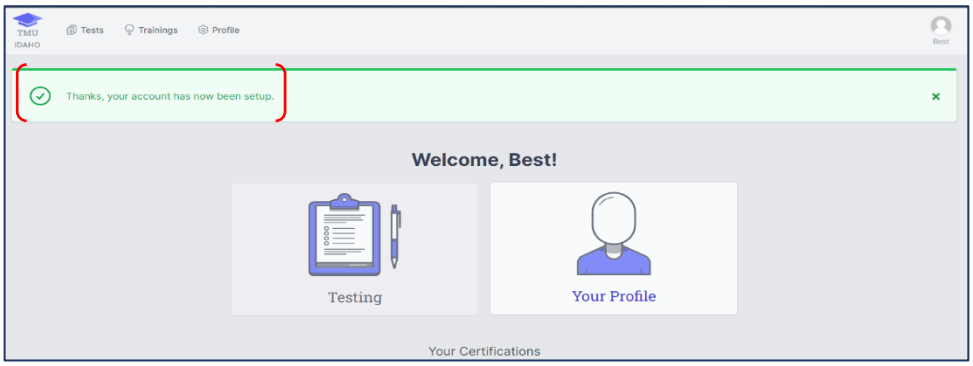
- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your record has been created, that you sign in to your record, update your password and complete your demographic information.

If you do not know your Email or Username and Password, enter your email address and click on "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 are unable to sign in for any reason, contact D&SDT-Headmaster during regular business hours 6:00AM to 5:00PM MST/5:00AM to 4:00PM PST, Monday through Friday, excluding holidays at (888)401-0462.

Screen you will see the first time you sign in to your TMU© record with the ***demographic information you need to enter to complete your record:***

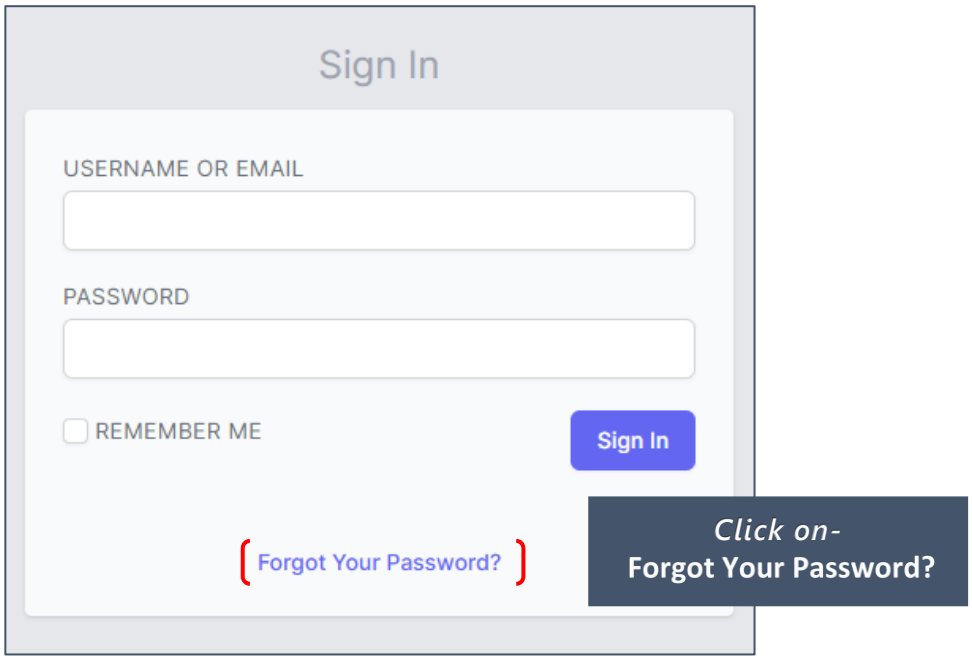


You will get the message that your account has now been setup.



Forgot Password and Recover Account

If you do not remember your password, follow the 'Forgot Your Password and Recover Your Account' screenshots below to reset your password and recover your account:



Type in your Email Address

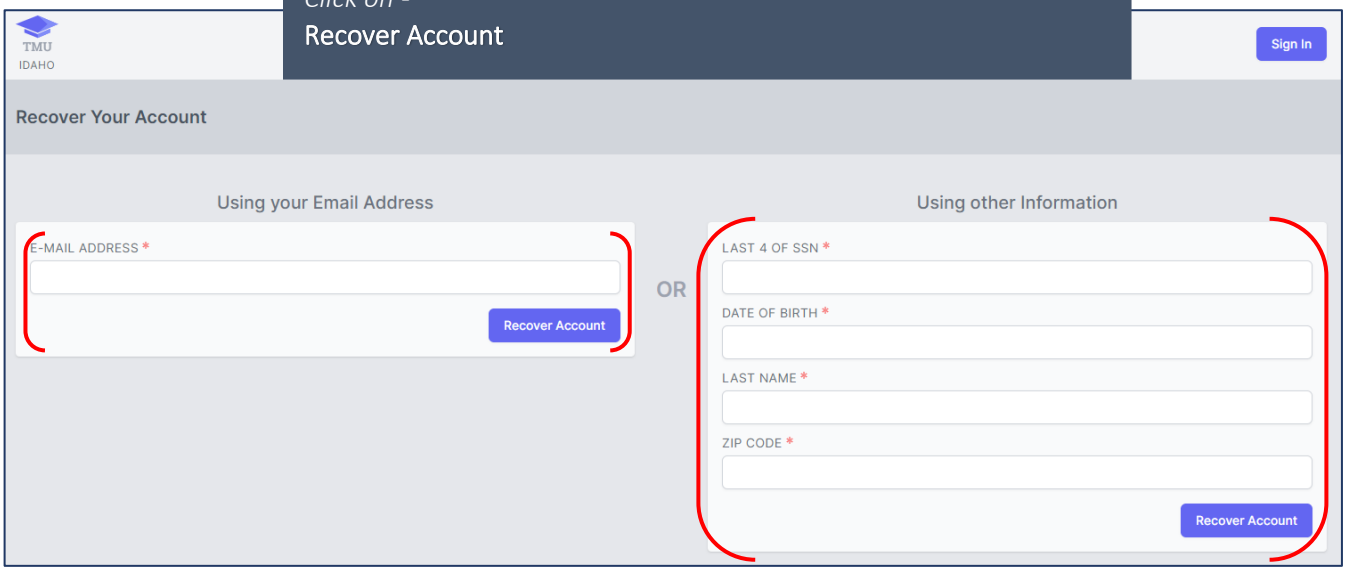
Click on –
Recover Account

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

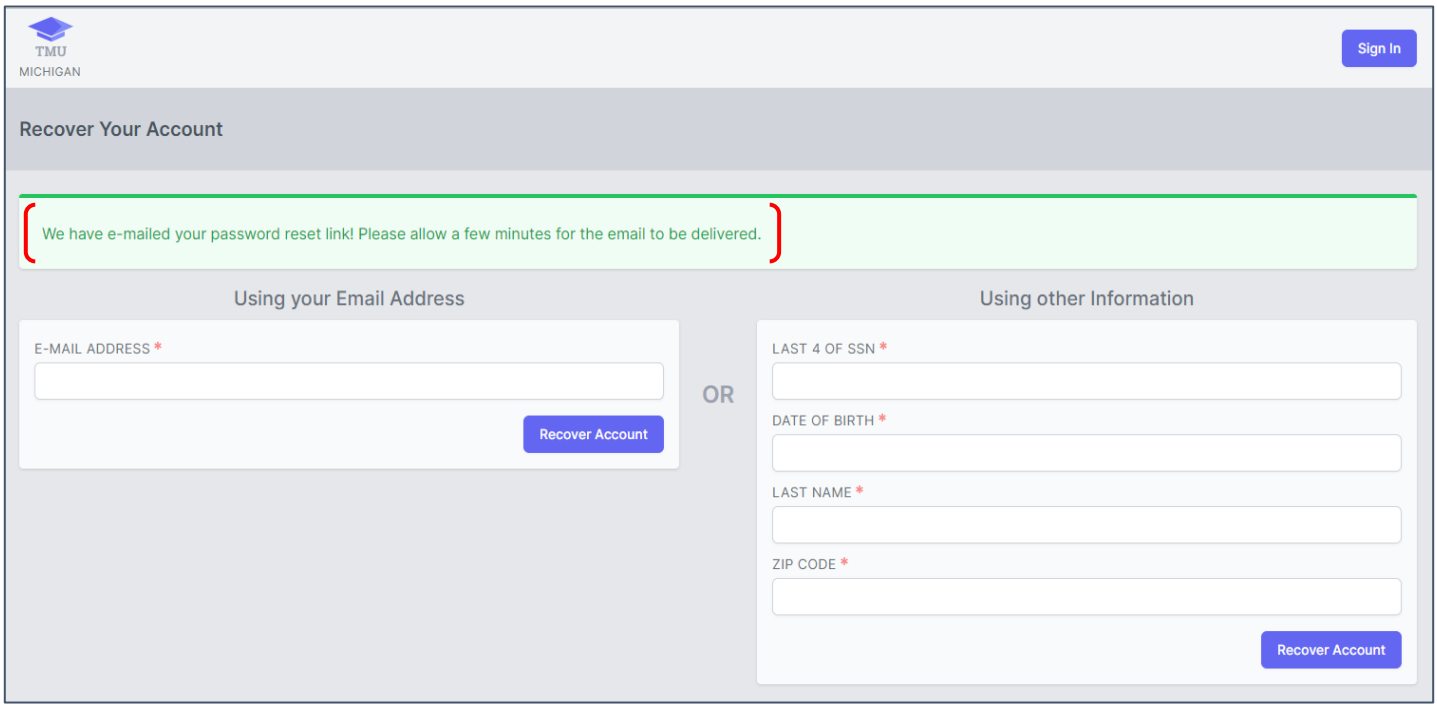
Click on the reset link in your email to reset your password.

-OR-
You can type in the requested data under Using other Information.

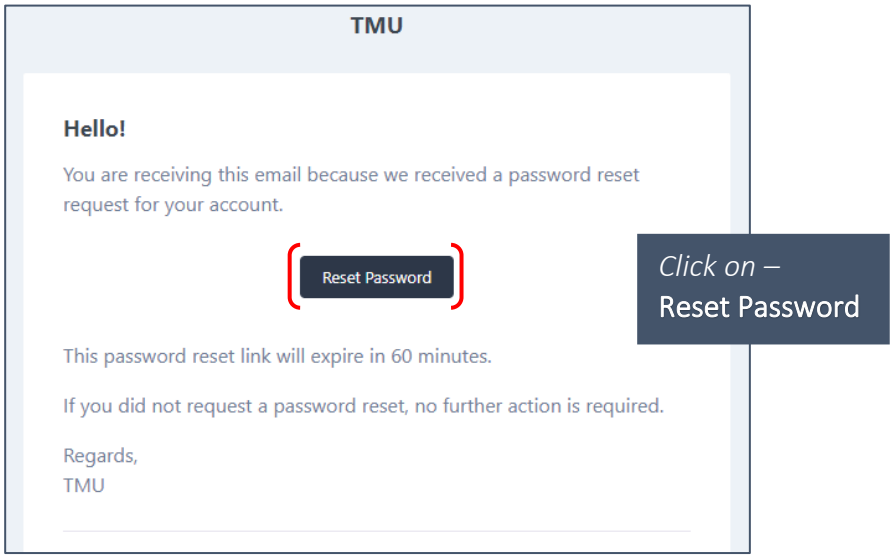
Click on -
Recover Account



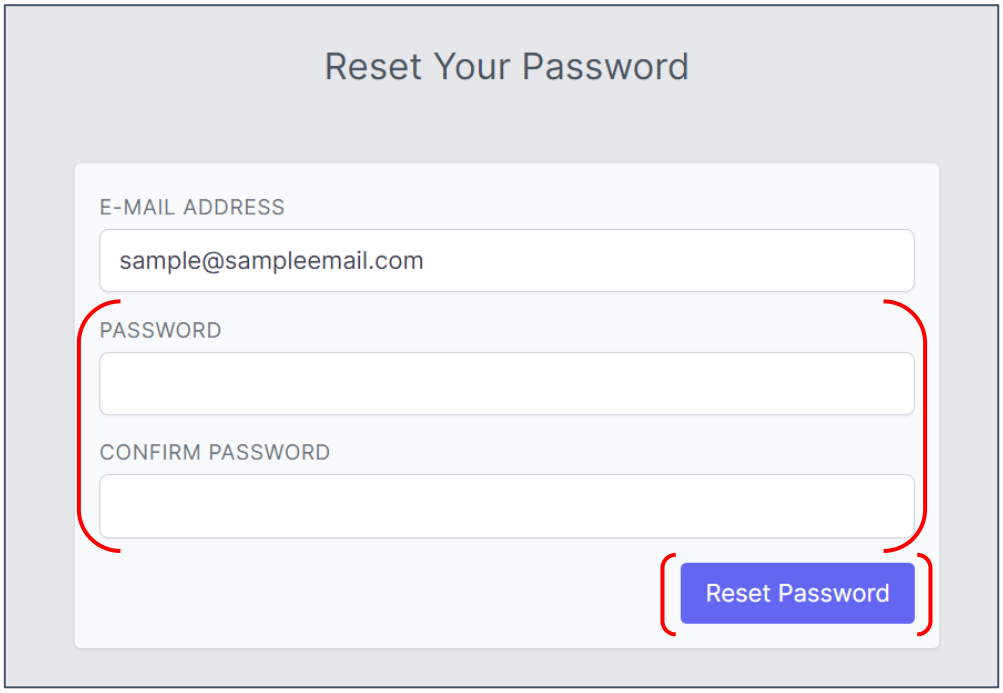
You will get the message that you have been emailed your password reset link.



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



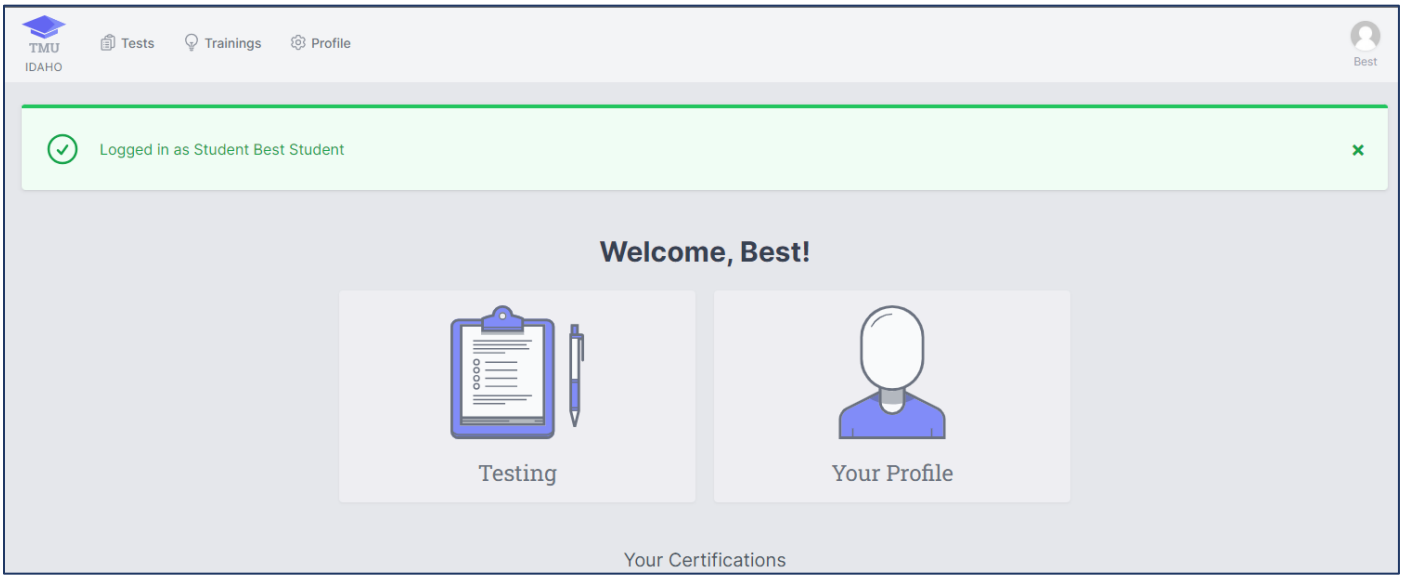
Note: If you do not reset your password right away, the link does expire in 60 minutes and after that time, you will need to request a new link.



Type in your **Password** *and* **Confirm Password**,

then click on – **Reset Password**

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



Scheduling an Idaho Medication Assistant (MA-C) Exam

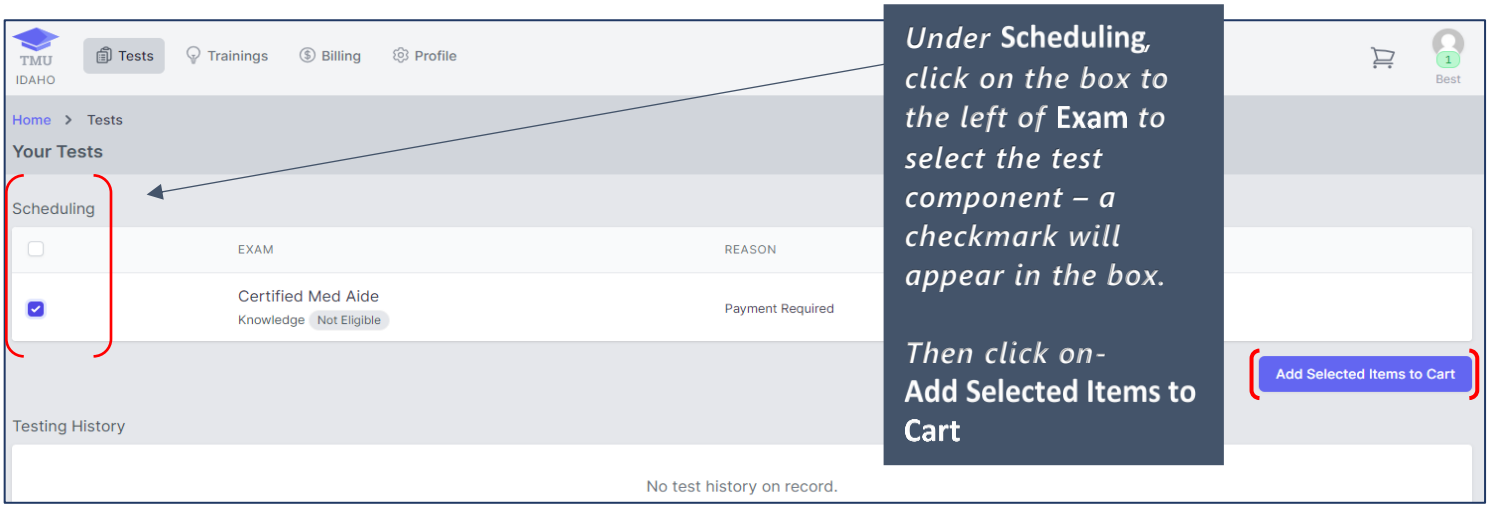
Once you have completed your program and your instructor has entered your training record in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under 'Self-Pay of Testing Fees'), you may schedule your exam date online at the Idaho TMU© webpage at https://id.tmutest.com using your email and password (see instructions under 'Scheduling/Rescheduling into a Test Event'). If you are unable to sign in with your email, please call D&SDT-Headmaster for assistance at (888)401-0462 during regular business hours 6:00AM to 5:00PM, MST/5:00AM to 4:00PM PST, Monday through Friday, excluding holidays.

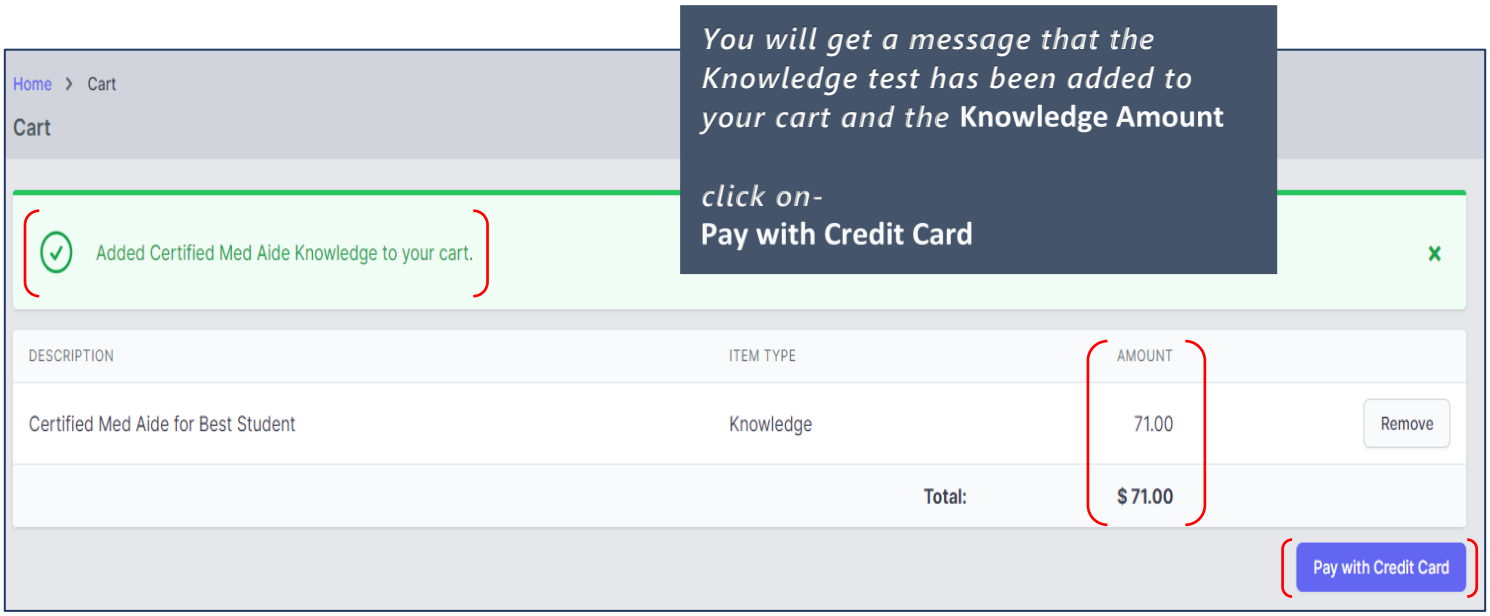
To schedule or reschedule your test date, sign in to the Idaho TMU© webpage at https://id.tmutest.com with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (888)401-0462 for assistance.

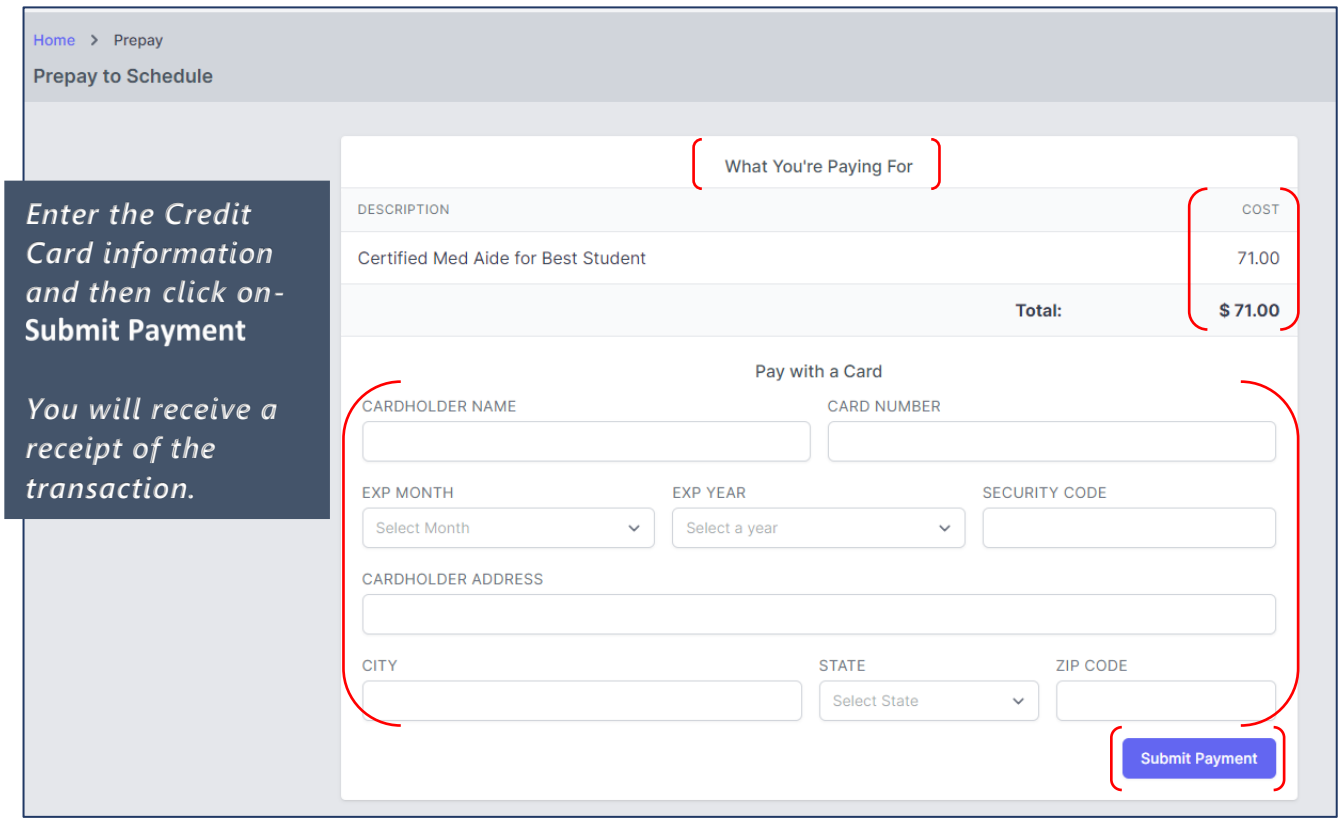
Self-Pay of Testing Fees in TMU©

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

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



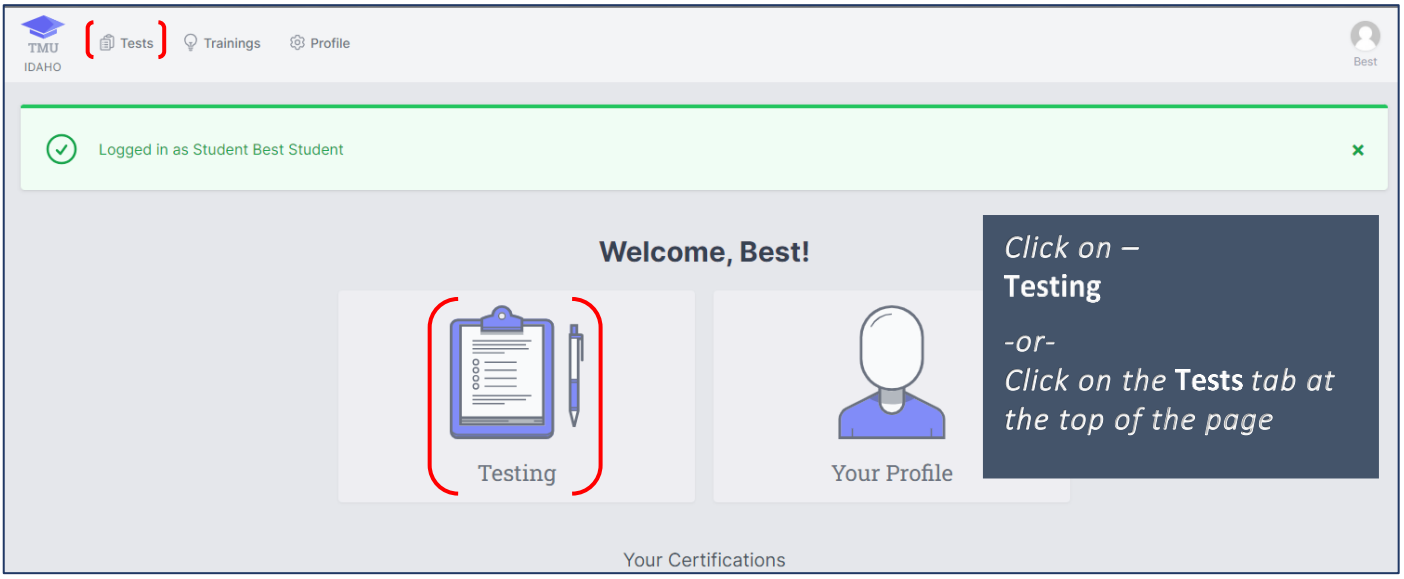


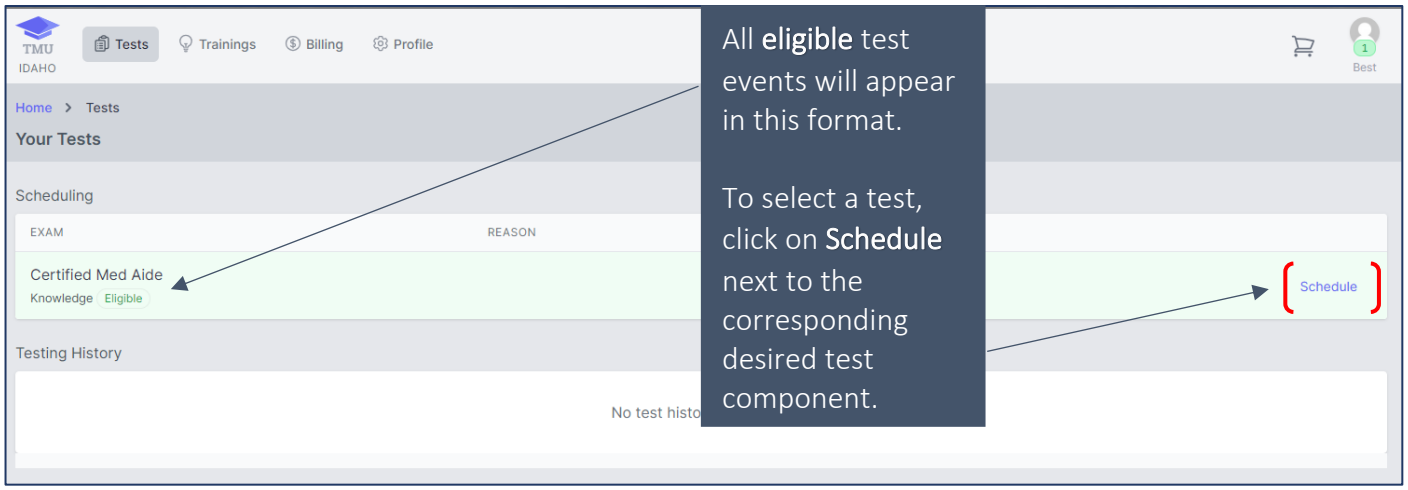


Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule/reschedule into a test event.

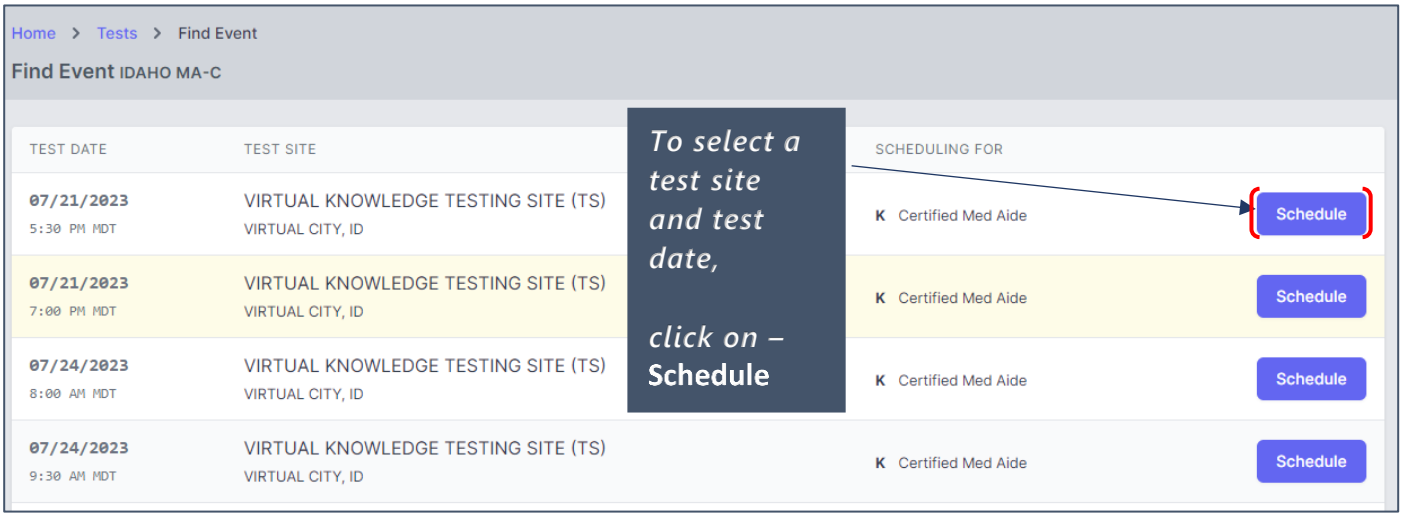
Schedule/Reschedule into a Test Event

Follow the instructions to choose a test site and date.

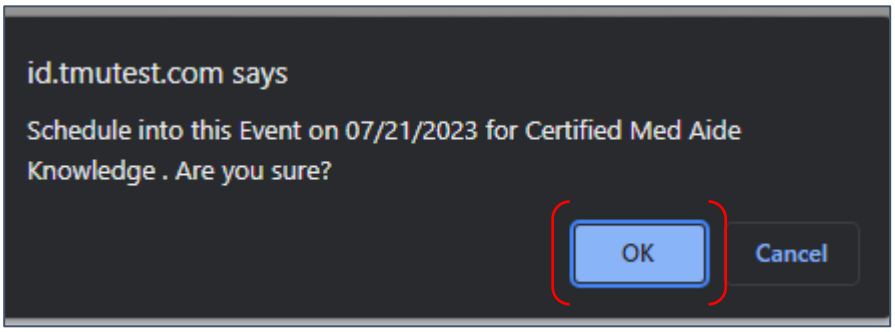




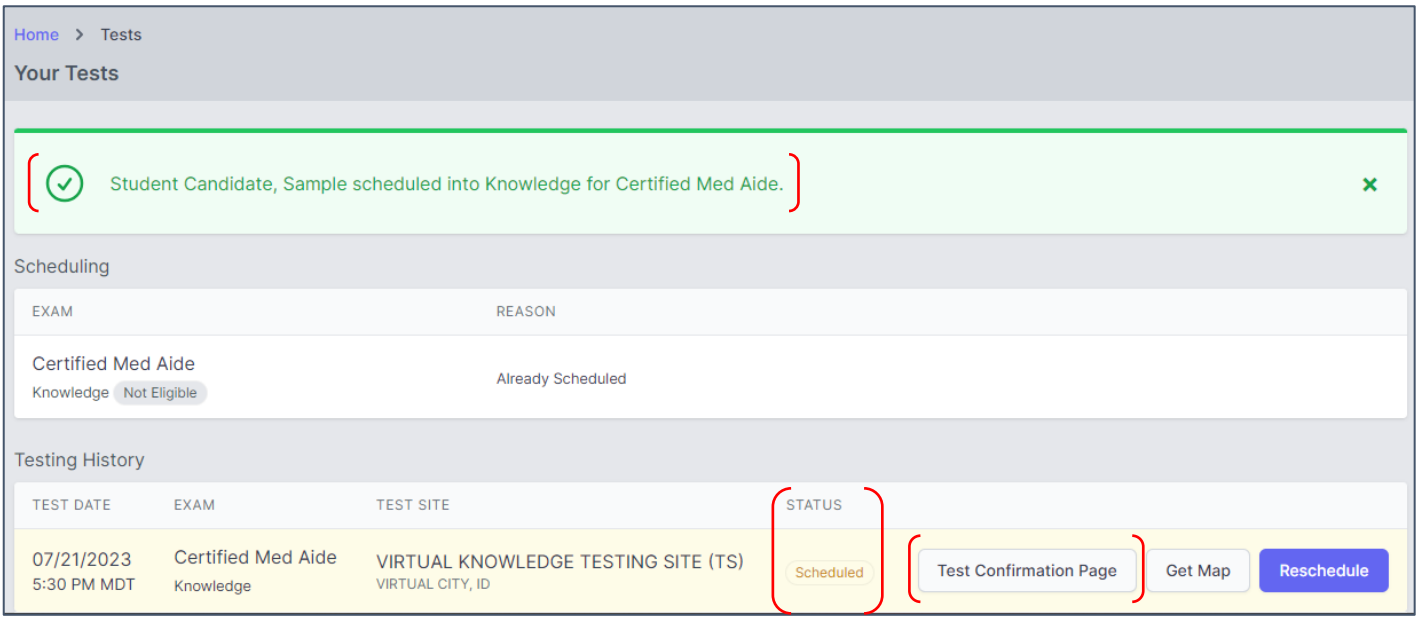
The next screen to open will show you the available test sites and dates that you can schedule into:



Confirm test event here:



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



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

Your status shows Scheduled *and a note at the top of your screen also shows you are scheduled.*

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

Test Confirmation Notice

Candidates can view, verify and print their test confirmation notice any time after scheduling by logging into their TMU© account at https://id.tmutest.com and clicking on the "Test Confirmation Page". Your test confirmation notice is not required for exam admission.

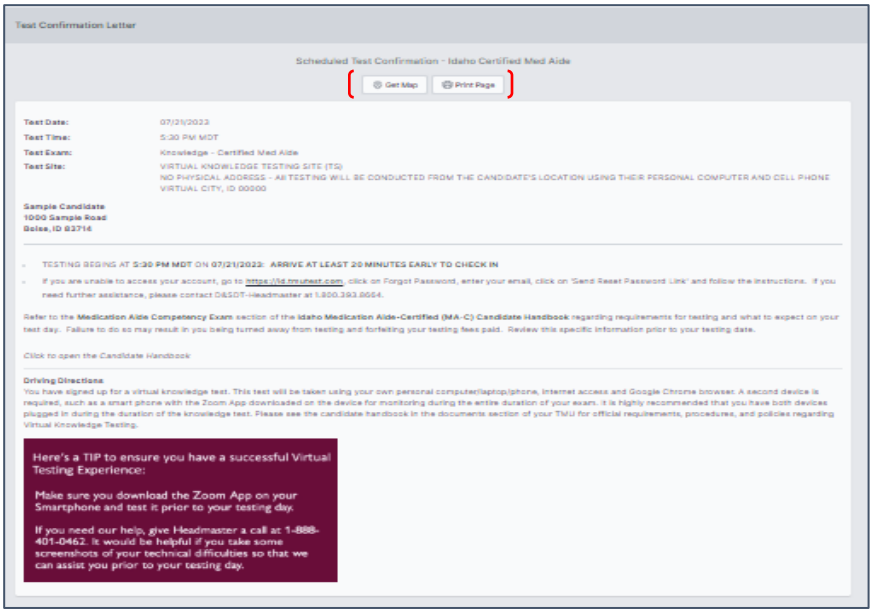
Your test confirmation letter will provide you with important information regarding where you are scheduled to test (date, time and address) and to review the Idaho MA-C Candidate Handbook. It can be accessed at any time.

Note: Failure to adhere to information in the candidate handbook could result in No Show for your test event.

It is important you read this letter!

Click on-
Print *to print your confirmation letter.*

Click on-
Get Map *to get directions to the test site.*



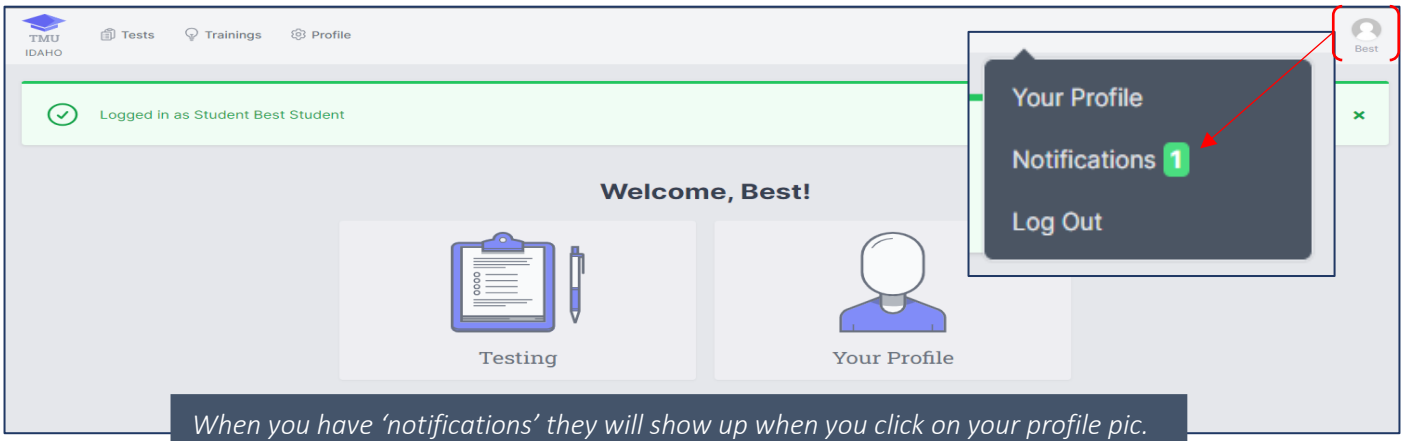
Please see the 'Virtual Knowledge Exam Option' under the Knowledge Exam section if you are interested in taking your knowledge exam virtually from your home, etc.

Note: Candidates who self-schedule online, or those scheduled by their nurse aide education programs, will receive their test confirmation at the time they are scheduled. D&SDT-Headmaster does not send postal mail test confirmation letters to candidates.

If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664 during regular business hours 6:00AM to 5:00PM (MST)/5:00AM to 4:00PM (PST), Monday through Friday, excluding Holidays.

Checking/Viewing your Notifications in TMU©

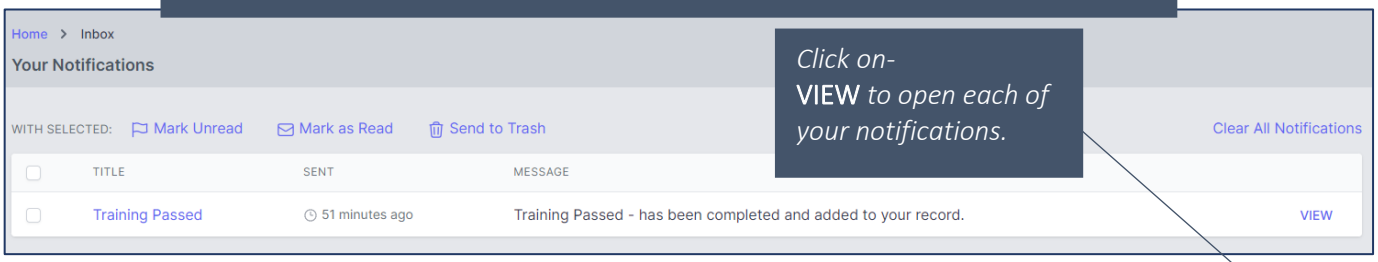
Remember to check your 'notifications' in your TMU© record for important notices regarding your selected test events and other information. See screenshots that follow:



When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

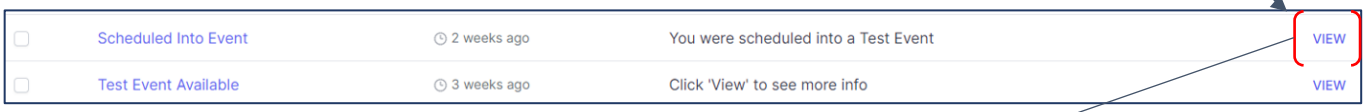
Click on- Your Profile Pic *to open your profile and notifications.*

Click on- Notifications *to view all of your notifications.*

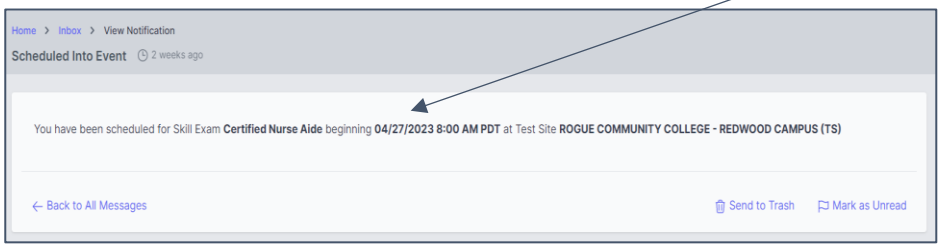


Click on- VIEW *to open each of your notifications.*

Other examples of types of notifications you may receive:



Notification example when scheduled into a test event:



Time Frame for Testing from Training Program Start Date

You must test **within one year of your training program completion date.** After one year, you must complete another medication aide certification program following the model curriculum approved by the national council of state boards of nursing in order to be eligible to schedule testing.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled and/or prepaid for your test. Regional test seats are open to all candidates. Regional test dates are posted on the Idaho TMU© site at https://id.tmutest.com.

If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462, during regular business hours 6:00AM to 5:00PM MST/5:00AM to 4:00PM PST Monday through Friday, excluding and holidays.

Exam Check-In

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

- Testing begins promptly at the start time noted.
- You need to make sure you are at the event ***at least 20 minutes prior*** to the start time to allow time to get signed in with the RN Test Observer.
  - *For example*: if your test start time is 8:00AM – you need to 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 into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge Exam section.

Testing Attire

There is not a mandated testing attire.

Identification

You must present your **US government-issued, signed, non-expired, photo bearing form of ID**. Photocopies or screen shots are not acceptable. Examples of the forms of accepted identification:

- Driver's License *(non-expired from any state is acceptable)*
- State-issued Identification Card *(non-expired from any state is acceptable)*
- US Passport *(Passport Cards are not acceptable)*
- Military Identification Card *(that meets all identification requirements)*
- Alien Registration Card *(that meets all identification requirements – may contain a fingerprint in place of a signature)*
- Tribal Identification Card *(that meets all identification requirements)*
- Work Authorization Card (*that meets all identification requirements)*

The **FIRST** and **LAST** names printed on your United States (US) government issued, signed, non-expired photo bearing form of identification presented to the RN Test Observer during sign-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names that were entered in the TMU© database. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 6:00AM to 5:00PM MST/5:00AM to 4:00PM PST, Monday through

Friday, excluding holidays, to confirm that your name of record matches your identification, or sign in to your record in TMU© (https://id.tmutest.com), using your Email or Username and Password, to check or change your demographic information.

Please note:

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

Instructions for the Knowledge Exam

Test instructions for the knowledge test will be provided in written format in the waiting area when you sign-in for your test. PDF versions are also available anytime from your smart phone via the TMU© knowledge test instructions link under the 'Candidates' column on Headmaster's Idaho Medication Assistant webpage.

These instructions detail the process and what you can expect during your exam. For on-site test events, please read through the instructions ***before*** entering the knowledge test room. The instructions will be left in the waiting area and in between the knowledge test work stations during testing for you to refer to throughout your time at the test site. The RN Test Observer and/or Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room.

- If you are scheduled into a virtual knowledge exam, please see procedures/policies under **'Virtual Knowledge Exam Option'** in the Knowledge Exam section for information and where the Virtual Knowledge Test Instructions can be found on the Headmaster Idaho MA-C webpage at www.hdmaster.com, click on Idaho MA-C.

Testing Policies

The following policies are observed at all test sites—

- **You will need your TMU© Username or Email and Password to sign in to your knowledge test.**
  - Make sure you have signed in to your TMU© record using your Email or Username and Password at https://id.tmutest.com before your test date to complete/verify your demographic information.
  - If you do not remember your Password, click on 'Forgot my Password' (see instructions under **'Forgot Password and Recover Account'**).
  - If you have not signed in and completed/verified your demographics in your TMU© record when you arrive for your test, you may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- 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 20-30 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 may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If you are scheduled into a virtual knowledge exam, please see procedures/policies under **'Virtual Knowledge Exam Option'** in the Knowledge Exam section.

- If you do not bring valid United States (US) government issued, signed, non-expired photo bearing form of identification, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If the FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees in order to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test.
  - All electronic devices must be turned off. Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
  - If you are scheduled into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge Exam section.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room, have their test scored as a failed attempt, forfeit all testing fees and will be reported to the Idaho Department of Occupational and Professional Licenses (DOPL) and you will not be permitted to test for 6 months. You may, however, use personal devices during your free time in at an on-site event while in the waiting area.
- Test sites and RN Test Observers/Proctors are not responsible for candidate personal belongings at the test site.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- **TRANSLATION DICTIONARIES: Using language translators that are not pre-approved and translation dictionaries of any type are not allowed.**
- You may not take 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 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 to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failed attempt and you will be reported to DOPL.
- No visitors, guests, pets (including companion animals) or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as a medication assistant or hinder your test. (Example: sickness, etc.) Call Headmaster as soon as possible to reschedule a new test date. You must fax a doctor's note **within three (3) business days** of your scheduled exam day to qualify for a free reschedule.
- After check-in and ID verification, the knowledge test will be administered to candidates. For on-site test events, after candidates finish their Medication Assistant knowledge exam, they are free to leave the test site.
- **Please review this Idaho Medication Assistant (MA-C) handbook before your test day for any updates to testing and/or policies.**

Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room (either on-site or virtual test), your test will be scored as a failed attempt, you will forfeit any testing fees paid and a report of your behavior will be provided to DOPL. You will not be allowed to retest without DOPL approval.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to DOPL and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt and you will forfeit any testing fees paid. You will not be allowed to retest without DOPL approval.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, Bluetooth-connected devices or navigating to other browsers/sites during either component of the 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. A report of your behavior will be provided to DOPL and you will not be allowed to retest without DOPL approval.

Reschedules

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

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

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule by close of business the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 6:00AM to 5:00PM MST/5:00AM to 4:00PM PST, Monday through Friday, excluding holidays.

Scheduled test date is on a:	Reschedule the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

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

Refund of Testing Fees Paid

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

Scheduled in a Test Event

1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the Refund Request Fillable Form 1405 on D&SDT-Headmaster's main webpage at

www.hdmaster.com at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and holidays). No phone calls will be accepted.

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form on the D&SDT-Headmaster main webpage at www.hdmaster.com by close of business the Thursday before your scheduled exam. D&SDT-Headmaster is open until 5:00PM Mountain Standard Time/5:00PM Pacific Standard Time, Monday through Friday, excluding holidays.

2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

3) Refund requests must be made within thirty (30) days of payment of original testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster *will not be issued*.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of original payment of testing fees with D&SDT-Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-Headmaster *will not be issued*.

2) A refund request of testing fees paid must be made by filling out and submitting the Refund Request Fillable Form 1405 on D&SDT-Headmaster's main webpage at www.hdmaster.com. No phone calls will be accepted.

3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

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

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

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

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

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record and:
  - you do not call us back in a timely manner
  - your phone number is disconnected/mail box 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

Inclement Weather Policy

In the event of inclement weather, you will be expected to attend your schedule exam date unless:

- The county you reside in or the county of the testing site is placed on a weather or other emergency.
- The test site closes.
- The test observer cancels the test event.
- There is an accident due to weather or other cause on your route to the test site, in which case:
  - Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.

If the above listed circumstances are not met, failure to attend your scheduled test date will result in a NO SHOW status and any exam fees paid *will NOT be refunded.*

NOTE: If an exam date is cancelled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you via email, text message and phone call using the contact information we have on file to reschedule you, for no charge, to a mutually agreed upon new test date. Therefore, you must keep your contact information up to date in case we need to contact you. See more information under 'No Show Exceptions'.

No Shows

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

These fees partially offset D&SDT-HEADMASTER cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays and Holidays (see examples under Reschedules and Refunds of Testing Fees Paid), a NO SHOW status will exist and 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 providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation 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 within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within 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 within one business day via phone call, fax or email and a doctor's note 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 within one business day via phone call, fax or email and an obituary for **immediate family only** 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. (Immediate family is parent, grand and great-grand parent, sibling, children, spouse or significant other.)

- **Virtual testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and 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.
  - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU© record the day your test is officially scored after 5:00PM MST. You will be provided a link to complete the exit survey when you access your test results. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

Exam Results

After you have completed the Knowledge Exam, your test results will be officially scored and double checked by D&SDT-Headmaster scoring teams. You may securely access your results in your own record in TMU© at https://id.tmutest.com. Official test results are available to you after 5:00PM Mountain Standard time the day tests are scored.

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

Test Attempts

You have **3 attempts** to pass the knowledge exam within one year from your completion of training date. If you do not complete testing within one year from your completion of training date, you must complete another medication aide certification program following the model curriculum approved by the national council of state boards of nursing in order to be eligible to schedule testing.

Retaking the Medication Assistant Exam

In the event that your test results inform you that you failed the knowledge exam and when you want to apply for a retest, you will need to repay for the portion that 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© record at https://id.tmutest.com/. (See screen shots under "Schedule/Reschedule into a Test Event" for rescheduling instructions.)

You will need to pay with a Visa, Master Card or debit card before you are able to schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462. We are able to assist you in scheduling a test or re-test 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 condition of your testing. **There is a $25 test review deposit fee.** To request a review, you must submit the PDF fillable Test Review Request and Payment Form 1403 available on D&SDT-HEADMASTER's main webpage at www.hdmaster.com. Submit the Test Review Fee of $25 (Visa or MasterCard) and a detailed explanation of why you feel your dispute is valid **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE EMAILING YOUR TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (888)401-0462 during regular business hours 6:00AM to 5:00PM (MST)/5:00AM to 4:00PM (PST), Monday through Friday, excluding holidays, and discuss the test outcome you are questioning. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, you still have a concern, you may submit a Test Review Request.

One qualification for certification as a medication assistant in Idaho is demonstration by examination of minimum medication assistant knowledge. The outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-Headmaster will pay your re-test fee. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings and re-check the scoring of your test and may contact you and/or the RN Test Observer for any additional recollection of your test. D&SDT-Headmaster cannot discuss test results or test reviews with the candidate's medication assistant education program/instructor. After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test reviews with the candidate. D&SDT-Headmaster will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 years of age.

D&SDT-Headmaster will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address.

The Knowledge Exam

The RN Test Observer/Knowledge Test Proctor will give instructions for taking the knowledge exam. You will have a maximum of **sixty (60) minutes** to complete the **50-question** knowledge exam. You will be told when fifteen 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 80% or better to pass the knowledge portion of the exam.

Electronic TMU© testing using Internet connected computers is utilized at all sites in Idaho at on-site test events. Your exam will be displayed on a computer screen for you to read and key/tap or click on your answers.

TRANSLATION DICTIONARIES: Using language translators that are not pre-approved and translation dictionaries of any type are not allowed.

All test materials must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room is subject to prosecution and will be reported to the Idaho Department of Occupational and Professional Licenses (DOPL).

Note: You will need to know your Email or Username and Password to take the electronic TMU© Knowledge test. Please see the information under **'Complete Your Initial Training'** to sign in to your record in TMU©.

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

Virtual Knowledge Exam Option

You will have the option to take the knowledge exam virtually.

Virtual Knowledge Exam Candidate Requirements

Candidates must have:

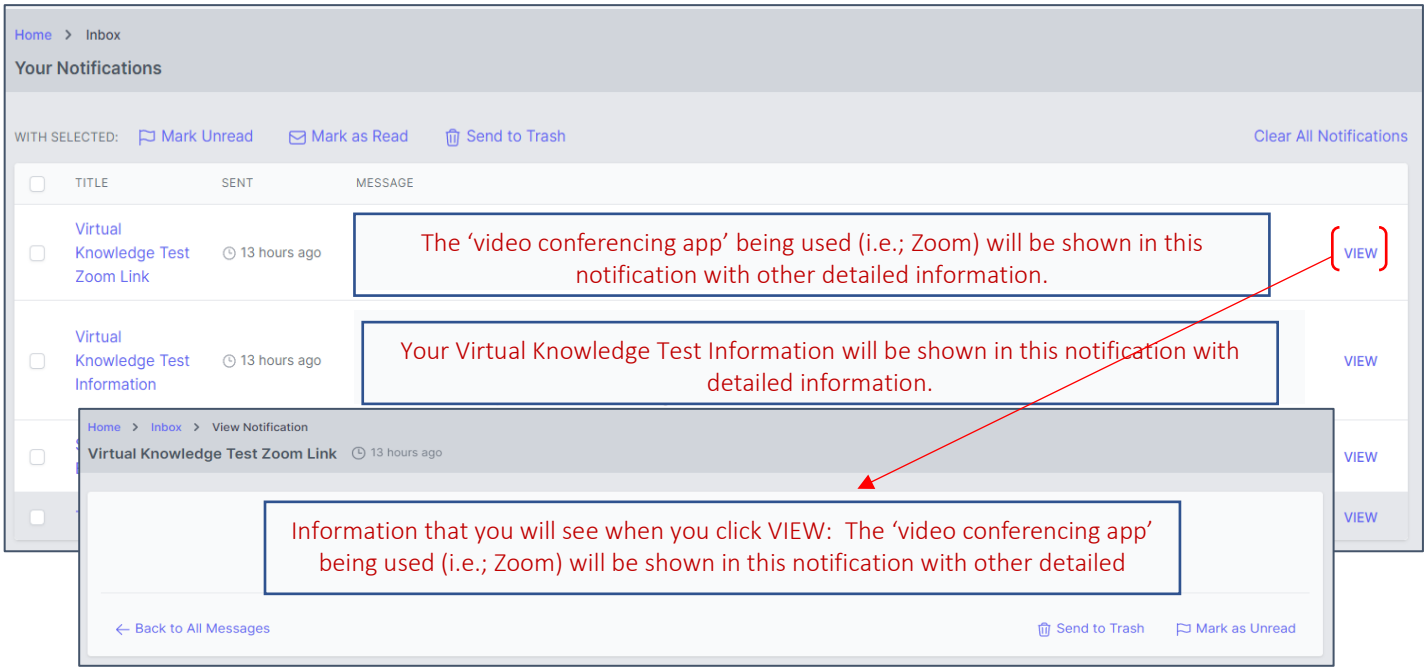
- An updated version of Google Chrome as your Internet browser.
  - *Internet Explorer is not supported by TMU©.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge test.
- **Your Email or Username and Password to take the virtual TMU© Knowledge test.**
- A smartphone to access a 'video conferencing app' (example; Zoom, etc.) that you will need to have downloaded.
  - D&SDT-Headmaster will provide you information of the 'video conferencing app' (example; Zoom, etc.) you will need before test day.
  - The night before your scheduled virtual knowledge exam, you will be emailed a reminder with the password protected link to join the test event.
- A distraction and interruption free area of your home, etc., where you will be testing.

Scheduling a Virtual Knowledge Exam

You will need to sign in to your TMU© record using your Username or Email and Password and follow the instructions to 'Scheduling/Rescheduling into a Test Event'. Please make sure you have met the 'Virtual Knowledge Exam Candidate Requirements' listed above before scheduling a virtual knowledge exam.

- The test site location for a virtual knowledge exam will be "**Virtual Knowledge Test Site**".
- Once scheduled, a test confirmation will be sent via email and/or text message and a notification will be generated in your record for you to view (see the 'Scheduling/Rescheduling into a Test Event', 'Test Confirmation Letter' and the 'Checking/Viewing your Notifications' section for information to access your test confirmation.)
- Instructions and the link to download the 'video conferencing app' (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you and in your notifications.
  - Remember to also check your 'NOTIFICATIONS' under your profile pic in your TMU© record for this information. Please refer to the 'Checking/Viewing your Notifications' section.

See screenshots showing an example of what a notification regarding your virtual knowledge exam will entail:



Virtual Knowledge Exam Sign-In

You are required to be signed in to the virtual link for the sign in process with the test proctor **prior (10-20 minutes)** to the start time listed on your test confirmation. If you are not signed into your virtual exam prior **(at least 10 minutes)** to the time listed on your test confirmation, you will not be allowed to test, considered a No Show and forfeit your testing fees paid and have to pay for another test date.

- You will need to show your mandatory identification to the test proctor at sign in before starting your virtual knowledge exam. Please see the 'Identification' section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.
- **TRANSLATION DICTIONARIES: Using language translators that are not pre-approved and translation dictionaries of any type are not allowed.**

Virtual Knowledge Exam Policies

All 'Testing Policies' and 'Security' measures are adhered to during the virtual knowledge exam. Please refer to those sections for information.

- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'video conferencing app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the test proctor and your test scored as a failed attempt.
- Please see virtual knowledge test issues information under the 'No Show Exceptions' section.

Please call D&SDT-Headmaster during regular business hours 6:00AM to 5:00PM (MST)/5:00AM to 4:00PM (PST), Monday through Friday, excluding holidays at (888)401-0462 if you have any questions, concerns or need assistance scheduling into a virtual knowledge exam.

Knowledge Exam Content

The Knowledge Exam consists of 50 multiple-choice questions. Questions are selected from subject areas based on the Idaho Department of Occupational and Professional Licenses (DOPL) approved Idaho test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas and number of questions from each subject area are as follows:

Subject Area	Number of Questions
Allowable Routes	2
Controlled Substances	1
Documentation	4
Effects of Medication on Body Systems	9
Error Reporting	3
Medication Adminstration	13
Regulations	2
Resident Safety – Infection Control	1
Rights of Medication Administration	4
Role/Responsibilities	6
Terminology	5

Knowledge Exam Vocabulary List

abbreviation	analgesics	antidote
absorption	anaphylactic reaction	antiemetic
abuse	anaphylaxis	antigout medications
accountability	antacids	antihistamines
ACE inhibitors	anti-anxiety medications	antihypertensives
administering medications	anti-depressants	antimicrobials
administration process	anti-emetic administration	antineoplastics
administration protocols	anti-viral medications	antipruritic
adverse effect	antianginals	antipsychotic medication
adverse reaction	antiarrhythmics	antiseizure medications
Albuterol	antiarthritics	antitussives
alendronate (Fosamax)	antibiotic	apical heart rate
allergic reaction	anticoagulant	aspiration
allowable routes	anticonvulsant	aspirin
aminoglycoside	antidepressants	Ativan

authorized duties
authorized medication administration
benzodiazepines
beta blockers
BID
black box warnings
body systems
broad-spectrum antibiotics
bronchodilators
bulk-forming laxative
Calamine/diphenhydramine
cardiovascular drugs
carisoprodol
catapres (clonidine)
central nervous system
changes of condition
checks
cholesterol
Cipro
Ciprofloxacin
classifications of medication
communication
confidentiality
congestive heart failure
controlled medications
controlled substance
corticosteriod therapy
corticosteroids
cross checking
crushing medications
cumulative effect
current information
decongestant
delegation
delegation of tasks
diabetes
diabetic medications
dietary supplements
digoxin (Lanoxin)
digoxin administration
Dilantin
disposal
diuretic
diuretic medications
documentation
documentation error
dosage
dosage calculation
dosing syringe
drug absorption rate
drug dependence
drug interaction
drug loss
drug metabolism
drug references
drug standards
Dulcolax
dyspnea
dysrhythmia
ear drops
edema
effects of medications
electronic documentation
enteric coatings
enteric-coated tablets
error reporting
excretion
extended-release medication
eye drop drainage
eye medications
fat soluble
FDA requirement
Flagyl
fraud
generic name
gingko biloba
Glucotrol
gout
herbal medications
herbs
HIPAA regulation
histamine
hypnotic
hypoglycemia
hypokalemia
ibuprofen
idiosyncratic reaction
infection control
inflammation
inhalation medication
inhaled medication
inhaler
integumentary system
iron supplements
keratolytic agent
lanoxin (Digoxin)
laxative
laxatives
levaquin
levothyroxine sodium (Synthroid)
Lipitor
liquid administration

liquid medication	negligent	positioning
lisinopril	nitrofurantoin (Furadantine)	potassium
lithium (Eskalith; Lithobid)	Nitroglycerin	prescription label
malpractice	nose drops	priority
measuring device	NPO	PRN
medical terminology	NSAIDS	prn medications
medication administration	Nurse Practice Act	PRN order
medication administration documentation	Nursing Drug Reference manual	Proventil
medication administration record	objective information	psoriasis
medication allergies	obtaining medications	psychotropic medications
medication amount	OD	QD administration
medication calculation	ophthalmic	recalling observations
medication categories	opthalmic medications	rectal medication
medication disposal	optic	rectal suppository
medication effect	oral medication administration	refusal
medication error	oral medications	regulation
medication error reporting	osteoporosis medications	reporting
medication frequency	otic	reporting changes
medication information	otic medication	resident rights
medication interaction	over-the-counter medication	right drug
medication label	oxygen	right time
medication order	pain medication	rights of medication administration
medication patches	Parkinson's disease	role and responsibility
medication routes	pathogens	safety
medication security	Paxil	safety checks
medication storage	pediculicide	scabies
medication strength	penicillin	scheduled medication
missed dose	pharmacokinetics	scheduled medication lock box
missed medication reporting	pharmacology	scheduled narcotic
missing pills	pharmacy label	scope of practice
muscle relaxants	phenazopyridine (Pyridium)	scored tablet
narrow-spectrum antibiotic	physiological effects	security
nasal medications	placebo	sedatives

side effects	suspensions	types of orders
skin disorder	sustained-released medication	uncomfortable resident
special instructions	systolic	universal/standard precautions
State Board of Nursing	terminology	uric acid
state regulation	Tetracyclines	urinary system
statins	topical medication	vaginal medication
stimulants	topicals	vaginal medications
stroke	toxic	vitamins
subjective information	transdermal	warfarin
sublingual	transdermal patches	warfarin (Coumadin)
supplements	Triamcinolone (aristocort)	zestril
suppositories		

Notes: