D&S Diversified Technologies LLP

Headmaster LLP

WYOMING

MEDICATION AIDE-CERTIFIED (MA-C)

CANDIDATE HANDBOOK

April 2026

VERSION 2

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

Email: **wyoming@hdmaster.com**

Wyoming TMU©: **wy.tmutest.com**

Website: **www.hdmaster.com**

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

HEADMASTER

TMU©

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test • name and address changes ..... **(888) 401-0462**

Questions regarding: medication aide-certified (MA-C) training • certification • certification status..... **(307) 777-7601**

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Wyoming State Board of Nursing (WSBN) 130 Hobbs Avenue, Suite B Cheyenne, WY 82002 Email: wsbn.licensing@wyo.gov Wyoming Nurse Aide Website: http://wsbn.wyo.gov	*Monday through Friday* *7:30AM –4:00PM* *Mountain Time Zone*	Phone #: (307) 777-7601

TABLE OF CONTENTS

INTRODUCTION 1
AMERICANS WITH DISABILITIES ACT (ADA) 1
ADA Compliance 1
WYOMING TESTMASTER UNIVERSE© (TMU©) 1
Wyoming TMU© Home Page 1
Complete your TMU© Account 2
Forgot your Password and Recover your Account 4
THE WYOMING MEDICATION AIDE-CERTIFIED (MA-C) COMPETENCY EXAM 7
Payment Information 7
Self-Pay of Testing Fees in TMU© 7
Schedule / Reschedule a Test Event 9
Screenshots for Rescheduling a Test Event 11
Test Confirmation Letter 11
View your Notifications in TMU© 13
Test Day 14
Exam Check-In 14
Testing Attire 14

IDENTIFICATION 14
Demographic Updates / Changes / Corrections 15
INSTRUCTIONS FOR THE KNOWLEDGE AND REMOTELY PROCTORED KNOWLEDGE EXAM 15
TESTING POLICIES 16
Access the Candidate Handbook and Testing Instructions 18
Security 19
Time Frame for Testing from Training Program Completion 19
Reschedule a Test Event 20
Refund of Testing Fees Paid 20
SCHEDULED IN A TEST EVENT 20
NOT SCHEDULED IN A TEST EVENT 21
Unforeseen Circumstances Policy 21
No-Show Status 21
NO-SHOW EXCEPTIONS 22
Test Results 23
Test Attempts 25
Retaking the Medication Aide-Certified (MA-C) Exam 25
Test Review Requests 25
THE KNOWLEDGE/AUDIO EXAM 26
Knowledge Exam Content 26
SUBJECT AREAS 26
Knowledge Exam Information 27
Remotely Proctored Knowledge Exam Option 27
REMOTELY PROCTORED KNOWLEDGE EXAM CANDIDATE REQUIREMENTS 27
SCHEDULE A REMOTELY PROCTORED KNOWLEDGE EXAM 28
REMOTELY PROCTORED KNOWLEDGE EXAM INSTRUCTIONS 28
REMOTELY PROCTORED KNOWLEDGE EXAM CHECK-IN 28
REMOTELY PROCTORED KNOWLEDGE EXAM POLICIES 29
Sample Questions 30
KNOWLEDGE EXAM VOCABULARY LIST 31

INTRODUCTION

A medication aide competency evaluation program ensures that candidates seeking to be medication aides understand the state 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 test and is designed to help prepare candidates for it. The test has one part: a multiple-choice knowledge exam. Candidates must pass the knowledge exam and meet all requirements of the Wyoming State Board of Nursing to be certified as a Medication Aide-Certified (MA-C) in Wyoming.

The Wyoming State Board of Nursing has approved D&S Diversified Technologies (D&SDT)-HEADMASTER, LLP, to provide testing and scoring services for medication aide testing. For questions not answered in this handbook, don't hesitate to contact D&SDT-HEADMASTER at (888)401-0462 or go to www.hdmaster.com. The information in this handbook will help you prepare for your examination.

AMERICANS WITH DISABILITIES ACT (ADA)

ADA Compliance

The Wyoming State Board of Nursing and D&SDT-HEADMASTER provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the medication aide competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

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

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

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

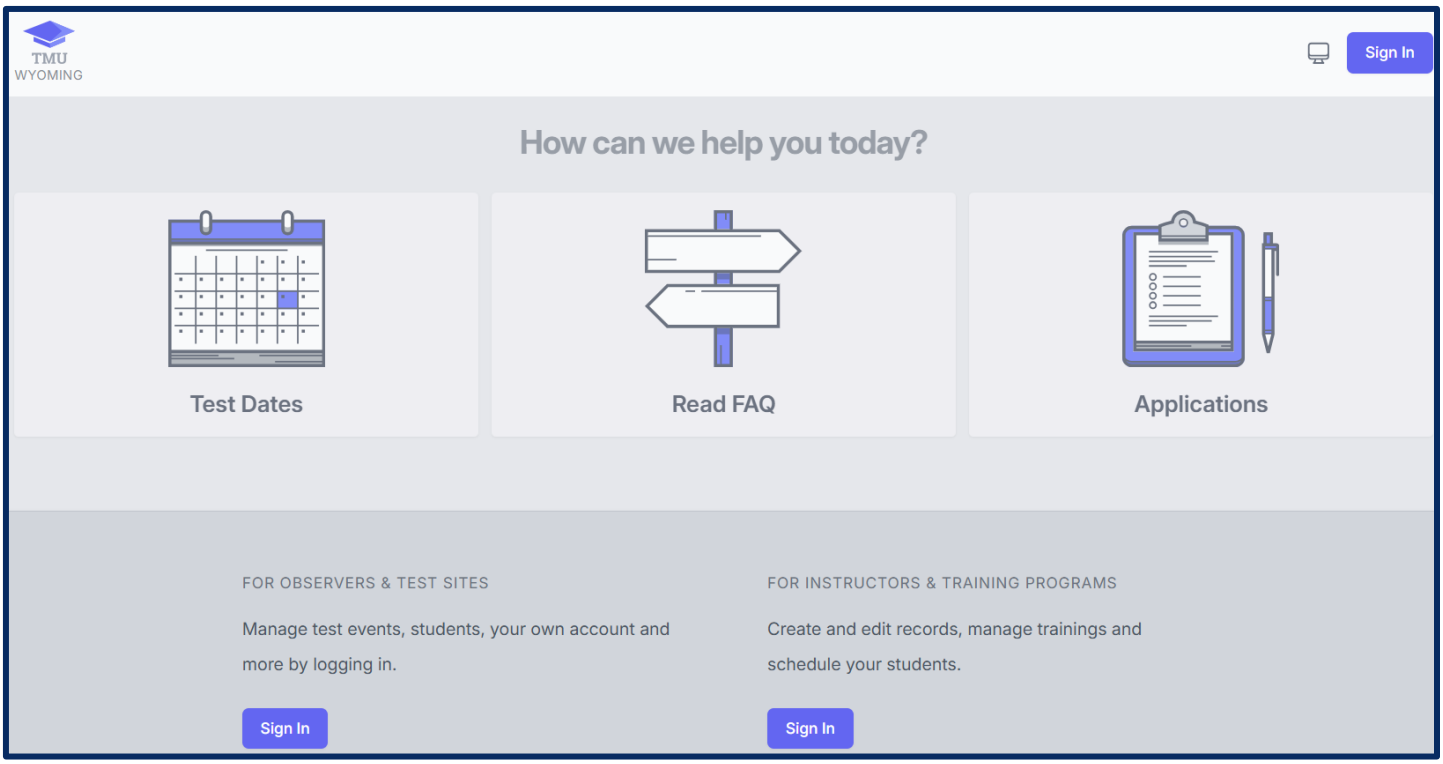
WYOMING TESTMASTER UNIVERSE© (TMU©)

Wyoming TMU© Home Page

Go to the Wyoming TMU© main page at **wy.tmutest.com**

-continued on the next page-

This is the Wyoming TMU© main page:



→ *Click on 'Test Dates' to see the calendar of available test events and their location*

→ *Click on 'Read FAQ' for frequently asked questions*

→ *Click on 'Applications' for frequently used applications*

Complete your TMU© Account

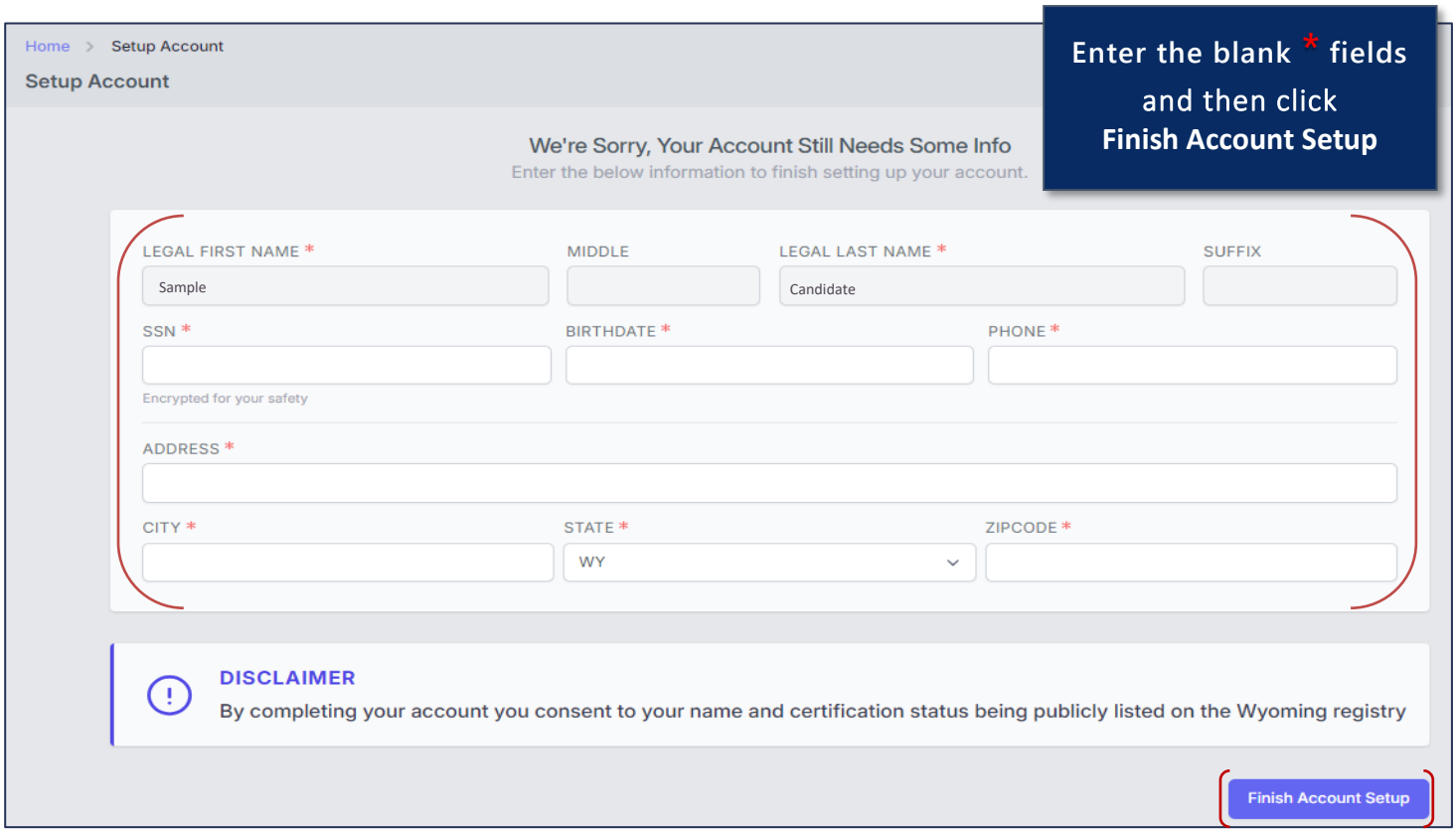
Your training program will enter your initial registration information in D&SDT-HEADMASTER's Wyoming TestMaster Universe (TMU©) software.

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

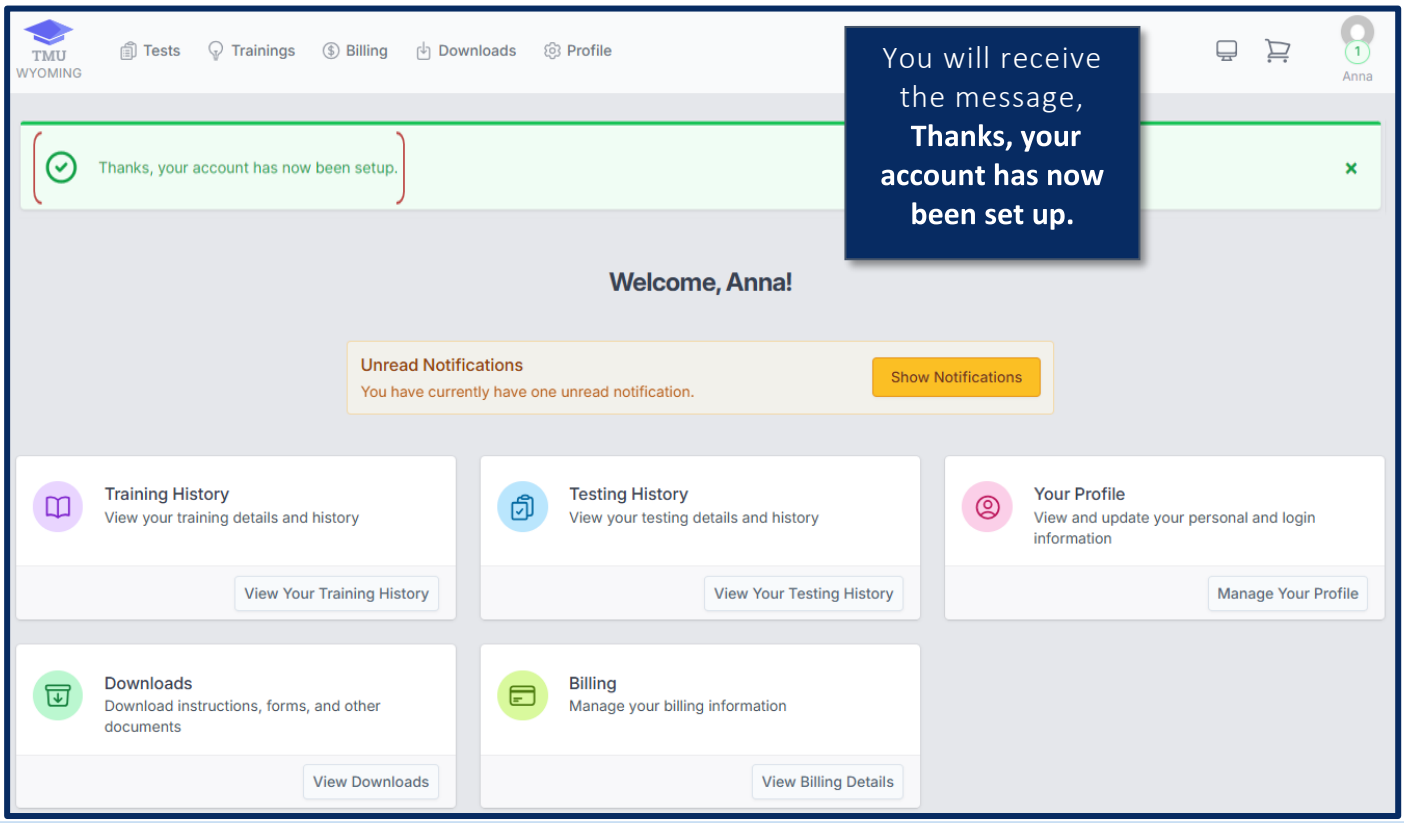
- Upon receiving your confirmation email from TMU© (check your junk/spam mail) that your account has been created, you need to sign in to your account, update your password, and complete your demographic information. **This must be done before scheduling a test event**

If you do not know your Email or Username and Password, enter your email address and click "Forgot Your Password?" You will be asked to re-enter your email, and a 'reset password link' will be sent to your email (see instructions under 'Forgot your Password and Recover your Account'). If you cannot sign in, contact D&SDT-HEADMASTER at (888)401-0462.

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



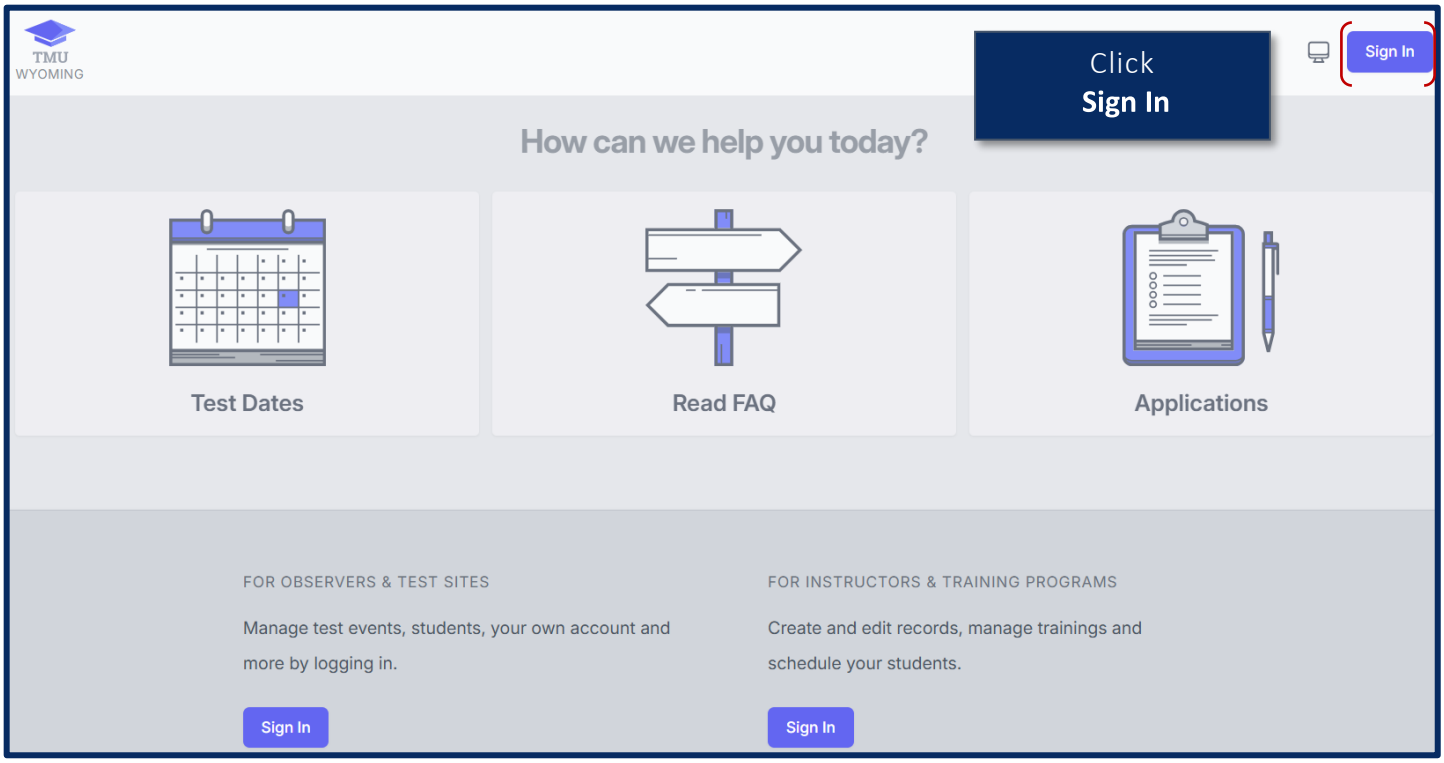
This is the candidate's home page:



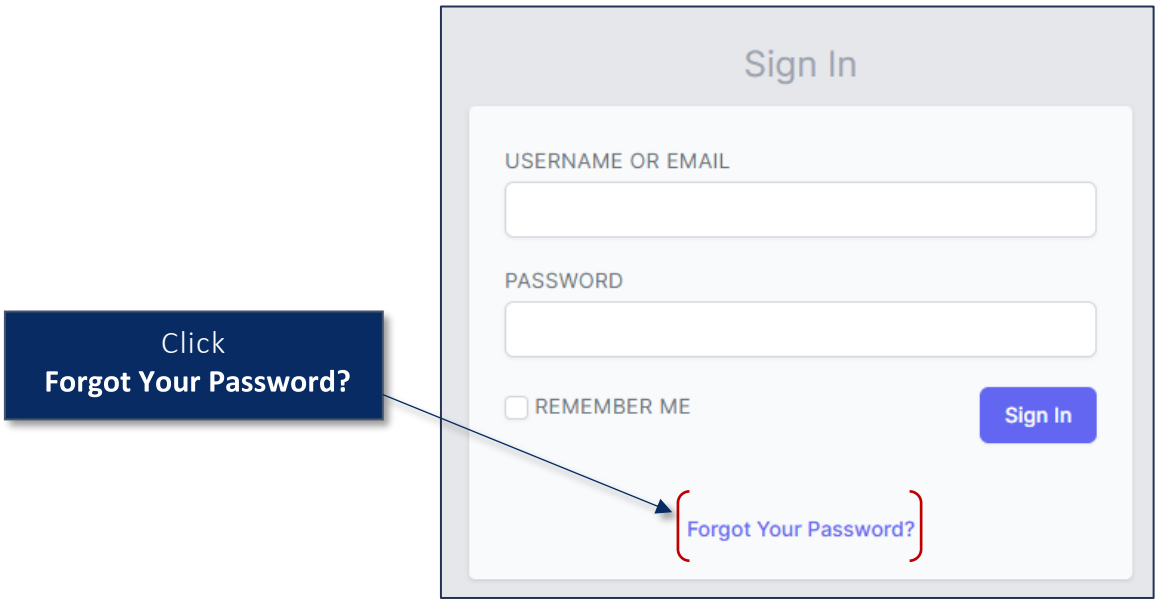
Forgot your Password and Recover your Account

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

Go to **wy.tmutest.com**.



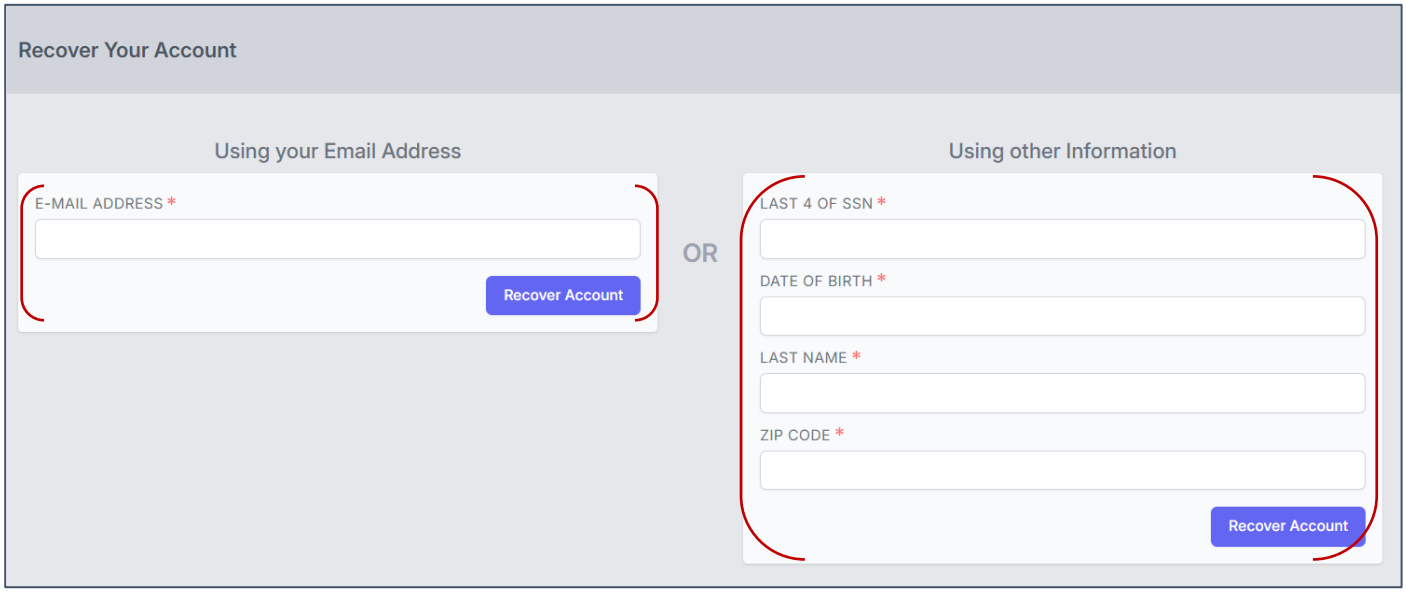
This is the screen you see after you click on Sign In where you will enter your Username/Email and Password:



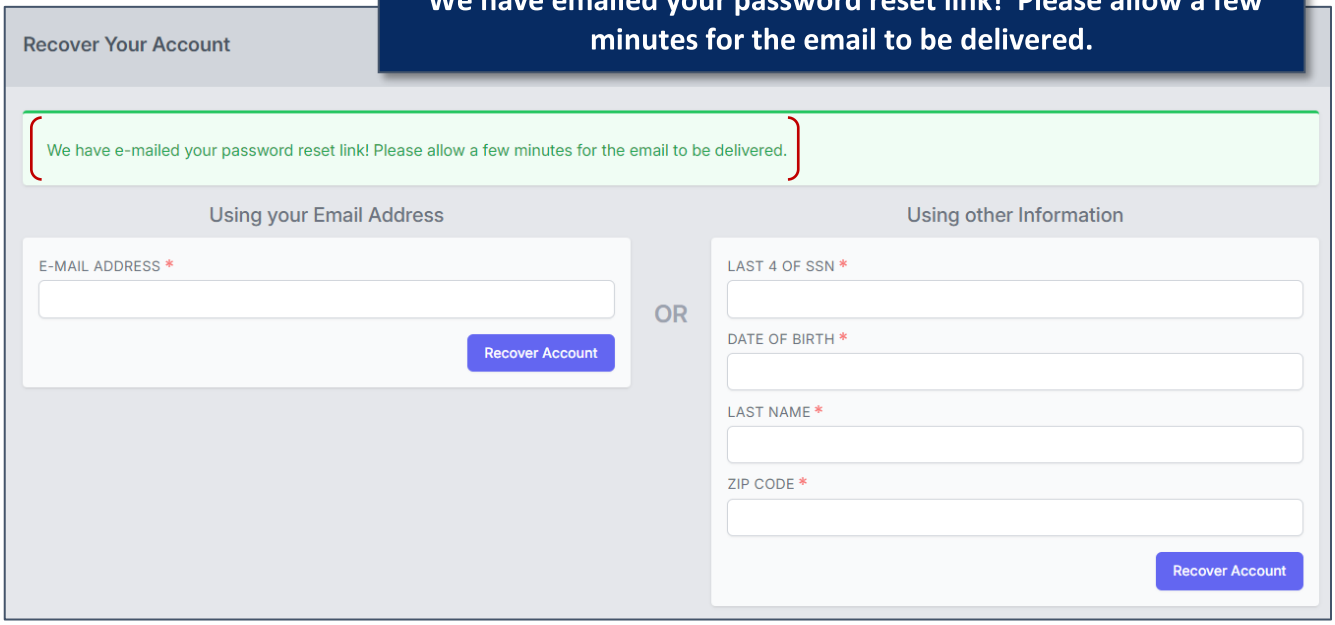
Type in your Email Address
Click **Recover Account**

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

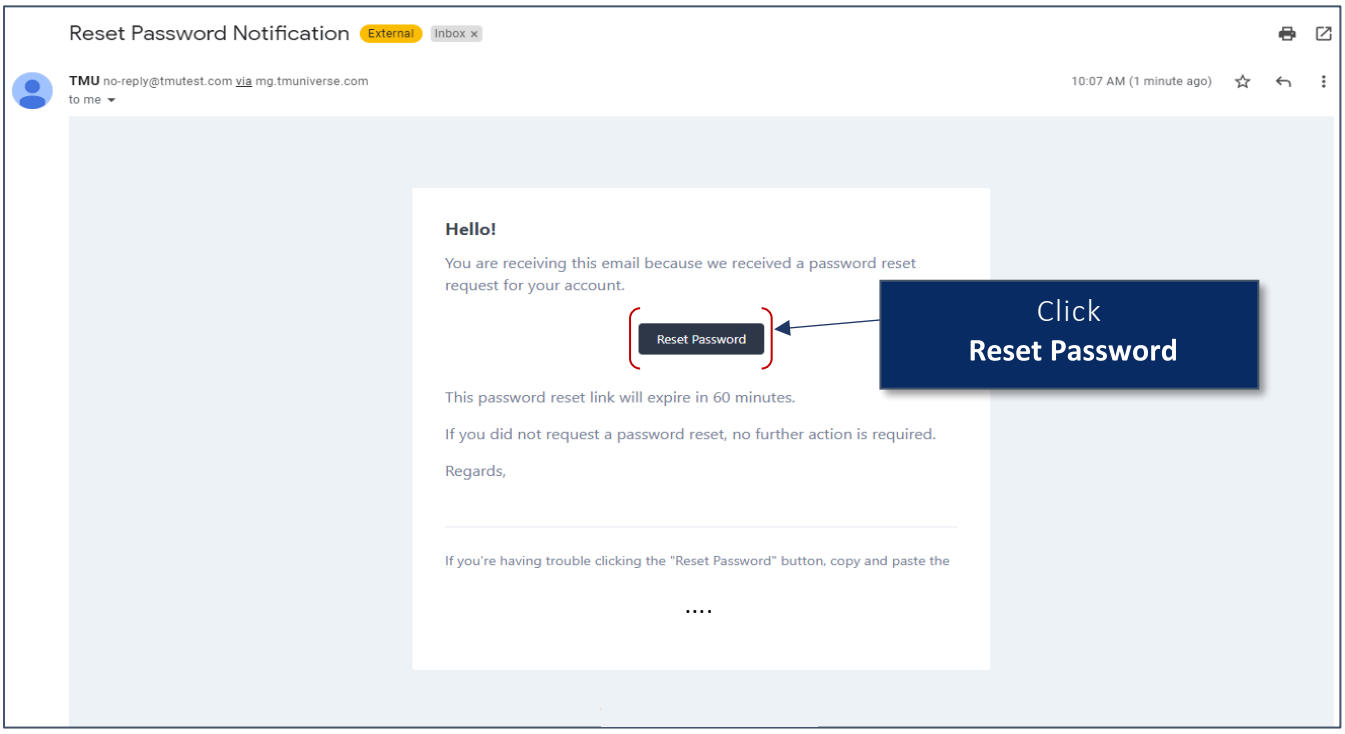
(-OR- You can type in the requested data under **Using other Information** if you have already updated your demographic information in your account)
Click **Recover Account**



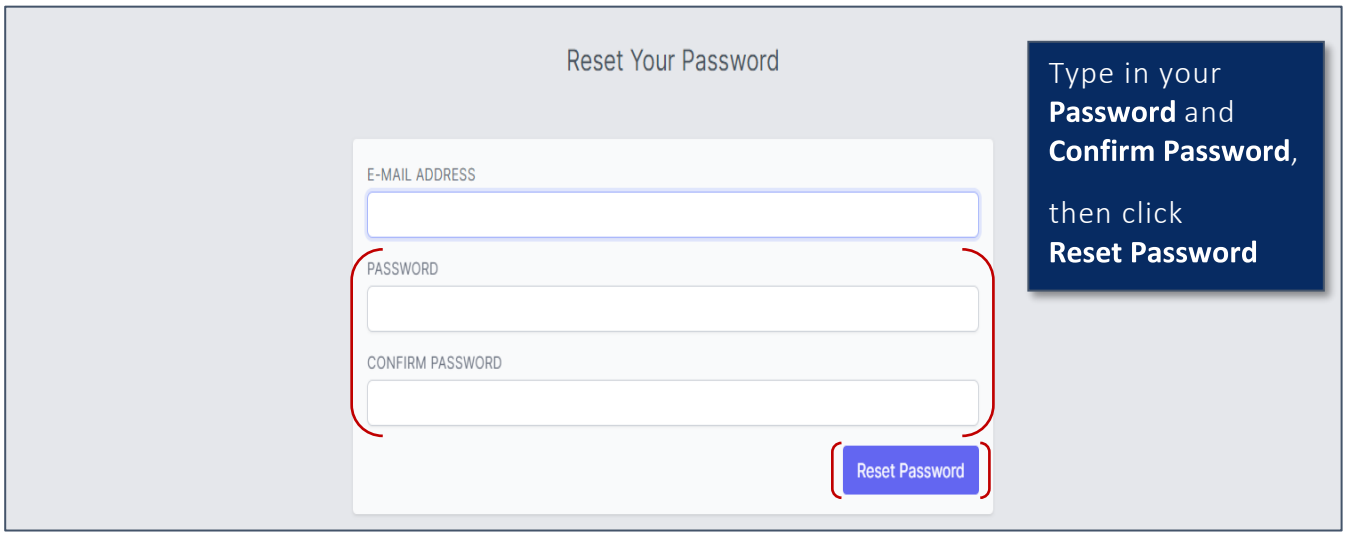
You will receive the message,
We have emailed your password reset link! Please allow a few minutes for the email to be delivered.



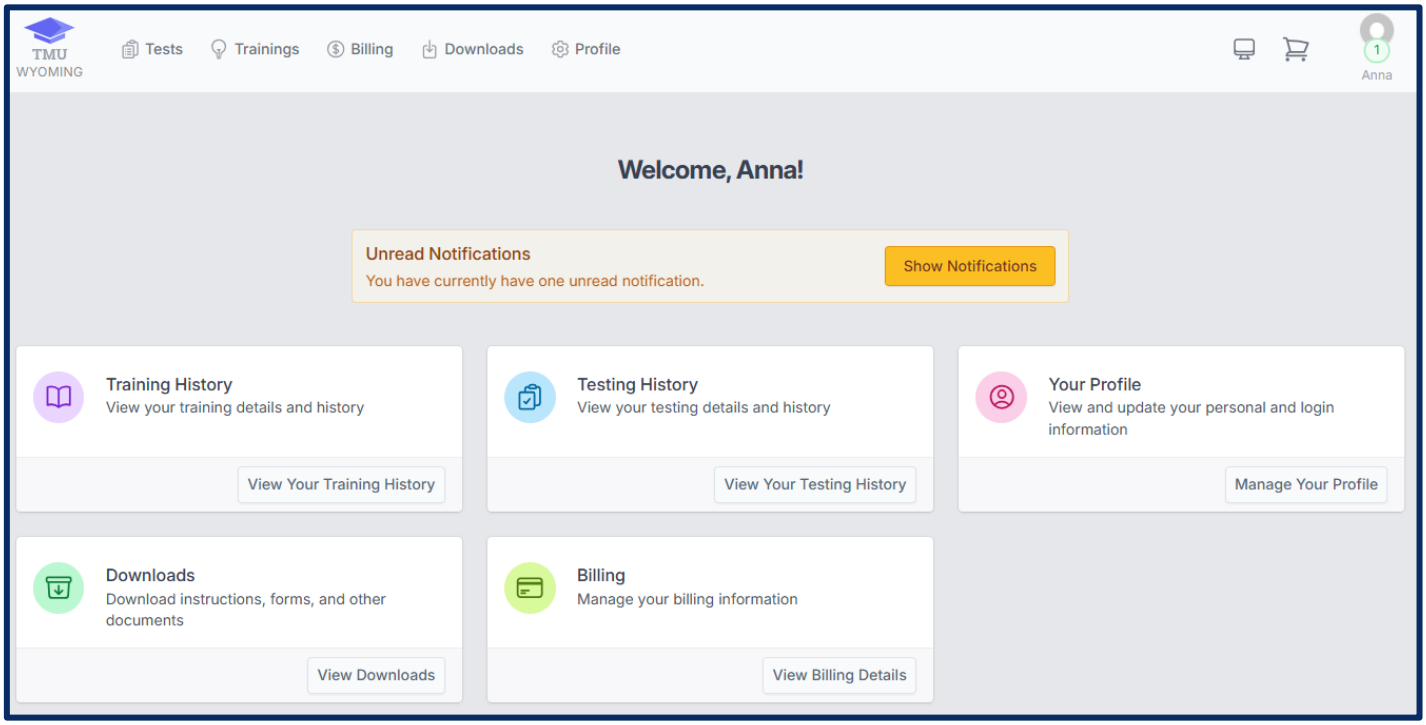
This is what the email will look like (check your junk/spam folder for the email):



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



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



THE WYOMING MEDICATION AIDE-CERTIFIED (MA-C) COMPETENCY EXAM

Payment Information

Exam Description	Price
Knowledge Exam *-or- Knowledge Retake*	**$32.00**

Candidates and facilities can pay testing fees online through TMU©.

- For candidates:
  → Please follow the instructions below **'Self-Pay of Testing Fees in TMU©'**.

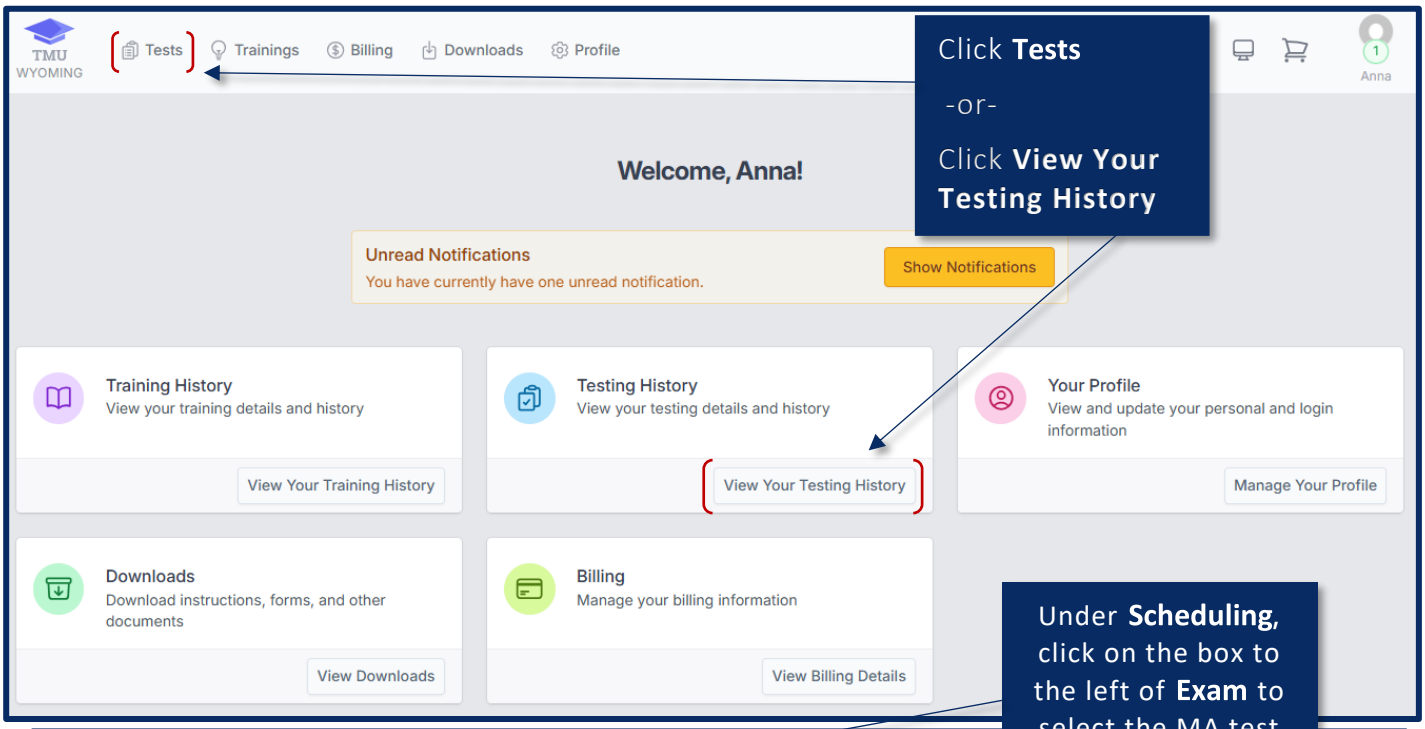
Self-Pay of Testing Fees in TMU©

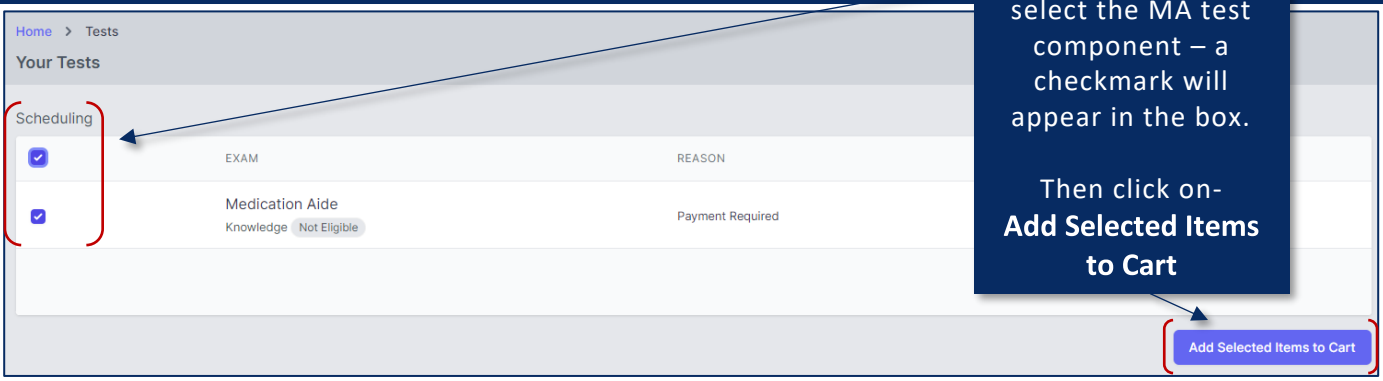
Testing fees must be paid *before* you can schedule a test date.

Once your training program has completed your training record with completion hours and date, you will receive an email and text message, and a notification will be generated in your TMU© account that you are eligible to schedule a test date. Some training programs pre-pay testing fees for their graduating students. Your program/instructor will inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already prepaid for your test.

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

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



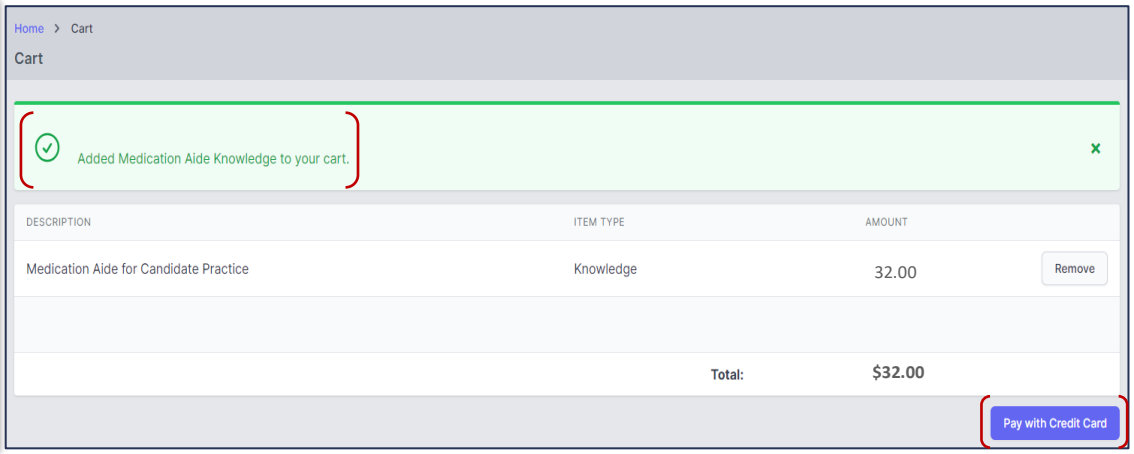


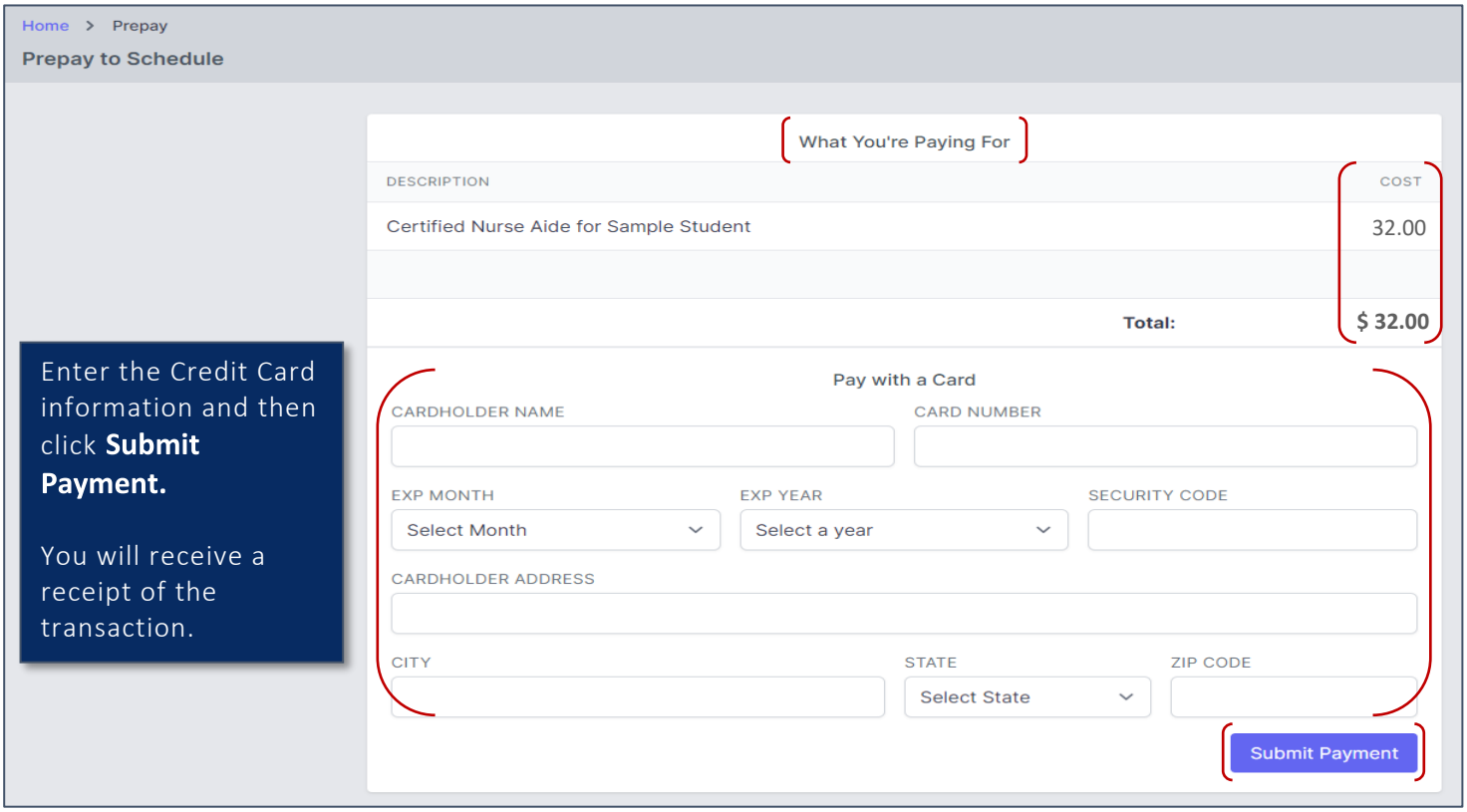
Under **Scheduling**, click on the box to the left of **Exam** to select the MA test component – a checkmark will appear in the box.

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

You will get a message that the Medication Aide Knowledge exam has been added to your cart and the **Knowledge Exam Amount**

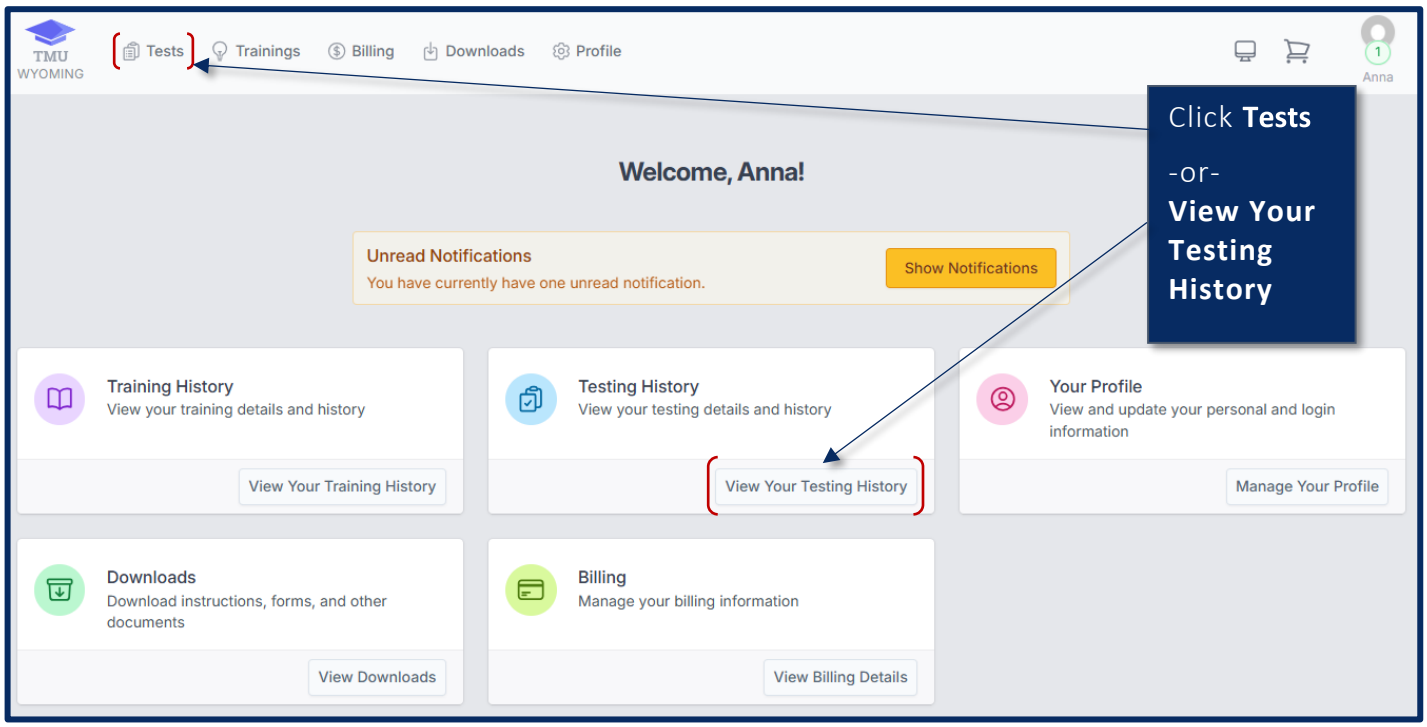
click **Pay with Credit Card**

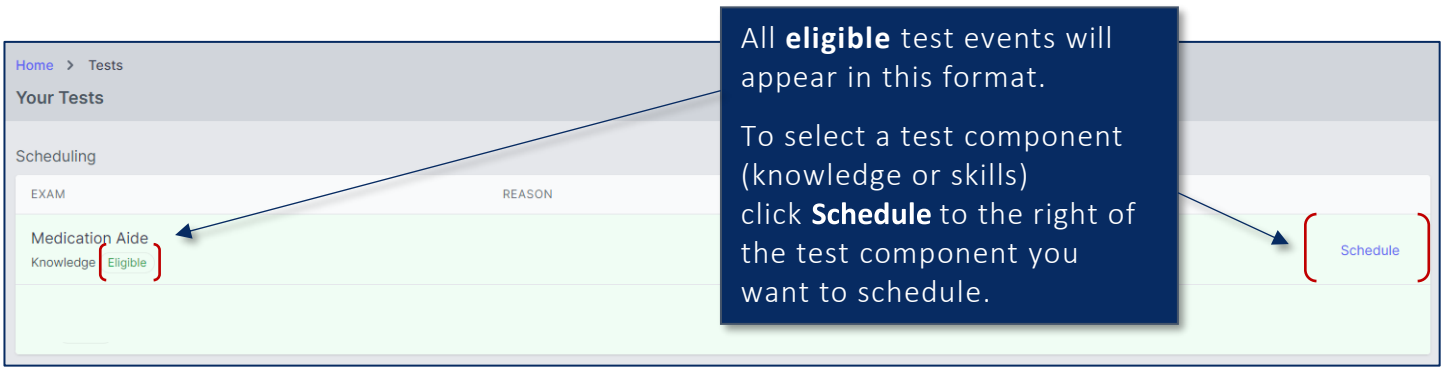




Once your testing fees are paid, you will be eligible to choose a test site and date. Follow the instructions in the next section to schedule or reschedule a test event.

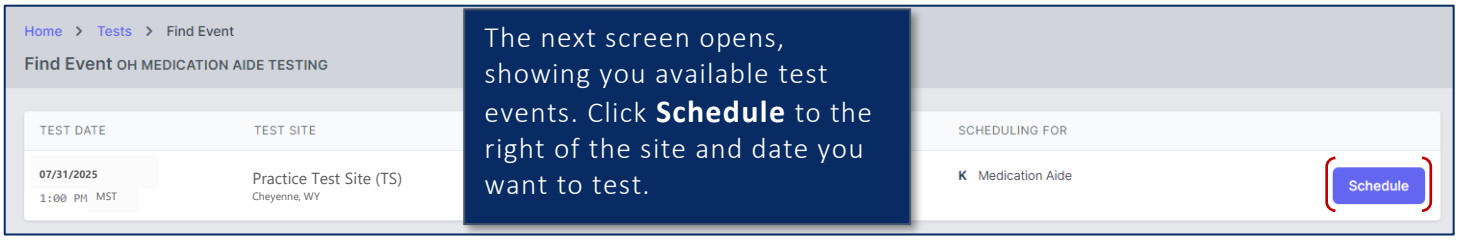
Schedule / Reschedule a Test Event





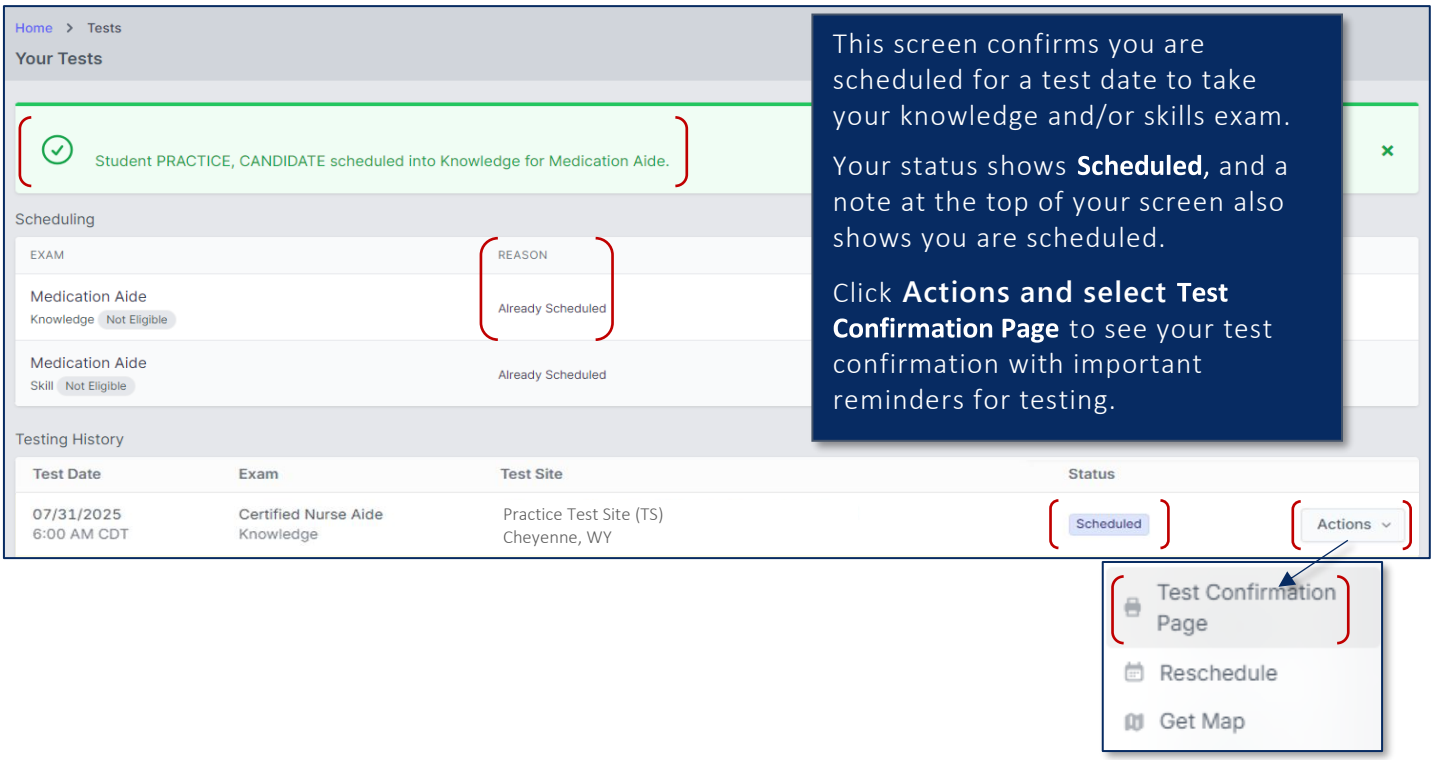
All **eligible** test events will appear in this format.

To select a test component (knowledge or skills) click **Schedule** to the right of the test component you want to schedule.



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

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



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

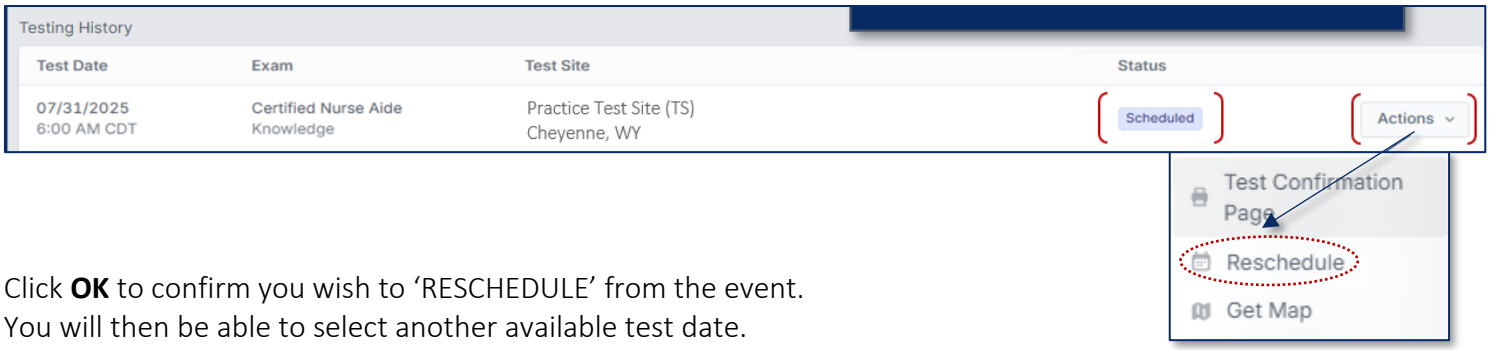
Your status shows **Scheduled**, and a note at the top of your screen also shows you are scheduled.

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

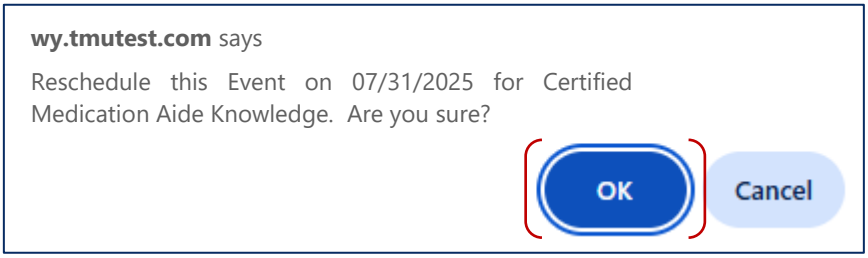
SCREENSHOTS FOR RESCHEDULING A TEST EVENT

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

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



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



TEST CONFIRMATION LETTER

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

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

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

It is important you read this letter!

-Continued on the next page-

Knowledge Exam Test Confirmation:

Scheduled Test Confirmation - Wyoming Certified Med Aide

Get Map | Print Page

Test Date:	08/01/2024
Test Time:	10:00 AM MDT
Test Exam:	Knowledge - Certified Med Aide
Test Site:	REMOTELY PROCTORED TESTING SITE (TS) NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USIN AND CELL PHONE Remotely Proctored, WY 00000

SAMPLE CANDIDATE
123 Sunflower Lane
Cheyenne, WY 11111

- TESTING BEGINS AT 10:00 AM MDT ON 08/01/2024: ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN
- If you are unable to access your account, go to https://wy.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 **Wyoming NA Candidate Handbook** ***(or the Medication Aide Competency Exam*** *section of the* ***Wyoming MA 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-Certified Candidate Handbook

Driving Directions
You have signed up for a remote knowledge test. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. You must have 2 devices: one for testing (Ex: computer or laptop) and one for the video conferencing app (Ex: smart phone). Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding remote knowledge testing.

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

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

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

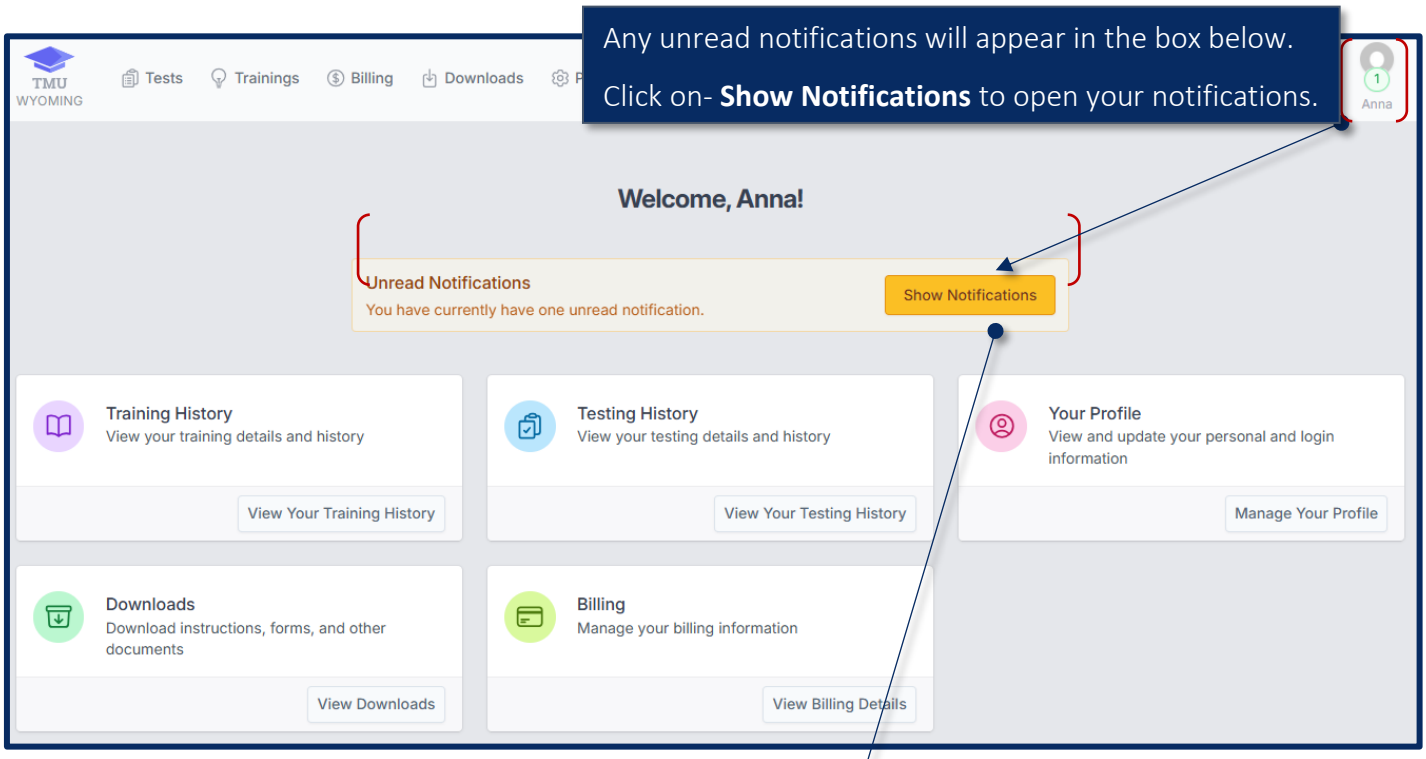
Click **Get Map** to get Google Maps directions to the test site.

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

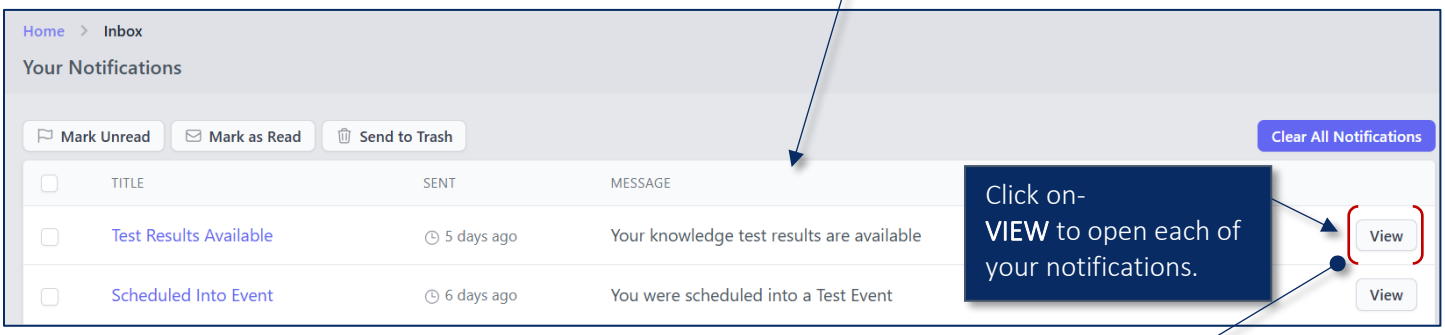
Note: Candidates who self-schedule online or are scheduled by their training programs will receive their test confirmation at the time they are scheduled.

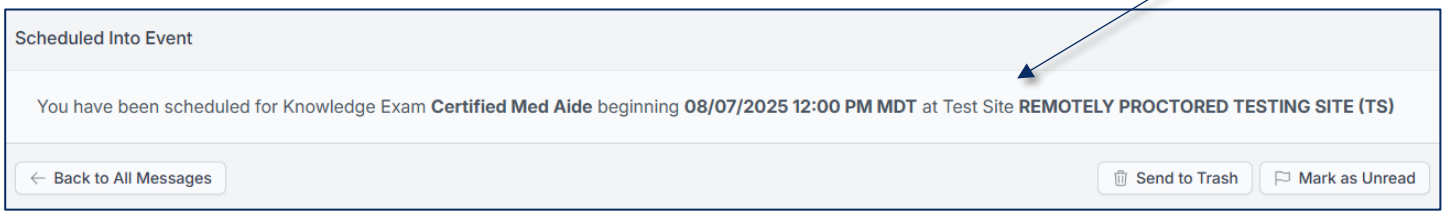
View your Notifications in TMU©

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



Notification example when scheduled into a test event:





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

Knowledge Test Info :)	13 hours ago	Good evening! For tomorrow's test event, please don't forget your Government Issued ID or Driver's License. You will log in to Zoom using your smartphone and take the test on wy.tmutest.com using a personal computer or laptop. You will need the Zoom App on your smart phone only, enter the virtual test through your smartphone, this will be used to monitor your environment during the duration of the exam. Please login to the Zoom 15 minutes prior to your test start time to ensure plenty of time for ID check and review of instructions. You will want to review the knowledge test instructions before your test also: Remote Knowledge Test Instructions Please email if you have any questions at	View
Knowledge Test Zoom Link	13 hours ago	is inviting you to a scheduled Zoom meeting. Topic: Knowledge Test Zoom Link Time: Aug 7, 2025 12:00 PM Mountain Time (US and Canada) Join Zoom Meeting https:// Meeting ID: ---	View

Test Day

Exam Check-In

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

- Testing **begins** promptly at the start time noted.
- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get signed in with the RN Test Observer.
  - *For example*, if your test starts at 8:00AM, you must be at the test site for check-in **no later than 7:40AM**.
- If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.

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

Testing Attire

There is no required testing attire, however, it is recommended you wear clinical attire to on-site test events.

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

Identification

You must bring a **United States (US) government-issued, *signed, non-expired, photo-bearing form of identification.**

- ♦ Photocopies, images, faxes, emails, screenshots, and electronic or digitally stored forms of identification (for example, Apple or Google Wallet, etc.) ***will not be accepted***.

Examples of the forms of non-expired, US government-issued, *signed, acceptable photo IDs are:

- **State-issued Driver's License** *(signed, non-expired from any state is acceptable)*
  - *You may use the original letter with photo, expiration date, and signature issued from the Department of Motor Vehicles (DMV) that you receive when you apply for or renew your driver's license while waiting to receive your new license.*
- **State-issued Identification Card** *(signed, non-expired from any state is acceptable)*

- **Signed U.S. Passport** (Foreign Passports and Passport Cards *are not* acceptable)
  - *Exception: A signed foreign passport with a US VISA within the passport is acceptable (the VISA does not have a signature)*
- **Permanent Resident Card** (Green Card or Alien Registration Card) / Employment-Work Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)
  - *Accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to the present day. If issued before January 1, 2023, it may contain a fingerprint instead of a signature.*
- **U.S. Military Identification Card**
  - *Accepted without a signature or fingerprint but will have a barcode or may contain a fingerprint in place of a signature.*
- **Tribal Identification Card** *(a signed photo ID with an expiration date (not expired) issued by a federally recognized Tribal Nation/Indian Tribe)*

The **FIRST** and **LAST** names printed on your mandatory United States (US) government-issued, *signed, non-expired, photo-bearing form of identification presented to the RN Test Observer during check-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names entered in your TMU© account. You may call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 6:00AM to 5:00PM MT, Monday through Friday, excluding holidays, to confirm that your name of record matches your *signed, non-expired, photo-bearing form of identification, or sign in to your TMU© account to check or change your demographic information. See more information under 'Demographic Updates / Changes / Corrections'.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match the current name on record in your TMU© account.
- 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.
- A school ID ***is not*** an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it has a hole punched in it, this is considered a NO-SHOW status, and you will have to reschedule and pay for another test and date.

DEMOGRAPHIC UPDATES / CHANGES / CORRECTIONS

Name changes (marriage/divorce, etc.), date of birth changes, social security number corrections, etc., must be verified with appropriate documentation. Please complete the **DEMOGRAPHIC CHANGE/CORRECTION REQUEST FORM** and upload your demographic change/correction documentation. The form is under 'APPLICATIONS' on the Wyoming TMU© main web page (before you log in to your account), or click on this link: https://wy.tmutest.com/apply/8.

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 on-site test. If you are taking a remotely proctored knowledge exam, the Remotely Proctored Knowledge Exam 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*** entering the knowledge exam room. 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 available under the **'DOWNLOADS'** tab in your TMU© account. Refer to the 'Access the Candidate Handbook and Testing Instructions' section of this handbook.

Testing Policies

The following policies are observed at each test site:

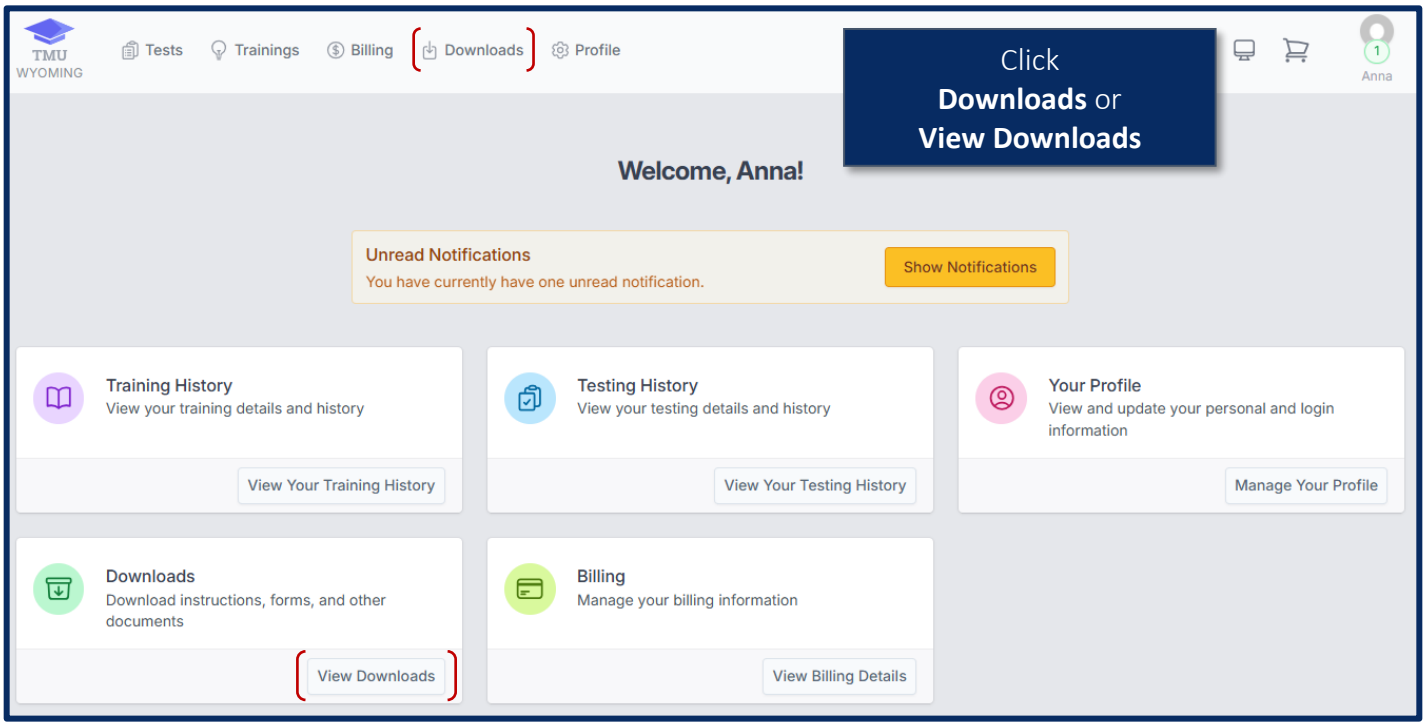
- Make sure you have signed in to your TMU© account at **wy.tmutest.com** well before your test date to update your password and complete your demographic information. Refer to this handbook's 'Complete Your TMU© Account' section for instructions and information.
    - **If you have not signed in and completed/updated your TMU© account when you arrive for your test, you may not be admitted to the exam, and any exam fees paid *will NOT be refunded*.**
- 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 on-site test site to **check in *at least* 20 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam. Any exam fees paid *will NOT be refunded*.
    - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.
- If you do not bring a valid and appropriate 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** names listed on your ID presented to the RN Test Observer during check-in at your test event **DO NOT MATCH** the FIRST and LAST names that were entered in the Wyoming TMU© database, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not show up for your exam day, or are considered a NO-SHOW STATUS *(see details in this handbook's 'No-Show Status' section)* for any reason, any test fees paid will NOT be refunded. You must repay your testing fees online in your TMU© account using your Email or Username and Password to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, fitness monitors, electronic recording devices, Bluetooth-connected devices of any kind, and personal items (such as water bottles, purses, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. The testing team will inform you of the designated area to place your personal items and electronic devices, and you will collect these items when you complete your test(s).
    - All electronic devices must be **turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
    - You are not allowed to have coats or hooded apparel covering your head during testing in the testing room.
    - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under 'Remotely Proctored Knowledge Exam Option' in the Knowledge/Audio Exam section.

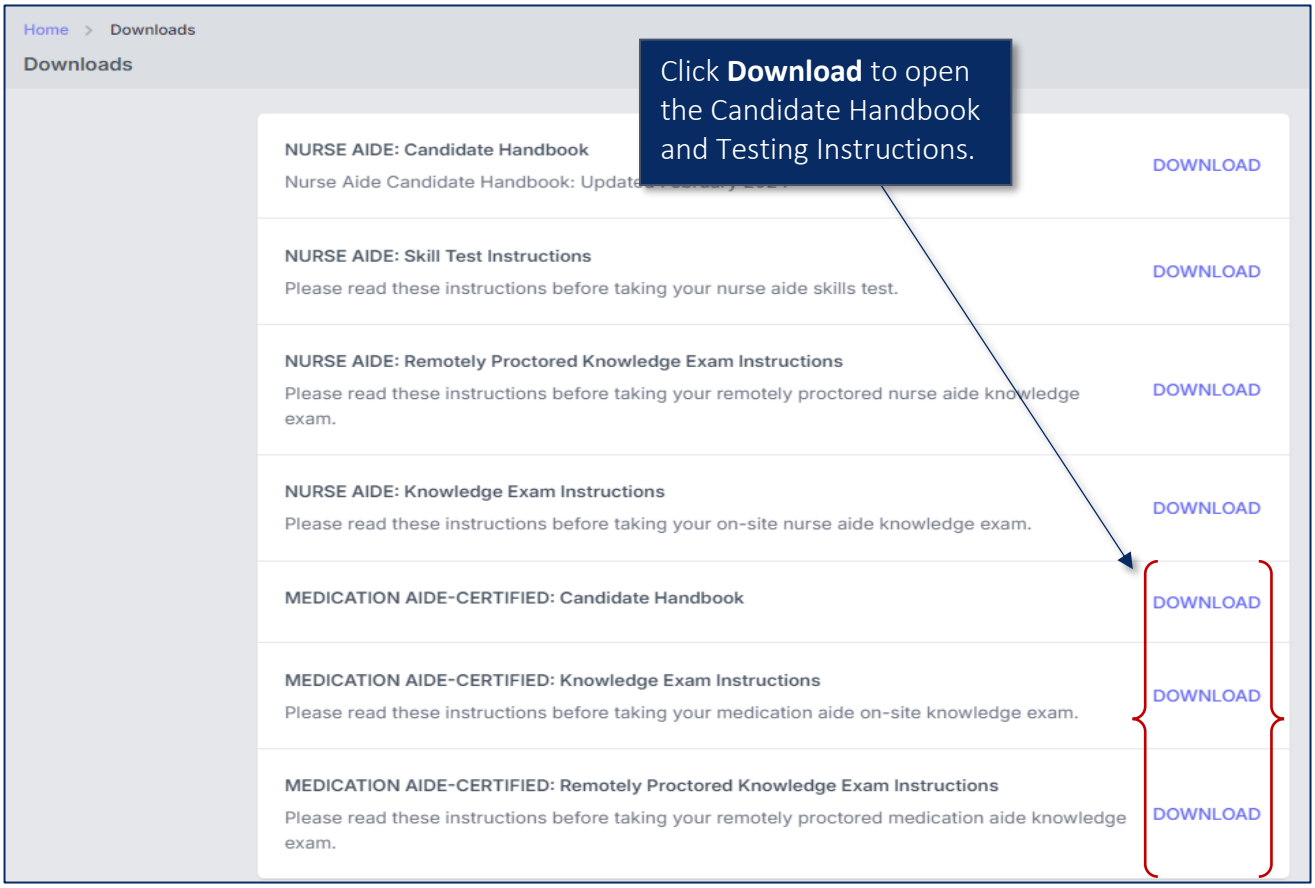
- Anyone caught using any electronic recording device during either component (knowledge or skills) of the exam will be dismissed from the exam and testing room(s), your test will be scored as a failed attempt, you will forfeit all testing fees, and you will be reported to your training program and the Wyoming State Board of Nursing (WSBN). You will not be allowed to retest without clearance from WSBN.
- You may, however, use personal devices during your free time in the waiting area.
- You are encouraged to bring a jacket, snack, drink, or study material to have during your free time in the waiting area.
- **LANGUAGE TRANSLATION DICTIONARIES:** Translation dictionaries (either paper format or electronic), translators, translating devices, and non-approved language translators ***are not allowed.***
- **SCRATCH PAPER:** If needed, you may do math calculations on scratch paper provided by the KTP.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room (on-site knowledge test room or remotely proctored knowledge exam) 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 misconduct, visibly impaired, or trying 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, you will forfeit all testing fees paid, and you will be reported to your training program and the Wyoming State Board of Nursing (WSBN).
- D&SDT-HEADMASTER, test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- No visitors, guests, pets (including companion animals), or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
  - If you show up at your event with guests, pets (including companion animals), or children of any age, you will not be allowed to test and will forfeit all testing fees paid.
- **You may not test if you are ill (sick).** Call D&SDT-HEADMASTER at (888)401-0462 immediately to reschedule *(see the **note** below)*.

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

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

ACCESS THE CANDIDATE HANDBOOK AND TESTING INSTRUCTIONS





Security

If you are:

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

You will be asked to leave the test site. Your test will be stopped and scored as a failed attempt. You will forfeit any testing fees paid. A report of your behavior will be given to your medication assistant training program and the Wyoming State Board of Nursing (WSBN), and you are subject to prosecution to the fullest extent of the law. You will not be allowed to retest for a minimum period of six (6) months and may need to obtain permission from WSBN to be eligible to test again.

If you give or receive help from anyone during testing (which includes the use of any electronic recording devices such as cell phones, smartwatches, or navigating to other browsers/sites during your exam, etc.), your test will be stopped, you will be dismissed from the testing room, and your test will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your medication assistant training program and the WSBN, and you may need to obtain permission from WSBN to be eligible to test again.

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

Time Frame for Testing from Training Program Completion

You may sit for the NATCEP or similar national exam no more than **five (5) times within a two (2) year period following graduation.** After two years, you must complete another Wyoming State Board of Nursing-approved training program 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 inform you if this is the case. Before scheduling a test, verify with your instructor if the training program has already scheduled your test. Regional test seats are open to all candidates. Regional test dates are posted on the Wyoming TMU© site at **wy.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 MT, Monday through Friday, excluding Holidays.

Reschedule a Test Event

All candidates may reschedule for free online at **wy.tmutest.com** any time up until one (1) business day before a scheduled test day, excluding Saturdays, Sundays, and holidays.

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

- **Example:** If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to reschedule by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open 6:00AM to 5:00PM MT, Monday through Friday, excluding holidays.
- Please see the **Screenshots for Rescheduling a Test Event** section for a visual.

The scheduled test date is on a:	Reschedule before 5:00PM MT the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

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

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means you are not interested in taking the Wyoming medication aide-certified (MA-C) certification exam.

Scheduled in a Test Event

1) If you are scheduled for a test event, you can request a refund of the testing fees paid by filling out and submitting the **CANDIDATE-Refund Request Fillable Form** on D&SDT-HEADMASTER's Wyoming web page at Wyoming MA-C web page at least one (1) full business day before your scheduled test event (excluding Saturdays, Sundays, and holidays). No phone calls will be accepted.
    - *Example:* If you are scheduled to take your exam on a Saturday, Sunday, or Monday, you would need to request a refund by the close of business on the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 5:00PM MT, Monday through Friday, excluding holidays.
2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.
3) Refund requests must be made within thirty (30) days of payment of the original testing fees with HEADMASTER. Any requests for refunds made beyond 30 days of the original payment of testing fees with HEADMASTER *will not be issued*.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of the original payment of testing fees with HEADMASTER. Any requests for refunds made beyond 30 days of the original payment of testing fees with HEADMASTER *will not be issued*.
2) To request a refund for testing fees paid, you must fill out and submit the **CANDIDATE-Refund Request Fillable Form** on D&SDT-HEADMASTER's Wyoming main webpage at Wyoming MA-C web page. No phone calls will be accepted.
3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund processing fee.

Unforeseen Circumstances Policy

If an exam date is canceled due to weather or other unforeseen circumstances, D&SDT-HEADMASTER staff will make every effort to contact you using the contact information (phone number/email) we have on file in your TMU© account to reschedule you for no charge to a mutually agreed-upon new test date.

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

If D&SDT-HEADMASTER is unable to reach you via phone call or email with the information in your TMU© account (*see examples below) due to an unforeseen circumstance for a test event you are scheduled for, you will be removed from the test event, and D&SDT-HEADMASTER will not reschedule you until we hear back from you.
NOTE: The *examples listed below are your responsibility to check and/or keep updated.

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

See more information under 'No-Show Exceptions'.

No-Show Status

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

These fees partially offset D&SDT-HEADMASTER's costs incurred for services requested and the resulting work that is performed. If a reschedule or refund request is not done or received before the one (1) full business day preceding a scheduled test event, excluding Saturdays, Sundays, and holidays (see examples under Reschedule a Test Event and

Refund of Testing Fees Paid), a NO-SHOW status will exist. You will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No-Show Exceptions

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

⇒ Complete, upload the required documentation, and submit (within the required time frames outlined below) the **No Show Exception Form** available on the Wyoming TMU© main page under 'APPLICATIONS', or click this link:

https://wy.tmutest.com/apply/15

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

- **Weather or road condition-related issue**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. A road report, weather report, or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame, you will have to pay as though you were a no-show.

- **Medical emergency or illness**: D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. A doctor's note showing your name and the provider of the service name, or on the provider's letterhead, must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a no-show.

- **Death in the family**: D&SDT-HEADMASTER must be contacted via phone call, fax, or email within one business day. An immediate family obituary or letter on your behalf from the funeral home showing your name must only be submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame, you will have to pay as though you were a no-show. (The immediate family includes the parent, grandparent, great-grandparent, sibling, children, spouse, or significant other.)

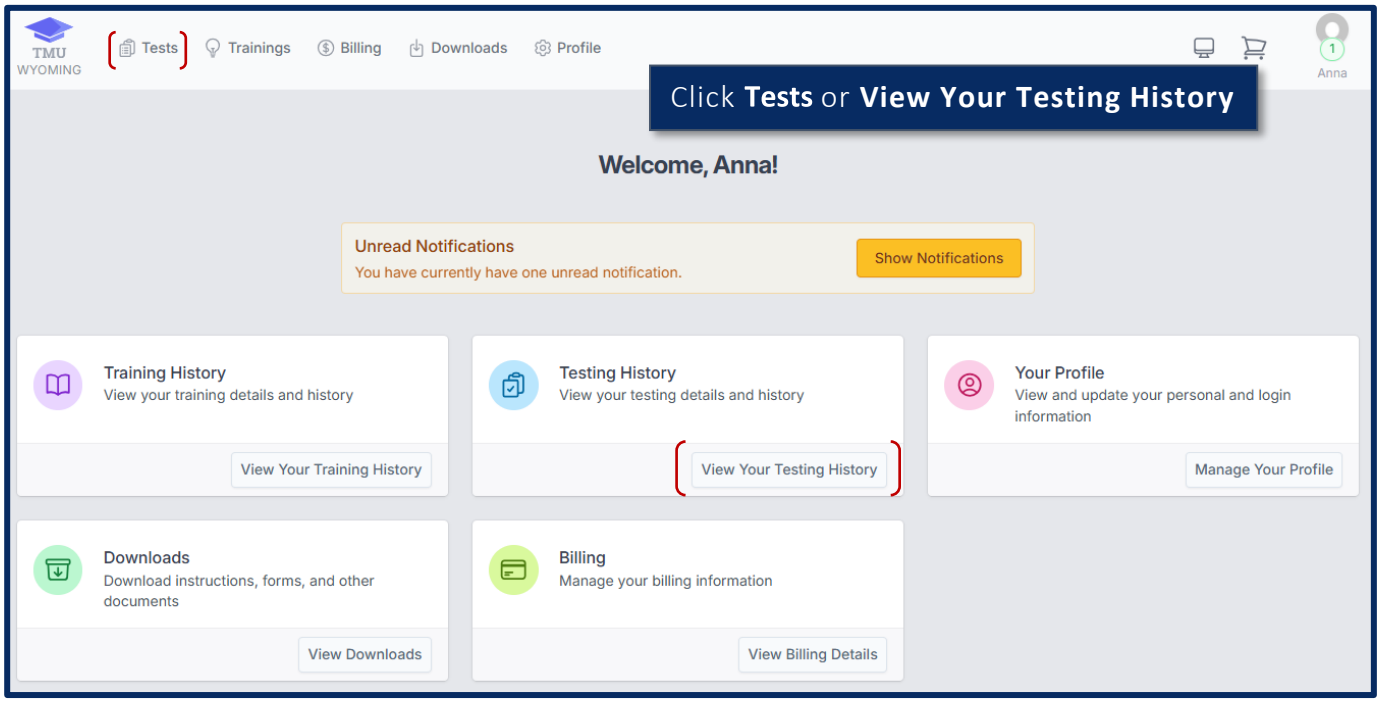
- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted via phone, fax, or email within one business day. Appropriate documentation showing your name and the provider of the service name must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business-day time frame, you will have to pay as though you were a no-show.
  - **Internet outage or issue:** Documentation showing your name and the provider of the service name from the Internet provider, showing outage date and times.
  - **Computer or cell phone issue:** If the computer or cell phone fails to work, documentation from a computer repair technician/shop or other appropriate documentation showing your name and the provider of the service is required.

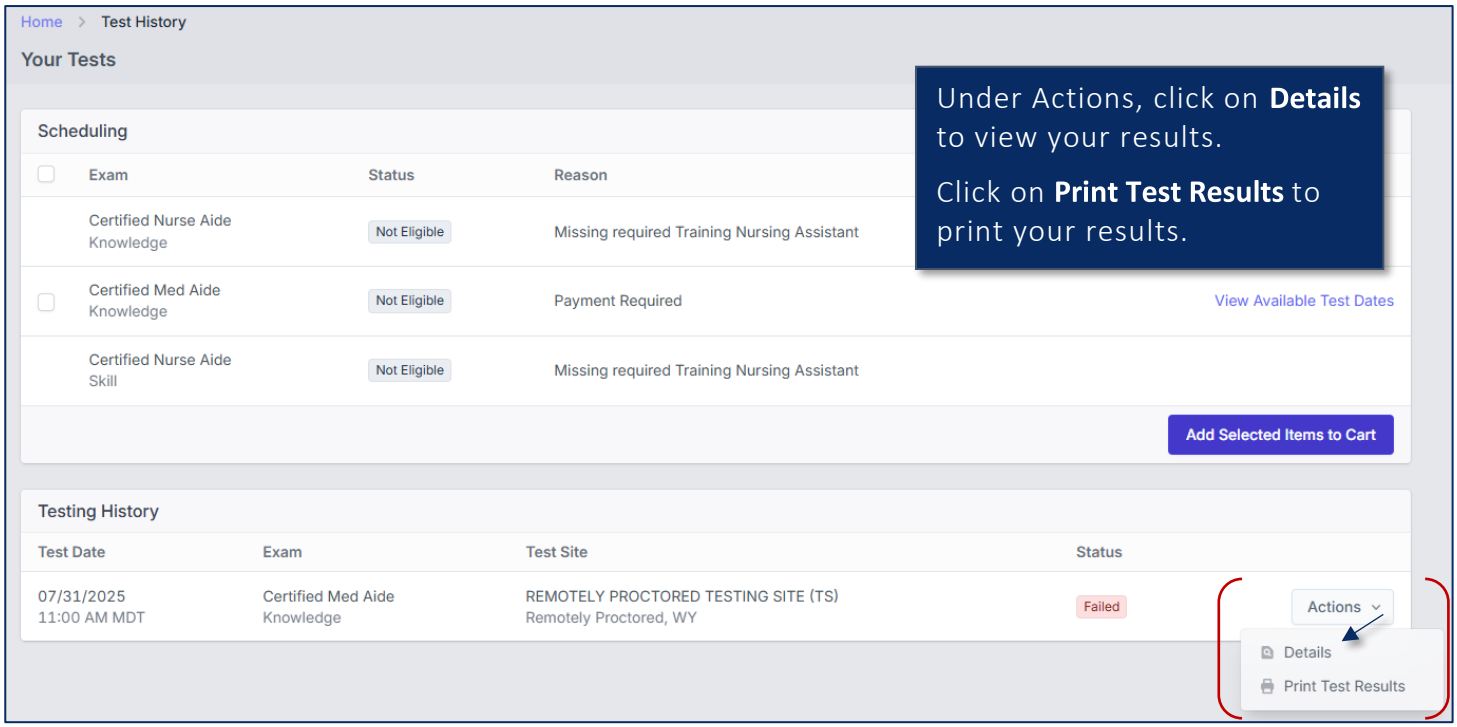
Test Results

After you have completed the Knowledge Exam, your test results will be officially scored and double-checked by D&SDT-HEADMASTER scoring teams. Official test results will be available by signing in to your TMU© account after 5:00PM (MT) the business day after your test event. D&SDT-HEADMASTER cannot release test results over the phone.

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

Sign in to your TMU© account at **wy.tmutest.com** to view your test results. The screenshots below show example results.





Knowledge Exam Test Results Example:

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

Home > Tests > Knowledge Test Detail

Knowledge Test Detail

You have **failed** the knowledge portion of the Certified Med Aide exam.
Your overall knowledge test score is 70.00%.
You must have an overall score of **80%** or better to pass.

Best Student
Certified Med Aide Test

Test Actions
Print Results
Get Directions

TEST EVENT	07/31/2025 11:00 AM MDT
TEST SITE	REMOTELY PROCTORED TESTING SITE (TS) NO PHYSICAL ADDRESS - All TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE Remotely Proctored, WY 00000

Scoring & Performance

Example

Test Status	Score	Total correct	Total Answered
Failed	70.00%	35 / 50	50

Performance by Subject

Rights of Medication Administration	75%
Effects of Medication on Body Systems	33%
Allowable Routes	100%
Controlled Substances	100%
Medication Administration	69%
Documentation	100%
Error Reporting	67%
Role/Responsibilities	83%
Terminology	60%
Regulations	100%
Resident Safety - Infection Control	100%

15 Missed Vocabulary Words

medication information, ophthalmic medication, rights of medication administration, medication effect, medication effect, drug interaction, medication effect, medication measurement, adverse effect, central nervous system, psoriasis, medication error, prescription label, effects of medications, otic medication

Test Attempts

You have **five (5) attempts within a two (2) year period following graduation** to pass the knowledge and skill test portions of the exam. If you fail five attempts on either the knowledge or skills test component, you must complete a new Wyoming State Board of Nursing (WSBN) approved training program to become eligible to attempt Wyoming NA examinations further.

Retaking the Medication Aide-Certified (MA-C) Exam

If you fail the knowledge exam, when you want to apply for a retest, you will need to pay before you can schedule an exam date.

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

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

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, 6:00AM to 5:00PM MT, Monday through Friday, excluding holidays. We can assist you in scheduling a test or retest date as long as your fees have been paid first.

Test Review Requests

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

***PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours, Monday through Friday, 6:00AM to 5:00PM MT, excluding holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

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

Since one qualification for certification as a medication aide-certified (MA-C) in Wyoming is demonstrated by examination of minimum medication aide knowledge, the likely outcome of your review will determine who pays for any retests that may be granted. If, after investigation, the review finding is in your favor, you will be refunded the $25 test review deposit. If the findings of the review are *not in your favor*, the $25 test review deposit will stand, and the fee is non-refundable.

D&SDT-HEADMASTER will review your detailed recollection, knowledge test markings, and any notations made by the RN Test Observer during your test. D&SDT-HEADMASTER will 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 reviews with a candidate's training program/instructor. D&SDT-HEADMASTER will not review test results or reviews with family members or anyone else on behalf of the candidate.

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

THE KNOWLEDGE/AUDIO EXAM

Knowledge Exam Content

The Knowledge Exam consists of **50 multiple-choice questions**. Questions are selected from subject areas based on the WSBN-approved Wyoming Medication Aide-Certified (MA-C) test plan.

The subject areas and number of items from each area are as follows.

SUBJECT AREAS

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

Knowledge Exam Information

The Knowledge Test Proctor will hand out materials and give instructions for taking the Knowledge Exam. You will have **60 minutes** to complete the **50 multiple-choice questions** Knowledge Exam. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Exam, such as "What does this question mean?"

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

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

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

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

TRANSLATION DICTIONARIES

Translation dictionaries (either paper format or electronic), translators, translating devices, and non-approved language translators ***are not allowed***.

SCRATCH PAPER

If needed, you may do math calculations on the scratch paper provided by the KTP.

- **Any scratch paper must be left with the KTP when testing is done.**

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to their training program and the Wyoming State Board of Nursing.

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

  - The night before your scheduled remotely proctored knowledge exam, you will be emailed, along with a notification (in your TMU© account), a reminder with the password-protected link to join the test event.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
- You may not use a video filter such as a background or blurring your screen.
- **IMPORTANT NOTE:** On testing day, you *will not be allowed to receive any assistance with your setup* from anyone in your environment (room/area).
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- Failure to adhere to any of these remote testing conditions will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Schedule a Remotely Proctored Knowledge Exam

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

- The test site location for a remotely proctored knowledge exam will be '**Remotely Proctored Testing 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 'Schedule / Reschedule a Test Event', 'Test Confirmation Letter', and the 'View your TMU© Notifications' section for information to access your test confirmation.)
- Instructions and the link to download the 'video conferencing app' (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - Remember, for this information, check your **'NOTIFICATIONS'** in your TMU© account. Please refer to the 'View your TMU© Notifications' section.

Please call D&SDT-HEADMASTER at (888)401-0462 if you have any questions or concerns or need assistance scheduling a remotely proctored knowledge exam.

Remotely Proctored Knowledge Exam Instructions

It is important that you read the Remotely Proctored Knowledge Exam Instructions before signing in to your remotely proctored knowledge exam. Please see the instructions for the Remotely Proctored Knowledge Exam under 'Access the Candidate Handbook and Testing Instructions'.

Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **at least 20 minutes before the start time** listed on your test confirmation. If you are not signed into the remotely proctored exam waiting room prior to (at least 20 minutes) the time listed on

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

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

Remotely Proctored Knowledge Exam Policies

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

- On testing day, you **will not be allowed to receive any assistance with your setup** from anyone in your environment (room/area). **If someone else is in the room with you, the remote Proctor will remove you from the meeting, and you will be considered a no-show status.** You will forfeit any testing fees paid and must repay to reschedule a new test.
- You must be **alone (by yourself during the entire time while testing)** in a quiet, isolated, secured room/area free of distractions, interruptions, and any other people, children, or pets.
- Along with showing the remote Proctor your surroundings/entire room during check-in, the remote Proctor may also ask you to show your room/entire surroundings at any time during your test.
- During your test, your smartphone must be positioned so that the remote Proctor can clearly see you, your keyboard, mouse (if used), and the entire screen of your computer/tablet/laptop.
    - *You may not use a video filter such as a background or blurring your screen.*
- The 'video conferencing app' (for example, Zoom, etc.) link must be maintained during the entire knowledge exam.
    - If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect, or you will be disconnected from the test event by the remote Proctor, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in an isolated, secure room/area that is distraction and interruption-free, just like you would if you were sitting in the knowledge test room at a test site.*

- If the remote Proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored testing issues under the 'No-Show Exceptions' section.
- **SCRATCH PAPER:** If needed, you may do math calculations on 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 to mute your phone before tearing up the scratch paper.
- **TRANSLATION DICTIONARIES:** Translation dictionaries (either paper format or electronic), translators, translating devices, and non-approved language translators ***are not allowed.***

Failure to adhere to any of these remote testing conditions/policies will require the remote Proctor to stop your test, which will be scored as a failed attempt.

Sample Questions

Candidates may also purchase complete medication aide practice tests that are randomly generated. A mastery learning method is used and each practice test taken will be unique. This means candidates must get the question they are attempting correct before they move on to the next question. A first-attempt percentage score and vocabulary feedback are supplied upon completion of the practice test. A list of vocabulary words to study is provided at the end of each test. Single or group purchase plans are available at www.hdmaster.com.

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

1. The medication aide-certified cannot have access to:
   a. drug reference materials and dictionaries
   b. keys to a medication cart where schedule II controlled substances are stored
   c. the resident's record
   d. a copy of their medication skills checklist

2. If a resident refuses to take the medication you bring to them, you should
   a. make a mental note and plan to come back and try again later
   b. try to get the resident to take their medication anyway
   c. leave the medication on the resident's bedside stand and instruct them to take it later
   d. document the refusal and report it to the nurse

ANSWERS: 1-B 2-D

KNOWLEDGE EXAM VOCABULARY LIST

abbreviation
absorption
abuse
accountability
ACE inhibitors
administering medications
administration process
administration protocols
adverse effect
adverse reaction
Advil
Albuterol
albuterol sulfate (Proventil)
allergic reaction
allowable routes
aminoglycoside (Neomycin)
analgesic medications
anaphylactic reaction
anaphylaxis
antacids
anti-anxiety medications
anti-depressants
anti-emetic administration
anti-viral medications
antianginals
antiarrhythmics
antiarthritics
antibiotic
anticoagulant
anticonvulsants
antidepressants
antidote
antiemetic
antigout medications
antihistamines
antihypertensives
antimicrobials
antineoplastics
antipruritic
antipsychotic medication
antiseizure medications

antitussives
apical heart rate
aspiration
aspirin
atorvastatin (Lipitor)
authorized duties
authorized medication administration
benzodiazepines
beta blockers
BID
bisacodyl (Dulcolax)
black box warnings
body systems
broad-spectrum antibiotics
bronchodilators
bulk-forming laxative
Calamine/diphenhydramine (Caladryl)
cardiovascular drugs
carisoprodol
catapres (clonidine)
central nervous system
changes of condition
checks
cholesterol
Ciprofloxacin (Cipro)
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

diabetes
diabetic medications
dietary supplements
digoxin (Lanoxin)
disposal
diuretic medications
documentation
documentation error
dosage
dosing syringe
drug absorption rate
drug dependence
drug interaction
drug loss
drug metabolism
drug references
drug standards
dyspnea
dysrhythmia
ear drops
edema
effects of medications
electronic documentation
enteric-coated tablets
error reporting
excretion
extended-release medication
eye drop drainage
fat-soluble
FDA requirement
fraud
gingko biloba
glipizide (Glucotrol)
gout
herbal medications
HIPAA regulation
histamine
hypnotic

hypoglycemia
hypokalemia
ibuprofen
idiosyncratic reaction
infection control
inflammation
inhalation medication
inhaler
integumentary system
iron supplements
keratolytic agent
Lasix
laxatives
levofloxacin (Levaquin)
levothyroxine sodium (Synthroid)
liquid administration
liquid medication
lisinopril (Zestril)
lithium (Eskalith; Lithobid)
lorazepam (Ativan)
malpractice
measuring device
measuring medication
medical terminology
medication administration
medication administration record
medication allergies
medication categories
medication disposal
medication effect
medication error
medication frequency
medication information
medication interaction
medication label
medication measurement
medication order
medication patches
medication route
medication security
medication storage

medication strength
metronidazole (Flagyl)
missed dose
missed medication reporting
missing pills
muscle relaxants
narrow-spectrum antibiotic
nasal medication
negligent
nitrofurantoin (Furadantine)
nose drops
NPO
NSAIDS
Nurse Practice Act
Nursing Drug Reference manual
objective information
obtaining medications
OD
ophthalmic medication
optic
oral medications
osteoporosis medications
otic medication
over-the-counter medication
oxygen
pain medication
Parkinson's disease
pathogens
Paxil (SSRI)
pediculicide
penicillin
pharmacokinetics
pharmacology
pharmacy label
phenazopyridine (Pyridium)
phenytoin (Dilantin)
physiological effects
placebo
positioning
potassium
prescription label
priority
prn medications

PRN order
psoriasis
psychotropic medications
QD administration
recalling observations
rectal medication
rectal suppository
refusal
regulation
reporting
resident rights
right drug
right time
rights of medication administration
role and responsibility
safety
safety checks
scabies
scheduled medication
scheduled medication lock box
scheduled narcotic
scope of practice
scored tablet
security
sedatives
side effects
skin disorder
special instructions
State Board of Nursing
state regulation
statins
stimulants
stroke
subjective information
sublingual
supplements
suppositories
suspensions
sustained-released medication
symptoms
systolic
terminology
tetracyclines (doxycycline)

topicals
toxic
transdermal patches
Triamcinolone (aristocort)

types of orders
uncomfortable resident
universal/standard precautions
uric acid

urinary system
vaginal medication
vitamins
warfarin (Coumadin)

Notes: