



D&S Diversified Technologies LLP
Headmaster LLP

Oregon Medication Aide Candidate Handbook

EFFECTIVE: September 25, 2023 | Updated: April 16, 2024

Version 11.0

Updates Effective 4-16-2024:

The Test Review Request (pages 18-19) has been updated.
'Virtual' wording has been replaced with 'Remotely Proctored'.

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 aides • medication aide certification • renewals • Registry • NOTE: All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at: <p style="text-align: center;"><u>OSBN Nurse Portal (boardsofnursing.org)</u></p>		
D&S Diversified Technologies (D&SDT), LLP- Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: oregon@hdmaster.com Web Site: www.hdmaster.com	Monday through Friday 6:00AM – 6:00PM <i>Mountain Standard Time (MST)</i> 5:00AM – 5:00PM <i>Pacific Standard Time (PST)</i> Oregon TMU© Webpage: or.tmutest.com	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Oregon State Board of Nursing 17938 SW Upper Boones Ferry Road Portland, OR 97224-7012 Email: osbn.cncertificates@state.or.us Web Site: www.oregon.gov/OSBN	Monday through Friday 8:00AM – 4:00PM <i>Pacific Standard Time (PST)</i>	All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at: <p style="text-align: center;"><u>OSBN Nurse Portal (boardsofnursing.org)</u></p>

Table of Contents

INTRODUCTION	1
APPLICATION TO OBTAIN OREGON MEDICATION AIDE CERTIFICATION	1
AMERICANS WITH DISABILITIES ACT (ADA)	1
ADA COMPLIANCE.....	1
THE OREGON MEDICATION AIDE COMPETENCY EXAM	1
RELEASED TO TEST BY OSBN	1
OREGON TMU© HOME PAGE	2
FORGOT YOUR PASSWORD AND RECOVER YOUR ACCOUNT	3
VIEWING AVAILABLE EXAM DATES	6
SCHEDULING/RESCHEDULING INTO A TEST EVENT	6
TEST CONFIRMATION NOTICE.....	8
CHECKING/VIEWING YOUR NOTIFICATIONS IN TMU©	9
EXAM CHECK-IN	10
TESTING ATTIRE.....	10
IDENTIFICATION	10
INSTRUCTIONS FOR THE KNOWLEDGE AND REMOTELY PROCTORED KNOWLEDGE EXAM.....	11
TESTING POLICIES	11
<i>Accessing the Candidate Handbook and Testing Instructions in your TMU© Account</i>	13
SECURITY	13
RESCHEDULING AND NO SHOW POLICIES.....	14
<i>Reschedule</i>	14
<i>No Shows</i>	14
<i>No Show Exceptions</i>	14
UNFORESEEN CIRCUMSTANCES POLICY	15
CANDIDATE FEEDBACK – EXIT SURVEY	16
EXAM RESULTS.....	16



TEST ATTEMPTS..... 17

RETAKING THE MEDICATION AIDE EXAM 18

Taking the Knowledge Exam with a Remote Proctor..... 18

TEST REVIEW REQUESTS..... 18

THE KNOWLEDGE EXAM..... 19

 REMOTELY PROCTORED KNOWLEDGE EXAM OPTION 19

Remotely Proctored Knowledge Exam Candidate Requirements..... 19

Scheduling a Remotely Proctored Knowledge Exam..... 20

Remotely Proctored Knowledge Exam Check-In 20

Remotely Proctored Knowledge Exam Policies..... 21

 KNOWLEDGE EXAM CONTENT 21

KNOWLEDGE EXAM VOCABULARY LIST 22

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 healthcare facilities and to define training and evaluation standards for Medication Aides who work in such facilities. Each state is responsible for following the terms of this federal law.

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

This handbook describes the process of taking the Medication Aide competency examination and is designed to help prepare candidates for testing. There is one part to the Medication Aide 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 Oregon State Board of Nursing (OSBN) for certification in Oregon and to have their name placed on the Oregon Medication Aide Registry.

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

Application to Obtain Oregon Medication Aide Certification

Complete the Oregon State Board of Nursing (OSBN) Medication Aide application available at the OSBN Nurse Portal, link here: [OSBN Nurse Portal \(boardsofnursing.org\)](http://boardsofnursing.org). **The name entered on your application must be your current legal name. The two forms of identification you will present at the exam site for admission must match the name entered on your application.** Remember to use the same name on the application and all forms, type or print the information clearly, answer all questions, provide written explanations of all YES responses to the background questions, and sign and date the application. Double-check your application for accurate and complete information before submission.

Americans with Disabilities Act (ADA)

ADA Compliance

If you have a qualified disability, you may request special accommodations when you apply for the certification examination. The Oregon State Board of Nursing must approve accommodations in advance of examination. The request for ADA Accommodation is available on the OSBN website or by calling OSBN. This form must be submitted with your application packet.

The Oregon Medication Aide Competency Exam

Released to Test by OSBN

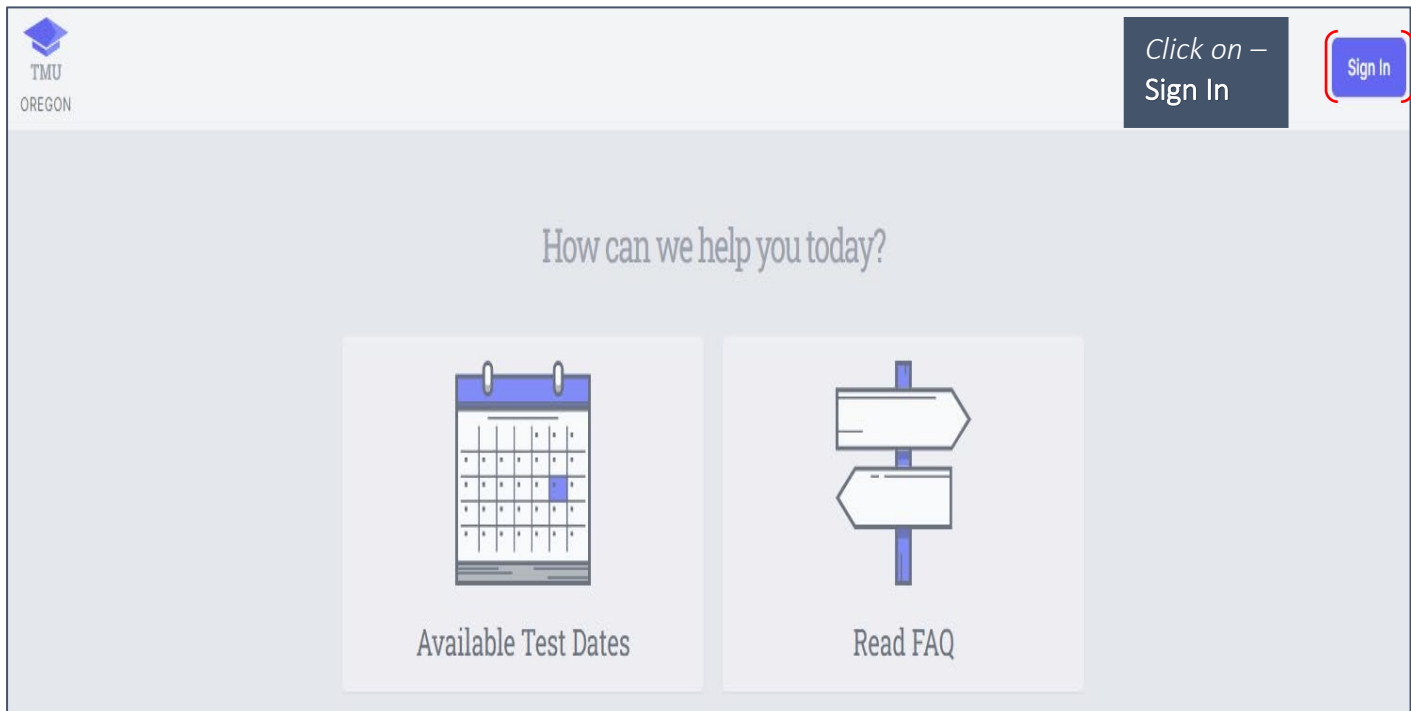
You will receive an email once OSBN releases you to test. Candidates can schedule to take the knowledge test at either an approved Oregon State Board of Nursing regional exam site or an approved OSBN in-facility exam site.

You must apply for the state competency exam **within one year of your date of medication aide education program completion**. Your exam date can be scheduled online at or.tmutest.com. (See instructions under 'Schedule/Reschedule into a Test Event'.) If you need help with exam scheduling, please call Headmaster at (800)393-8664 during regular business hours during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Note: In-facility exam dates are normally arranged by medication aide education program instructors. Check with your education program instructor to see if your medication aide education site has been approved for in-facility testing. If your medication aide education site is an approved in-facility examination site, your medication aide education program instructor will tell you the exam date that has been scheduled for you when you complete medication aide education.

Oregon TMU© Home Page

This is the Oregon TMU© main page or.tmutest.com:



The screenshot shows a 'Sign In' form with the following elements: a title 'Sign In' at the top; a text input field labeled 'USERNAME OR EMAIL'; a text input field labeled 'PASSWORD'; a checkbox labeled 'REMEMBER ME'; a blue button labeled 'Sign In'; and a link labeled 'Forgot Your Password?' at the bottom. Red brackets highlight the 'USERNAME OR EMAIL' and 'PASSWORD' fields, and another red bracket highlights the 'Sign In' button.

Enter your –
Username or
Email and
Password

Click on –
Sign In

If you do not remember your password, follow the instructions under **'Forgot your Password and Recover your Account'**.

Forgot your Password and Recover your Account

The screenshot shows a 'Sign In' form with the following elements: a title 'Sign In' at the top; a text input field labeled 'USERNAME OR EMAIL'; a text input field labeled 'PASSWORD'; a checkbox labeled 'REMEMBER ME'; a blue button labeled 'Sign In'; and a link labeled 'Forgot Your Password?' at the bottom. A red bracket highlights the 'Forgot Your Password?' link.

Click on –
Forgot Your
Password?

Type in your Email Address

Click on –
Recover Account

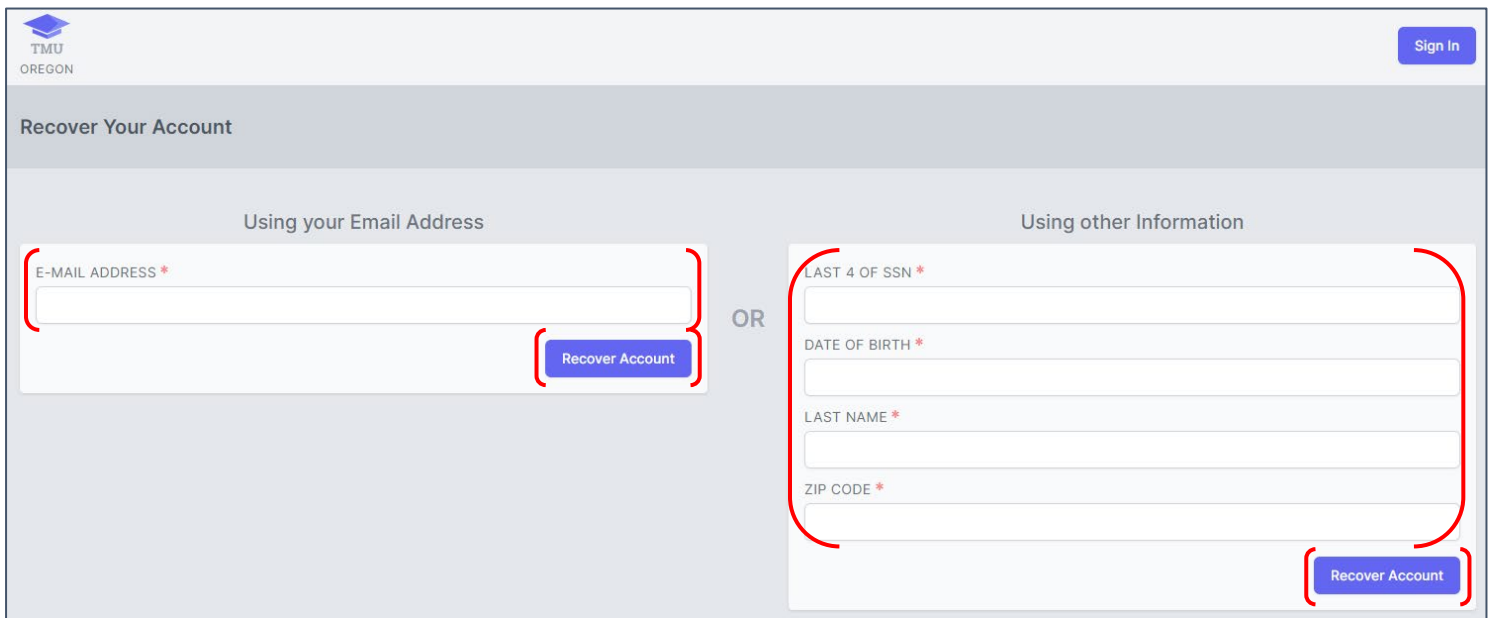
An email with the reset link will be emailed to you.

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

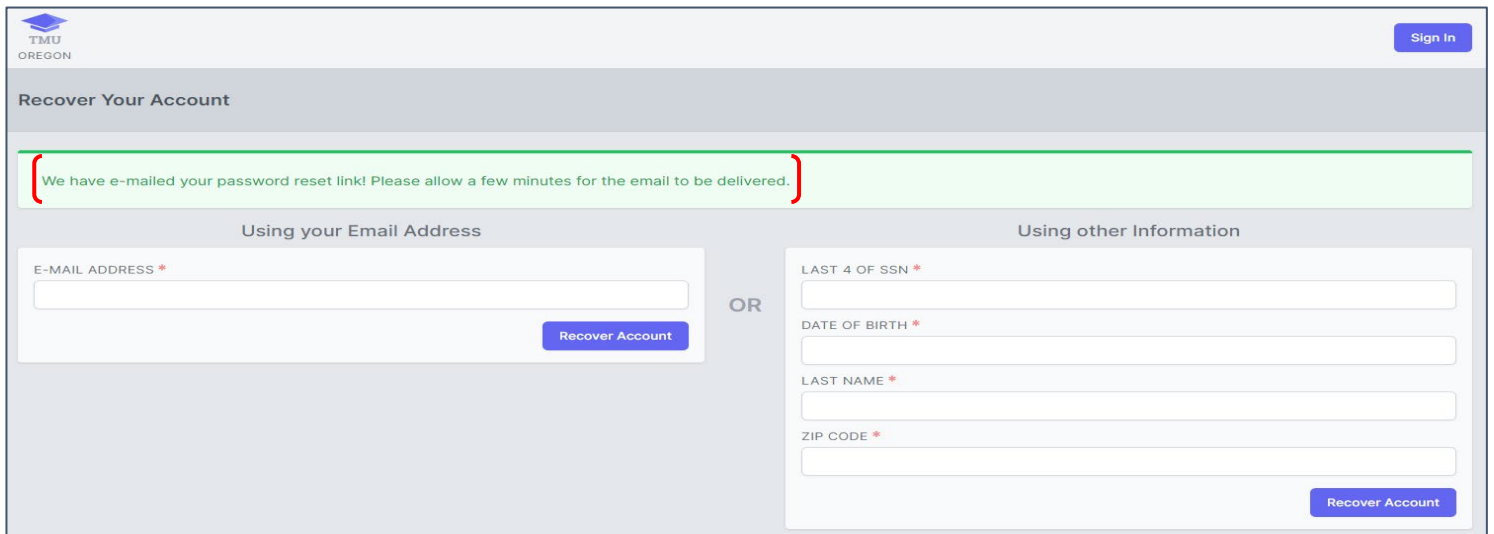
-OR-

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

Click on -
Recover Account

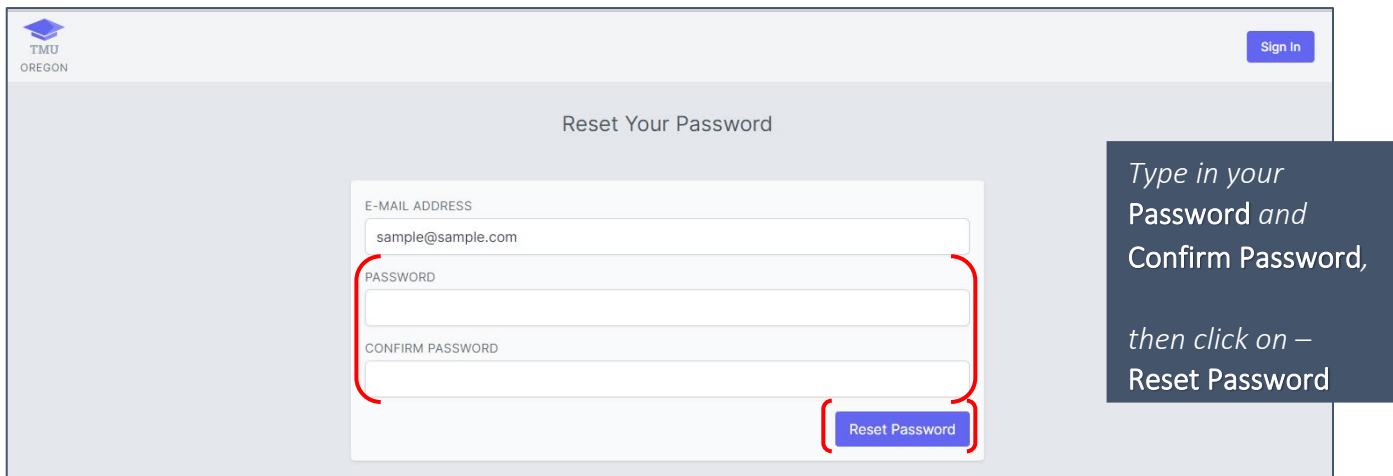
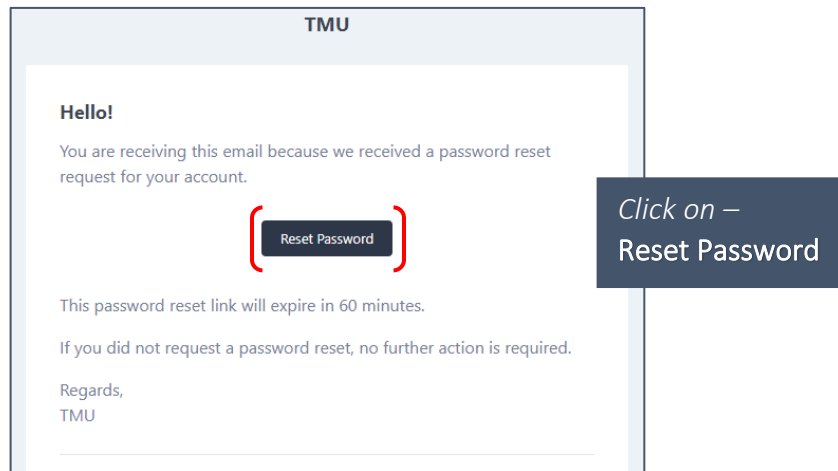


The screenshot shows the 'Recover Your Account' page. At the top left is the TMU OREGON logo, and at the top right is a 'Sign In' button. The main heading is 'Recover Your Account'. Below this, there are two columns. The left column is titled 'Using your Email Address' and contains a text input field labeled 'E-MAIL ADDRESS *' and a blue 'Recover Account' button. The right column is titled 'Using other Information' and contains four text input fields labeled 'LAST 4 OF SSN *', 'DATE OF BIRTH *', 'LAST NAME *', and 'ZIP CODE *', with a blue 'Recover Account' button at the bottom. A red bracket groups the 'Using other Information' fields, and a blue bracket groups the 'Recover Account' button. The word 'OR' is centered between the two columns.

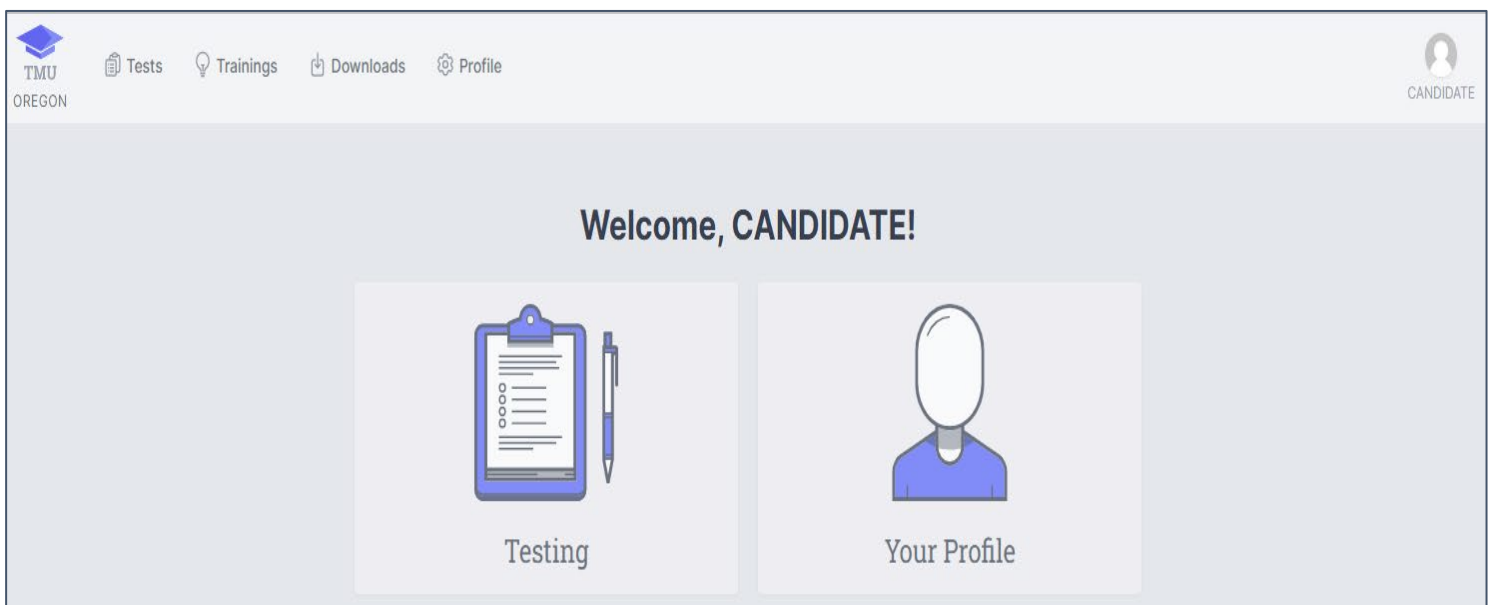


The screenshot shows the 'Recover Your Account' page after a successful password reset. At the top left is the TMU OREGON logo, and at the top right is a 'Sign In' button. The main heading is 'Recover Your Account'. A green message box at the top contains the text: 'We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.' Below this, there are two columns. The left column is titled 'Using your Email Address' and contains a text input field labeled 'E-MAIL ADDRESS *' and a blue 'Recover Account' button. The right column is titled 'Using other Information' and contains four text input fields labeled 'LAST 4 OF SSN *', 'DATE OF BIRTH *', 'LAST NAME *', and 'ZIP CODE *', with a blue 'Recover Account' button at the bottom. The word 'OR' is centered between the two columns.

The email you will receive to reset your password:



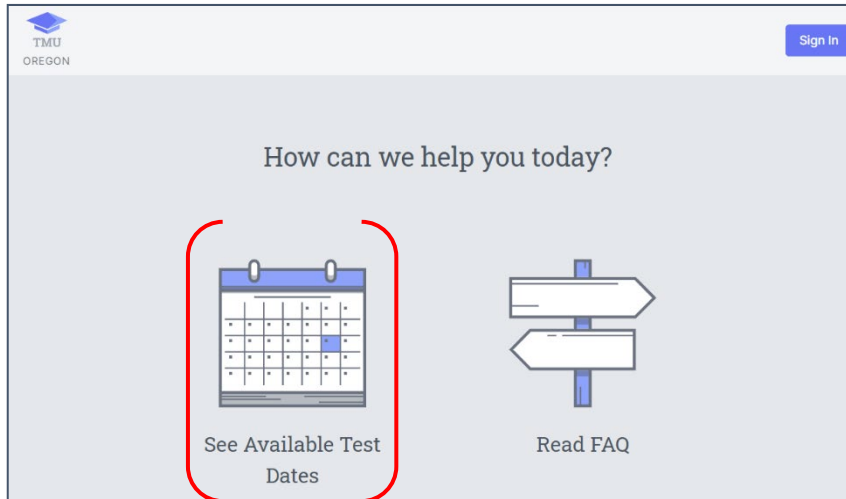
Once done resetting your password, your account will open up.



Viewing Available Exam Dates

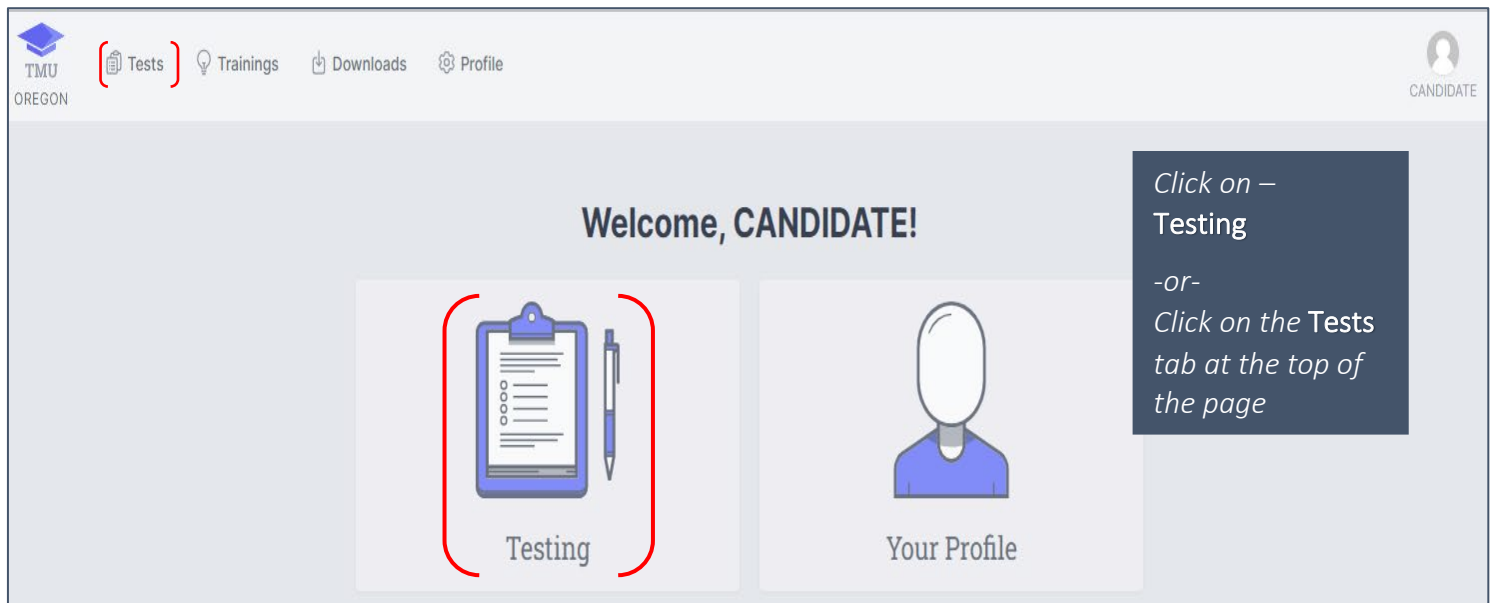
Approved exam dates can be obtained:

- from your instructor
- or by visiting the Oregon TMU© webpage at or.tmutest.com to view the available examination dates in real time



Scheduling/Rescheduling into a Test Event

This is the home screen you will see once you have signed in:



TMU OREGON Tests Trainings Downloads Profile

Home > Tests

Your Tests

Scheduling

EXAM	REASON
Certified Nurse Aide Knowledge (Not Eligible)	Nursing Assistant Training
Certified Medication Aide Knowledge (Eligible)	
Certified Nurse Aide Skill (Not Eligible)	Nursing Assistant Training

All eligible test events will appear in this format.

To select a test, click on **Schedule** next to the corresponding desired test component.

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

TMU OREGON Tests Trainings Downloads Profile

Home > Tests > Find Event

Find Event MEDICATION AIDE

TEST DATE	TEST SITE	SCHEDULING FOR
01/07/2023 8:30 AM PST	SAMARITAN LEBANON COMMUNITY HOSPITAL (TS) LEBANON, OR	K Certified Medication Aide
01/08/2023 8:00 AM PST	UMPQUA COMMUNITY COLLEGE - ROSEBURG (TS) ROSEBURG, OR	K Certified Medication Aide

To select a test site and date –

Click on **Schedule** next to the corresponding desired test site and date.

or.tmutest.com says

Schedule into this Event on 01/07/2023 for Certified Medication Aide Knowledge. Are you sure?

OK Cancel

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

Testing History Please take our satisfaction survey

TEST DATE	EXAM	TEST SITE	STATUS
01/07/2023 8:00 AM PST	Certified Medication Aide Knowledge	MT HOOD COMMUNITY COLLEGE (TS) GRESHAM, OR	Scheduled

Test Confirmation Page Get Map Reschedule

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 or.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 Oregon MA 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!

Scheduled Test Confirmation - Oregon Certified Medication Aide

Get Map Print Page

Test Date: 04/17/2024
Test Time: 8:00 AM PDT
Test Exam: Knowledge - Certified Medication Aide
Test Site: Test Site Address City, State ZIP

Sample Candidate Address City, State ZIP

Click on- Print to print your confirmation letter.
Click on- Get Map to get directions to the test site.

- TESTING BEGINS AT 8:00 AM PDT: **ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN**
- If you are unable to access your account, go to <https://or.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 **Oregon Candidate Handbook** (for MA: **Medication Aide Competency Exam** section of the **Oregon Medication Aide Candidate Handbook**) regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

[Click to open the Nurse Aide Candidate Handbook](#)
[Click to open the Medication Aide Candidate Handbook](#)

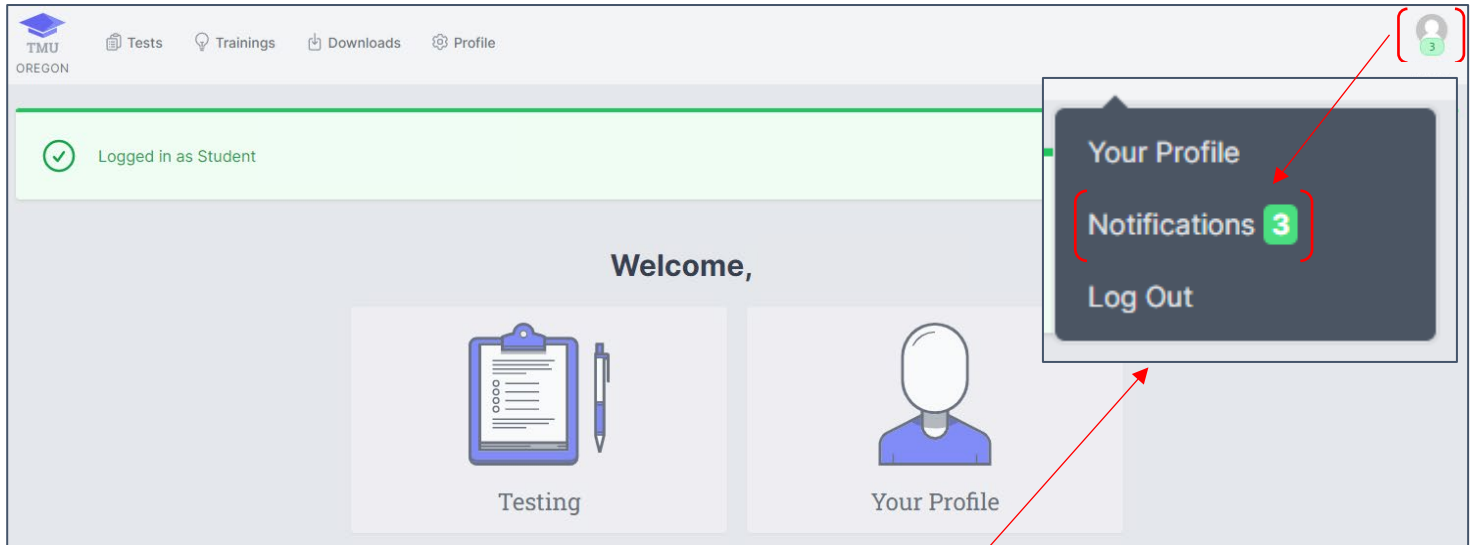
Driving Directions

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 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

Checking/Viewing 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 that follow:

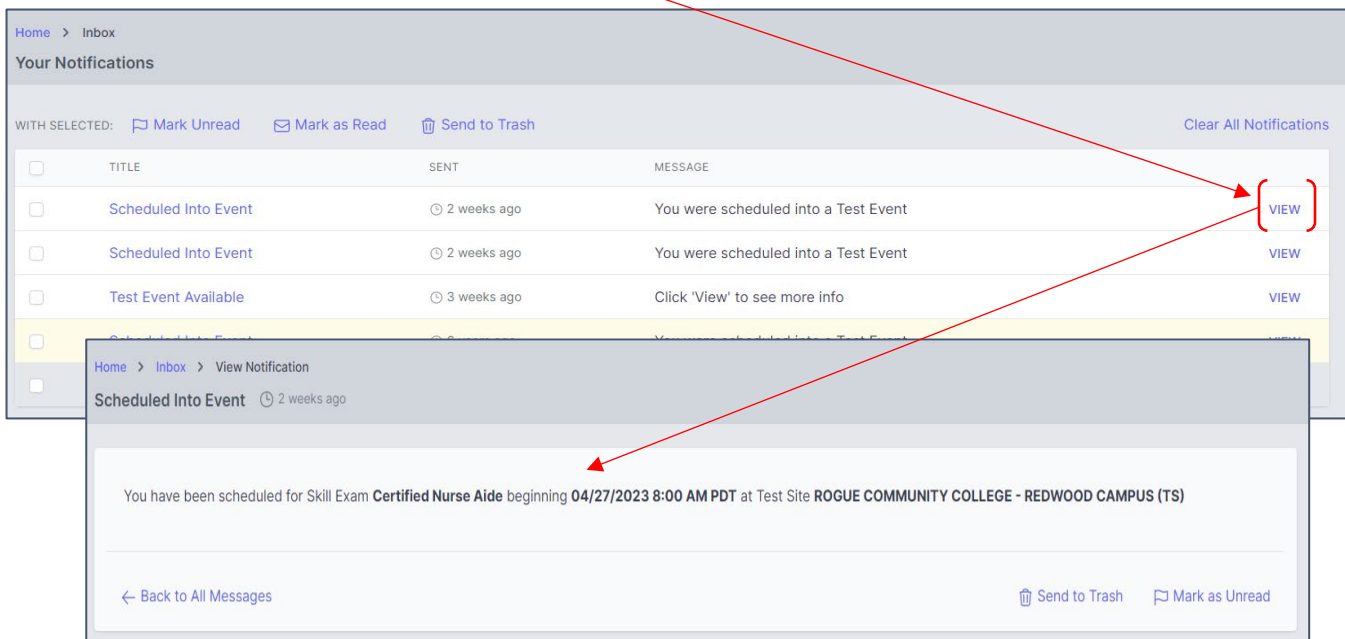


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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.



Exam Check-In

You need to arrive at your confirmed test site 20 to 30 minutes before your exam is scheduled to start. (*For example, if your test start time is 8:00AM, you must be at the test site for check-in no later than 7:30AM to 7:40AM.*)

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

Testing Attire

For your examination, wear comfortable, appropriate clothing and non-skid shoes. You may wear nurse aide attire, such as scrubs, if you wish. You will not be allowed to test if you wear inappropriate or revealing clothing.

Smartwatches, fitness monitors, or Bluetooth-connected devices **are not allowed**.

Identification

You must bring **two original forms (no photocopies), signature-bearing, current (not expired) proper identification to test. At least one of the signature IDs must contain your photograph.** Examples of the forms of accepted identification that are current (not expired) and include a signature are:

- Driver’s License (*non-expired from any state is acceptable*)
- State-issued Identification Card (*non-expired from any state is acceptable*)
- 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 – may contain a fingerprint in place of a signature*)
- Social Security Card (there is not an expiration date, but must be signed to be acceptable)
- Credit or Debit Card (*that meets all identification requirements*)
- 1st Aid or CPR Card (*that meets all identification requirements*)
- School or high school ID for the current year with signature

Note: 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. You will not be admitted for testing and will be considered a **NO SHOW**.

The name on your two forms of identification must match the name on your medication aide application packet submitted to OSBN. If your legal name has changed since you submitted your application packet, you must bring an official document proving your legal name has changed, such as a marriage certificate or divorce decree. **You must notify OSBN any time you have a name or address change.**


Please note:

- **You will not be admitted for testing if you do not bring proper/valid identification.**
 - Be sure your identification is not expired.
 - Be sure your identification documents are signed.
 - Check to ensure that your FIRST and LAST printed names on your identification documents match your current name of record in your TMU© account.


If your names do not match, your IDs are not proper/valid, or they have a hole punched in them, this is considered a NO SHOW status, and you will have to reschedule and pay for another test and date.

REQUIRED INFORMATION FOR THE TWO FORMS OF IDENTIFICATION

FIRST PHOTO BEARING ID



REVERSE SIDE OF ALL CARDS

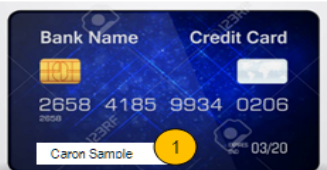



1. Full Legal Name (FIRST & LAST)
2. Photo-Bearing Identification (one ID must contain photo)
3. MUST BE SIGNED
4. Non-Expired

FIRST and LAST names match on both forms of ID

Both IDs MUST BE SIGNED and the signatures on both IDs MUST MATCH

SECOND FORM OF ID

Instructions for the Knowledge and Remotely Proctored Knowledge Exam

Test instructions for the knowledge exam will be provided in written format in the waiting area when you check in for your test. If you are taking a remotely proctored knowledge exam, the instructions can be found in your TMU© account under the Downloads tab (*see paragraph below).

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** taking 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 and Remotely Proctored Knowledge Exam Instructions** are also available under the **'DOWNLOADS'** tab in your TMU© account. *Refer to the **'Accessing the Candidate Handbook and Testing Instructions in your TMU© Account'** section of this handbook for instructions.

Testing Policies

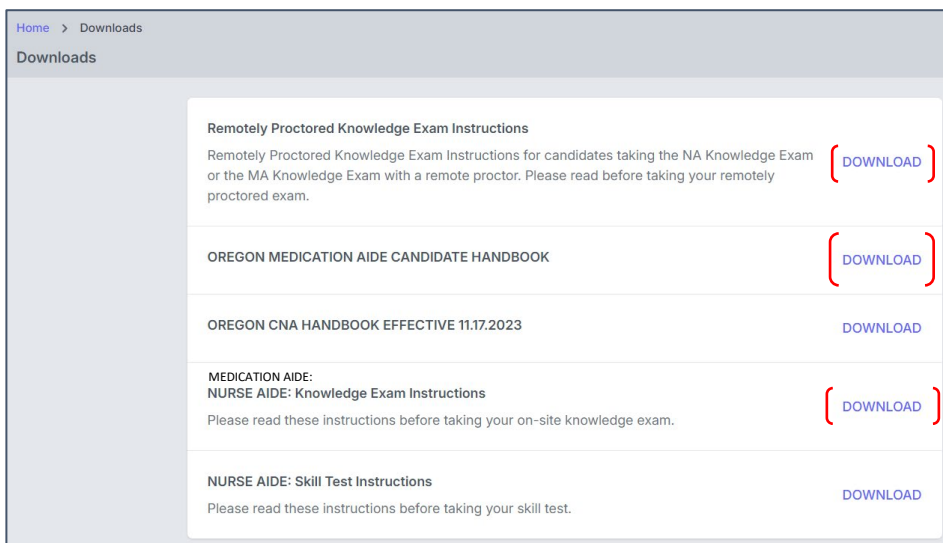
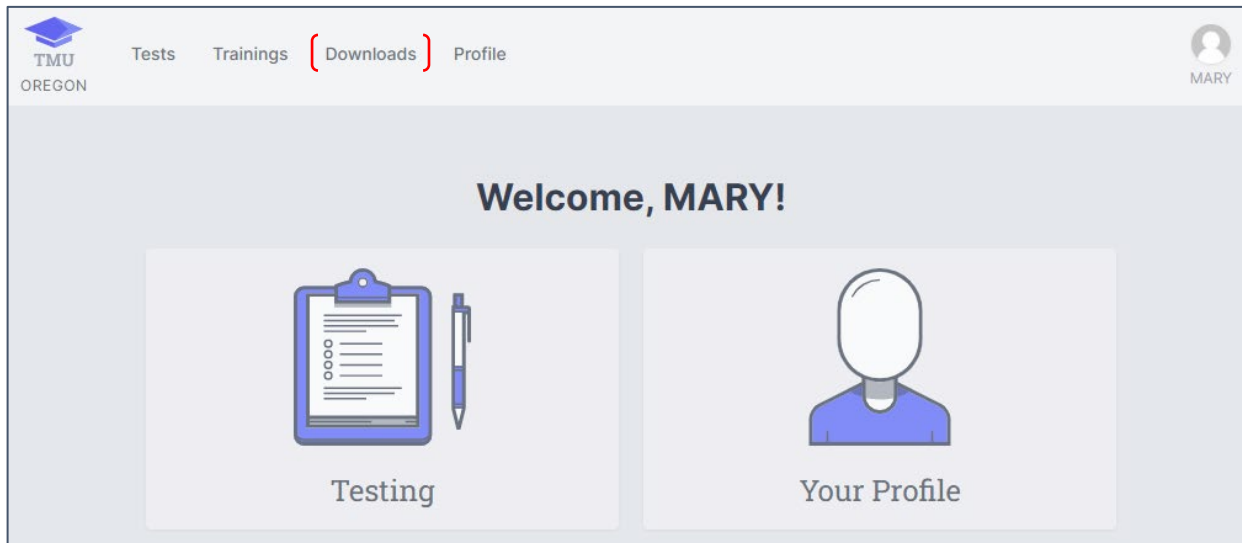
The following policies are observed at all test sites—

- **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© account using your Email or Username and Password at or.tmutest.com before your test date to verify your demographic information.
 - If you do not remember your Password, click 'Forgot my Password' (see instructions under **'Forgot Password and Recover Account'**).
 - If you have not signed in and verified your demographics in 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 on-site test site for up to three hours. Please plan your day accordingly.
- 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. Any exam fees paid *will NOT be refunded*.
 - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under **'Remotely Proctored Knowledge Exam Option'** in the Knowledge Exam section.

- If you do not bring two valid current, signature-bearing with at least one containing a photo, forms of ID, 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 in your TMU© account, 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 to the Oregon State Board of Nursing and be released to test 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, 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 are to collect these items when you complete your test.
 - All electronic devices must be **turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
 - If you are scheduled into a remotely proctored knowledge exam, please see procedures/policies under '**Remotely Proctored Knowledge Exam Option**' in the Knowledge Exam section.
- Anyone caught using any electronic recording device during testing will be removed from the testing room, have their test scored as a failed attempt, forfeit all testing fees, will be reported to their medication aide education program and the Oregon State Board of Nursing (OSBN) and you will not be permitted to test for 6 months. You may, however, use personal devices during your free time in the waiting area.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- You are encouraged to bring a jacket, snack, drink, or study material to have while waiting to test.
- Language translation dictionaries, devices, or non-approved language translators in any format **are not allowed** (both remotely proctored and on-site knowledge test events).
- You may not take notes or other materials from the testing room.
- You are prohibited from eating, drinking, or smoking (e-cigarettes or vaping) during the exam.
- Once the exam has begun, you cannot leave the testing room (knowledge test room or remotely proctored knowledge exam) **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 misconduct, being visibly impaired, or trying to take 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 your nurse aide education program and the Oregon State Board of Nursing.
- 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 physical limitation (excluding pre-arranged ADAs) that would prevent you from performing your duties as a medication aide or hinder your test (E.g., sickness). Call D&SDT-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. Email to: oregon@hdmaster.com
- After check-in and ID verification, the knowledge test will be administered to candidates. After candidates finish their Medication Aide knowledge exam, they can leave the test site.
- **Please review this Oregon Medication Aide handbook before your test day for any updates to testing and/or policies.**

Accessing the Candidate Handbook and Testing Instructions in your TMU© Account

The Candidate Handbook and Testing Instructions can also be accessed within your TMU© account under your 'Downloads' tab:



Click on-
Download
to open the Oregon MA
Candidate Handbook or
the Testing Instructions.

Security

If you refuse to follow directions, use abusive language, are visibly impaired, or disrupt the examination environment, your test will be stopped. You will be dismissed from the testing room, 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 your training program and OSBN. You will not be allowed to retest without OSBN approval.

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

If you give or receive help from anyone during testing (which also includes using any electronic recording devices such as cell phones, smart watches, Bluetooth-connected devices, navigating to other browsers, etc.), your test will

be stopped and scored as a failed attempt. You will be dismissed from the testing room and will forfeit any testing fees paid. A report of your behavior will be provided to your training program and OSBN, and you will not be allowed to retest without OSBN approval.

Rescheduling and No Show Policies

Reschedule

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date online in your TMU© account at or.tmutest.com up until three (3) business days, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date. If you need assistance, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule the Tuesday before your scheduled exam.

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

Note: Reschedules will not be granted less than three (3) full business days prior to a scheduled test date.

No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least three (3) full business days 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 submit a new testing fee to OSBN and be released to test to schedule yourself into a new test event.

These fees partially offset D&SDT-Headmaster costs incurred for services requested and resulting work that is performed. A no-show status will exist if you do not reschedule online before three (3) business days preceding a scheduled 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 3 business days, you must 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 3 business days, you must 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. A doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within 3 business days, you must 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 be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within 7 business days, you must pay as though you were a No Show. (Immediate family is parent, grand or great-grandparent, sibling, child, spouse, or significant other.)
- **Remotely proctored knowledge 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 3 business days, you must 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 your computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation is required.

Unforeseen Circumstances Policy

If an exam date is canceled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file 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 or email with the information in your TMU© account (**see examples below*) due to an unforeseen circumstance for a test event you are scheduled into, 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 TMU© account and:
 - you do not call us back in a timely manner,
 - your phone number is disconnected, or 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.

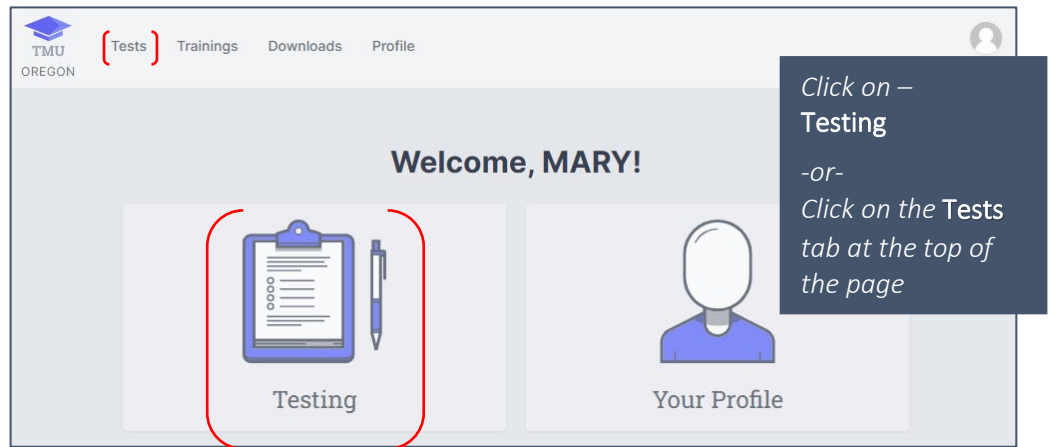
Candidate Feedback – Exit Survey

You can access your test results in your TMU© account the day your test is officially scored after 7:00PM Mountain Standard Time (MST)/6:00PM Pacific Time (PST). When you access your test results, you will be provided a link to complete the exit survey. The survey is 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.

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 TMU© account at or.tmutest.com. Official test results are available to you after 7:00PM Mountain Standard Time/6:00PM Pacific Standard Time the day tests are scored.

Sign in to your TMU© account at or.tmutest.com to view your test results. (Refer to the screenshots.)



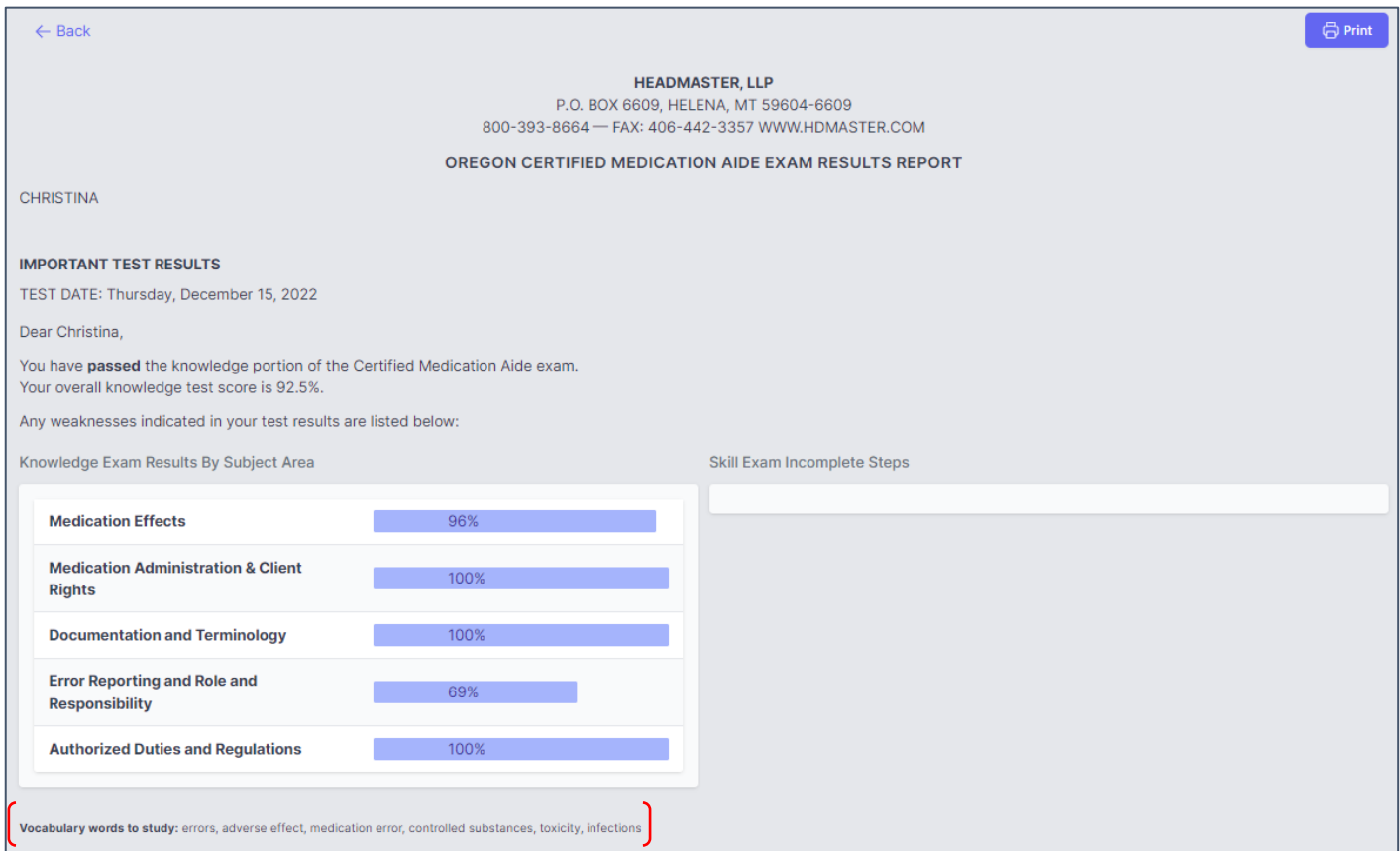
Testing History			Please take our satisfaction survey	
TEST DATE	EXAM	TEST SITE	STATUS	
12/15/2022 8:00 AM PST	Certified Medication Aide Knowledge	CENTRAL OREGON COMMUNITY COLLEGE (TS) BEND, OR	Passed	Details Print Test Results

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.

Sample MA exam results report:



← Back Print

HEADMASTER, LLP
P.O. BOX 6609, HELENA, MT 59604-6609
800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

OREGON CERTIFIED MEDICATION AIDE EXAM RESULTS REPORT

CHRISTINA

IMPORTANT TEST RESULTS

TEST DATE: Thursday, December 15, 2022

Dear Christina,

You have **passed** the knowledge portion of the Certified Medication Aide exam.
Your overall knowledge test score is 92.5%.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

Subject Area	Score
Medication Effects	96%
Medication Administration & Client Rights	100%
Documentation and Terminology	100%
Error Reporting and Role and Responsibility	69%
Authorized Duties and Regulations	100%

Skill Exam Incomplete Steps

Vocabulary words to study: errors, adverse effect, medication error, controlled substances, toxicity, infections

OSBN will receive your results for state record the day your test is scored. ***D&SDT-Headmaster and OSBN cannot release results over the phone.*** Exam results are normally available online after 7:00PM Mountain Standard Time/6:00PM Pacific Standard Time (excluding Saturdays, Sundays, and Holidays) one business day after the exam date.

When you pass your exam, you may be certified and listed on the Oregon Medication Aide Registry **ONLY AFTER** you have met all OSBN requirements. **One** of those requirements includes passing **the knowledge test component of the Oregon medication aide examination.**

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

Test Attempts

You must apply for the state competency exam **within one year of your date of medication aide education program completion.**

An attempt means checking in for the competency evaluation and signing in to the TMU© knowledge test. If a candidate decides to not complete the test after signing in to the knowledge test, the attempt will be scored as a failed attempt.

Retaking the Medication Aide 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 the appropriate non-refundable fees to OSBN through the OSBN nurse portal at [OSBN Nurse Portal \(boardsofnursing.org\)](https://boardsofnursing.org). Once OSBN processes your payment and authorizes (releases) you to test, you will receive an email, and then you can schedule a new exam date. **Follow the instructions for 'Schedule/Reschedule a Test Event'.**

Taking the Knowledge Exam with a Remote Proctor

You will have the option to take the knowledge exam with a remote proctor from your home, etc.

You must repay the appropriate non-refundable fees to OSBN through the OSBN nurse portal at [OSBN Nurse Portal \(boardsofnursing.org\)](https://boardsofnursing.org). Once OSBN processes your payment and authorizes (releases) you to test, you will receive an email, and then you can schedule a remotely proctored knowledge exam date. To schedule/reschedule your knowledge exam, follow the instructions under **'Remotely Proctored Knowledge Exam Option'** under the Knowledge Exam section.

Test Review Requests

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, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), excluding Holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. 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 with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

You may request a review of your test results or dispute any other testing condition. **There is a \$25 test review deposit fee.** To request a review, you must submit the PDF fillable [Test Review Request Form 1403](#) available on D&SDT-Headmaster's main webpage at www.hdmaster.com (before you get to the Oregon webpage). Submit the Test Review Fee of \$25 (MasterCard, Visa, or debit card) and a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the PDF fillable Test Review Request and Payment Form 1403 **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.

One qualification for certification as a medication aide in Oregon is demonstration by examination of minimum medication aide knowledge. The outcome of your review will determine who pays for your re-test. D&SDT-Headmaster will review your detailed recollection and 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.

If the review results are in your favor, D&SDT-Headmaster will refund your test review fee. D&SDT-Headmaster cannot discuss test results or test reviews with the candidate's nurse aide education program/instructor. After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes with the candidate. D&SDT-Headmaster will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18.

D&SDT-Headmaster will complete your review request within 10 business days of receiving your timely review request and will email the review results to your email address and the Oregon State Board of Nursing.

The Knowledge Exam

The Knowledge Test Proctor or RN Test Observer will hand out materials and give instructions for taking the Knowledge Test. You will have a maximum of **ninety (90) minutes** to complete the **sixty (60) question** Knowledge Test. You will be told when fifteen minutes remain. You may not ask questions about the content of the Knowledge Test (such as “What does this question mean?”).

You must have a score of 80% or better to pass the knowledge portion of the exam.

All Oregon sites utilize electronic TMU© testing using Internet-connected computers. Your exam will be displayed on a computer screen for you to read and key in your answers.

The knowledge test is in English. OSBN has not approved any other language for examination. Language translation dictionaries, devices, or non-approved language translators in any format **are not allowed**.

All test materials (including scratch paper) 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 Oregon State Board of Nursing.

IMPORTANT: You will need your TMU© Username or Email and Password to enter your knowledge test.

- You must sign in to your TMU© account and verify your demographic information before your test date. Please notify your medication aide education program if your demographic information is incorrect.
 - 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 for any reason, contact D&SDT-Headmaster at (800)393-8664.
- **You must notify OSBN whenever you have a name or address change.**
- **NOTE: The Knowledge Test Proctor will provide you with a code at the test event to start your test.**

Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home, etc.

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 your TMU© account to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam.**
- A smartphone to access a ‘video conferencing app’ (such as Zoom) that you must download.
 - D&SDT-Headmaster will provide you information on the ‘video conferencing app’ (for example, Zoom, etc.) you will need before test day.
 - The night before your scheduled remotely proctored knowledge exam, you will receive an email reminder with the password-protected link to join the test event.

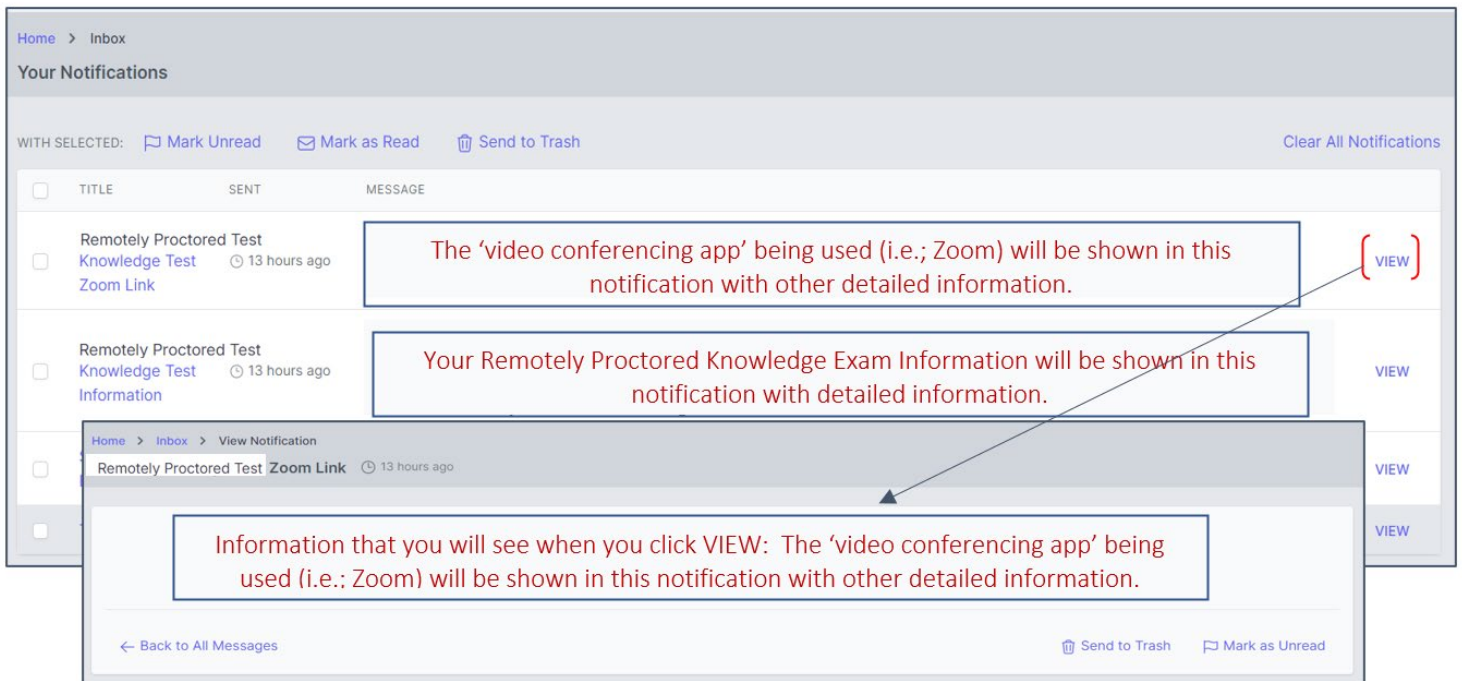
- A distraction and interruption-free area of your home, etc., where you will be testing.

Scheduling a Remotely Proctored Knowledge Exam

You must sign in to your TMU© account using your Username or Email and Password and follow the instructions under ‘Scheduling/Rescheduling into a Test Event’. Please ensure you have met the ‘Remotely Proctored Knowledge Exam Candidate Requirements’ above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be “**Remotely Proctored Knowledge Test Site**”.
- 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 ‘Scheduling/Rescheduling into a Test Event’, ‘Test Confirmation Letter’, and the ‘Checking/Viewing your Notifications’ section for information on accessing 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.
 - For this information, check your ‘NOTIFICATIONS’ under your profile pic in your TMU© account. Please refer to the ‘**Checking/Viewing your Notifications**’ section.

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



Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored knowledge exam link for the check-in process with the remote Proctor **prior (10-20 minutes)** to the start time listed on your test confirmation. If you are not signed in to your remotely proctored knowledge exam prior (at least 10 minutes) to the time listed on your test confirmation, you

will not be allowed to test, will be considered a No Show, forfeit your testing fees paid, and have to pay for another test date.

- You must show your two forms of mandatory identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see the 'Identification' section for specifics.
- You must show your surroundings to the remote Proctor during check-in before starting your remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Policies

During the remotely proctored knowledge exam, all '**Testing Policies**' and '**Security**' measures are followed. Please refer to those sections for information.

- The 'video conferencing app' link (for example, Zoom, etc.) must be maintained during the entire knowledge test.
- If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect. Otherwise, the remote proctor will disconnect you from the exam, 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 a distraction and interruption-free area just like you would if you were sitting in the knowledge test room at a test site.*
- Please see the remotely proctored knowledge testing issues information under the 'No Show Exceptions' section.
- If needed, you may do math calculations on a piece of scratch paper. Before starting your exam, you will be asked to show both sides of the scratch paper to the remote Proctor.
 - At the end of your exam, you will be asked to show both sides of the scratch paper to the remote Proctor **again**. You will then be told you must tear up the scratch paper in view of the remote Proctor and told to mute your phone before tearing up the scratch paper.
- The knowledge exam is in English. OSBN approves no other language for examination. Translation dictionaries, devices, or non-approved language translators of any type **are not allowed** during remotely proctored testing.

Please call D&SDT-Headmaster during regular business hours, 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, at (800)393-8664 if you have any questions, concerns or need assistance scheduling into a remotely proctored knowledge exam.

Knowledge Exam Content

The Knowledge Exam consists of sixty (60) multiple-choice questions. Questions are selected from subject areas based on the Oregon State Board of Nursing (OSBN) approved Oregon 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 on the next page:

SUBJECT AREA	NUMBER OF QUESTIONS
Authorized Duties / Regulations	9
Documentation / Terminology	10
Error Reporting / Role and Responsibilities	10
Medication Administration / Client Rights	18
Medication Effects	13

Knowledge Exam Vocabulary List

abbreviations	depression	OTC
administration	diabetes	otic
adverse effect	diuretic	penicillin
allergic reactions	dizziness	pharmacy label
analgesic	documentation	prescribed
anaphylactic	dosage	prescriptions
antacid	ear drops	rectal medication
anti-coagulants	enteric	refuse medication
anti-emetic	extrapyramidal	renewal
anti-hypertensives	gastrostomy tube	respiratory medications
antibiotic	hs	role and responsibility
anticonvulsants	hyperglycemia	route
antipruritic	hypoglycemia	safety
antitussive	infection control	seizures
apical pulse	inhaler	side effects
aspirin	interactions	six rights
authorized duties	laxative	skin
blood pressure	liquid medication	sublingual
bronchodilator	medication	suppository
calculation	administration	suspension
cardiac medication	medication effects	symptoms
cholesterol	medication error	terminology
classification	medication order	tetracycline
CMA eligibility	nebulizer	topical
conduct unbecoming	nose drops	trade name
continuing education	ophthalmic	transdermal patch
contraindication	oral medication	types of orders
controlled substances	osteoporosis	valid prescriptions

