



D&S Diversified Technologies LLP

Headmaster LLP

Arkansas

Medication Assistant-Certified (MA-C)

Candidate Handbook

EFFECTIVE: October 1, 2022

Version 5

Updates made to:

- Board Certification Application and Fee (Page 2)
- Time Frame for Testing from Completion of Training (Page 9)
- Test Attempts (Page 16)

Arkansas Medication Assistant Candidate Handbook

Contact Information

Questions regarding testing process, test scheduling and eligibility to test: (888) 401-0462		
Questions about medication assistant certification, renewals and Registry: (501) 686-2700		
D&S Diversified Technologies (D&SDT)-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: hdmaster@hdmaster.com Web Site: www.hdmaster.com	<i>Monday through Friday</i> <i>7:00AM – 7:00PM</i> <i>(CST - Central Standard Time)</i>	Phone #: (888) 401-0462 Fax #: (406) 442-3357
Registry and TestMaster Universe-TMU©	https://ar.tmuniverse.com	D&SDT-HEADMASTER: www.hdmaster.com
Arkansas State Board of Nursing (ASBN) 1123 S. University – Suite 800 Little Rock, AR 72204 Website: https://www.healthy.arkansas.gov/programs-services/topics/asbn-medication-assistants-certified	<i>Monday through Friday</i> <i>8:00AM – 4:30PM</i> <i>(CST - Central Standard Time)</i>	Phone #: (501) 686-2700

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Arkansas Medication Assistant Candidate Handbook

Introduction

The purpose of a Medication Assistant-Certified (MA-C) competency evaluation program is to ensure that candidates who are seeking to be Medication Assistants in the state of Arkansas understand the state standards and can competently and safely perform the job of an entry-level Medication Assistant.

This handbook describes the process of taking the Medication Assistant competency examination and is designed to help prepare candidates for testing. Medication Assistants are required to successfully complete an education program and pass a certification exam before being allowed to function in the role of a Medications Assistant-Certified (MA-C) in a nursing home in Arkansas. Exam candidates must be registered, complete approved training, pass a multiple-choice knowledge test and meet all other requirements of the Arkansas Board of Nursing (ASBN) for certification in Arkansas.

Arkansas has approved D&S DIVERSIFIED TECHNOLOGIES (D&SDT)-HEADMASTER, LLP to provide examinations and scoring services for the Medication Assistant Certification Examination. For questions not answered in this handbook please contact D&SDT-HEADMASTER toll free at (888)401-0462 or go to D&SDT-HEADMASTER's [Arkansas Medication Assistant webpage](#). The information in this handbook will help you prepare for your examination.

Americans with Disabilities Act (ADA)

ADA Compliance

The Arkansas 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 assistant competency examination. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-HEADMASTER in advance of examination. The request for accommodations can be found on the [D&SDT-HEADMASTER webpage](#) and clicking on the PDF Fillable [ADA Accommodation Form 1404](#). This form must be electronically submitted to D&SDT-HEADMASTER with required documentation listed on the second page of the ADA application in order to be reviewed for an accommodation. Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-HEADMASTER at (888)401-0462.

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The Arkansas Medication Assistant Competency Exam

Board Certification Application and Fee

The Arkansas State Board of Nursing Medication Assistant application along with the certification application fee of \$35.00 needs to be submitted to the Arkansas State Board of Nursing once you have successfully passed the Medication Assistant-Certified exam. After the Board has validated your program completion and verified success on the certification exam, they will issue your certification.

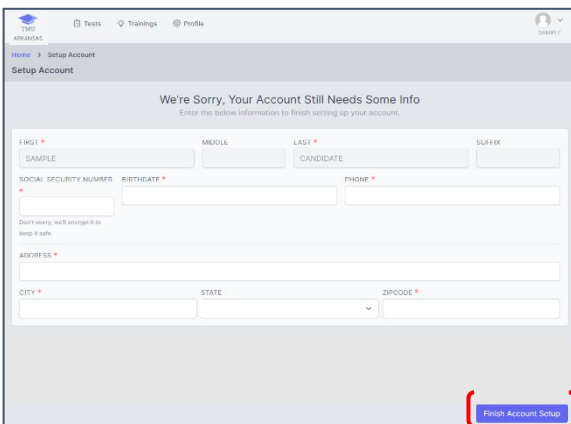
Testing Fee Payment Information

Exam Description	Price
Knowledge Test or Retake Testing Fee ❖ <i>Paid to D&S Diversified Technologies (D&SDT)</i>	\$71.00

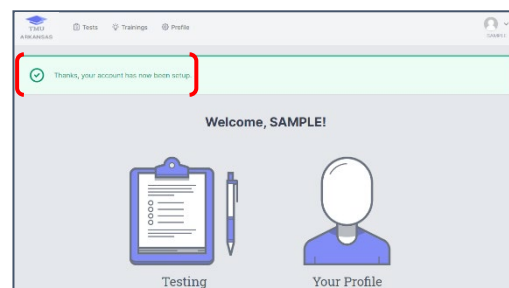
Completing your Initial Login

Your initial registration information (name, phone number, email and training start date) will be entered in D&SDT-Headmaster's TestMaster Universe (TMU©) software. You must sign in to TMU© at <https://ar.tmuniverse.com> using your secure email or username and password and complete your demographic information. If you do not know your username and/or password, enter your email address and click on "Forgot Your Password?" You will be asked to re-enter your email and then click "Recover Your Account" a 'reset password link' will be sent to your email (**see instructions under 'Forgot your Password and Recover your Account'**). If you are unable to sign in for any reason, contact D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM Central Standard Time, (CST), Monday through Friday, excluding Holidays.

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



Enter the blank * fields and
then click on-
Finish Account Setup



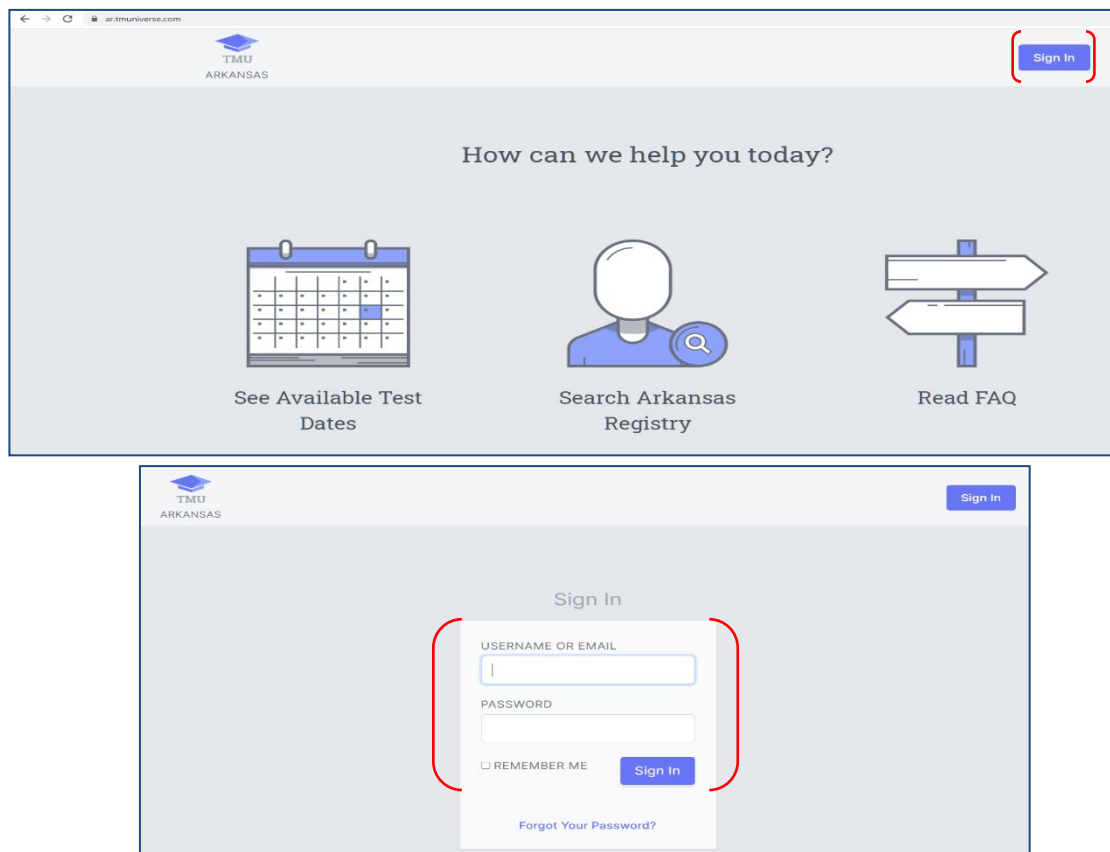
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Schedule an Exam

Once you have completed your program and your instructor has entered your training record in the D&SDT-HEADMASTER TestMaster Universe® (TMU®) database, you may schedule your exam date online at the Arkansas TMU® webpage at <https://ar.tmuniverse.com> using your email and password (see instructions under 'Schedule/Reschedule into a Test Event'). If you are unable to sign in with your email, please call D&SDT-HEADMASTER for assistance at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Holidays.

Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. After testing fees are paid, you will be able to schedule and/or reschedule your test event up to the business day prior to a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may login with any Internet connected device. To schedule or reschedule your test date, sign in to the Arkansas TMU® webpage at <https://ar.tmuniverse.com> with your email and password. If you are unable to schedule/reschedule on-line, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Holidays, for assistance.

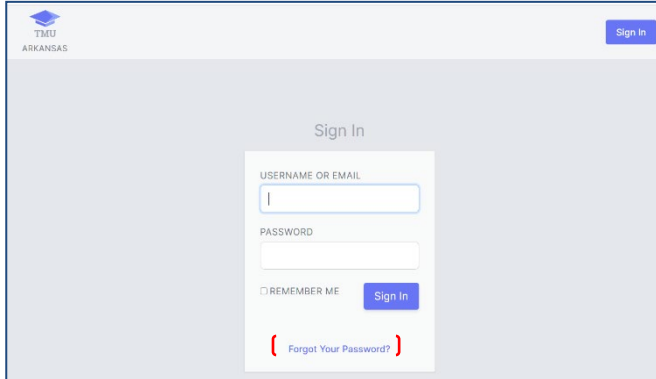
This is the Arkansas TMU® home page:



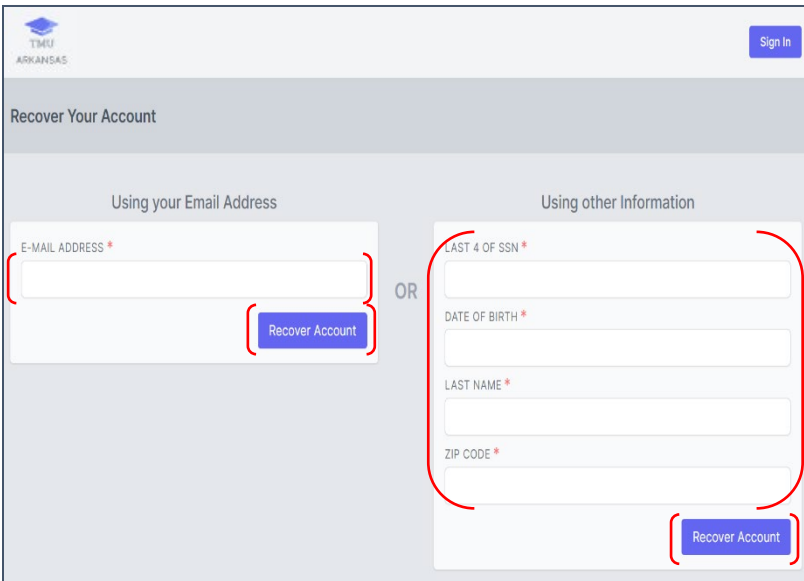
The image shows two screenshots of the Arkansas TMU® website. The top screenshot is the home page, which features a navigation bar with the TMU ARKANSAS logo and a 'Sign In' button. Below the navigation bar is a section titled 'How can we help you today?' with three main options: 'See Available Test Dates' (represented by a calendar icon), 'Search Arkansas Registry' (represented by a person icon with a magnifying glass), and 'Read FAQ' (represented by a signpost icon). The bottom screenshot shows the 'Sign In' page, which has a 'Sign In' button in the top right corner. The main content area is titled 'Sign In' and contains a form with fields for 'USERNAME OR EMAIL' and 'PASSWORD'. There is a 'Remember Me' checkbox and a 'Sign In' button. A link for 'Forgot Your Password?' is located at the bottom of the form.

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FORGOT YOUR PASSWORD AND RECOVER YOUR ACCOUNT



Click on –
Forgot Your
Password?



Type in your Email Address

Click on –
Recover Account

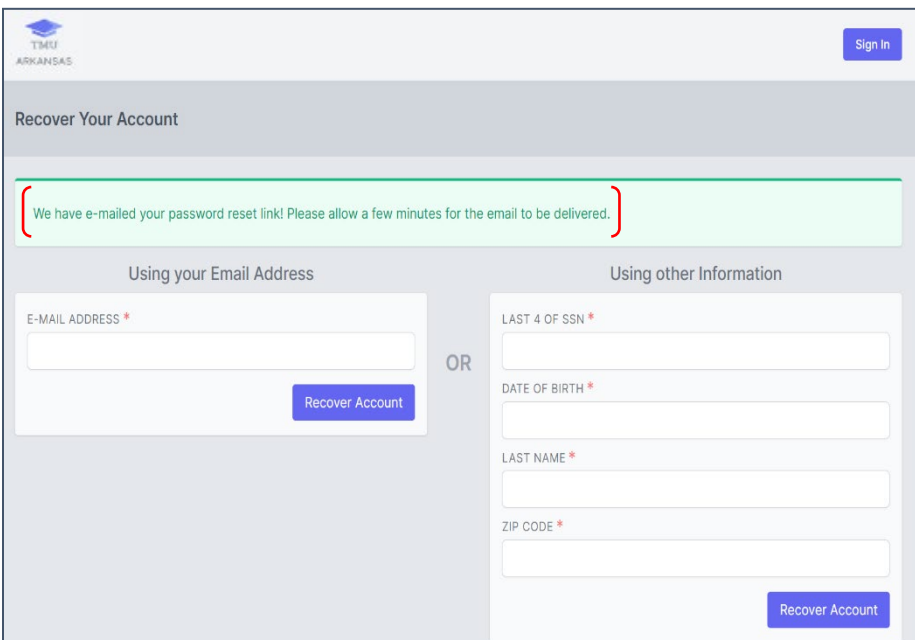
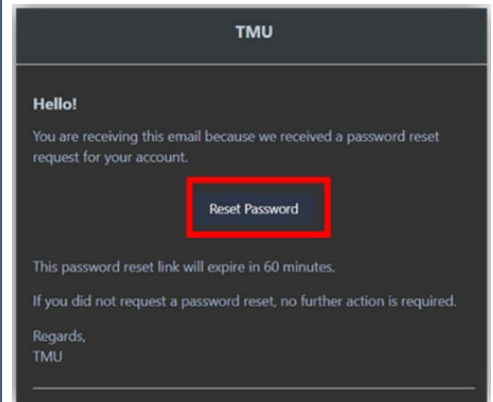
An email with the reset link will be
emailed to you.

Click on the reset link in your email to
reset your password. (See next page.)

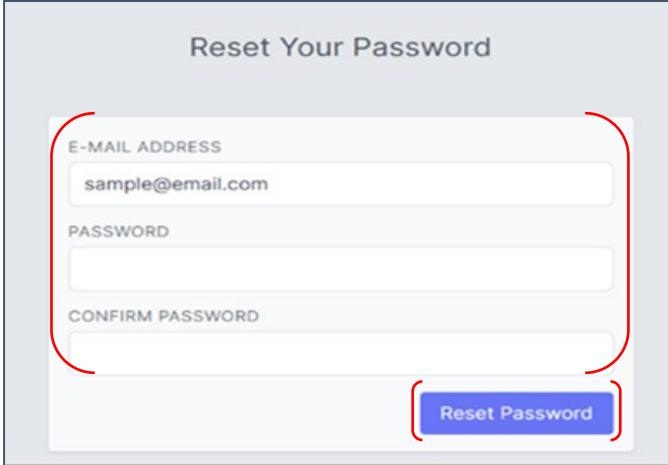
-OR-

You can type in the requested data
under Using other Information

Click on -
Recover Account

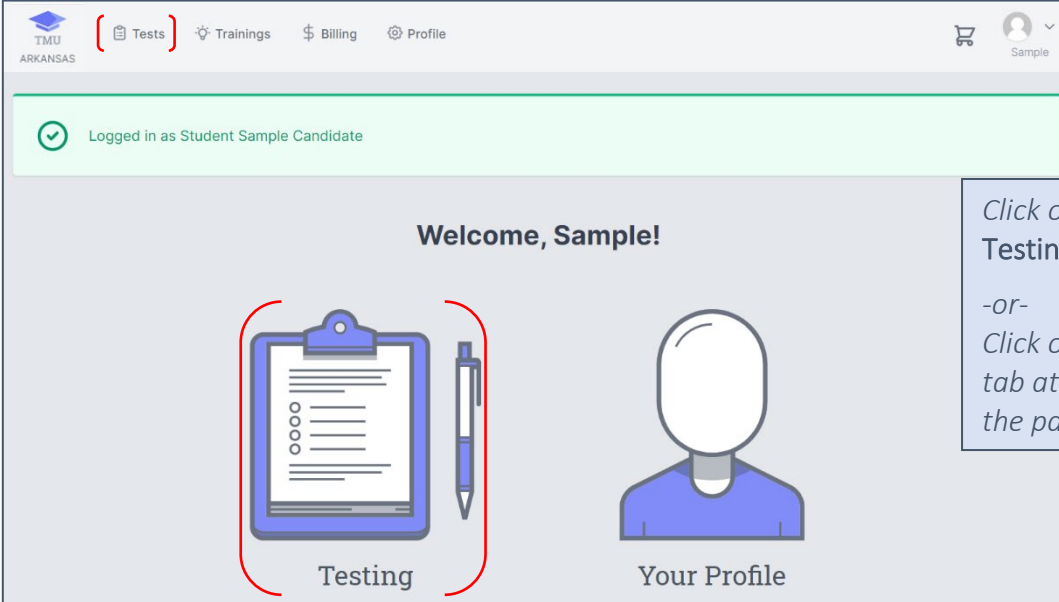
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The form is titled "Reset Your Password". It contains three input fields: "E-MAIL ADDRESS" with the text "sample@email.com", "PASSWORD", and "CONFIRM PASSWORD". A red bracket groups these three fields. Below the fields is a blue button labeled "Reset Password", which is also highlighted with a red bracket.

Type in your Password and Confirm Password, then click on – Reset Password

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



The home screen features a top navigation bar with icons for "TMU ARKANSAS", "Tests" (highlighted with a red bracket), "Trainings", "Billing", and "Profile". A green banner below the navigation bar states "Logged in as Student Sample Candidate". The main content area is titled "Welcome, Sample!" and contains two large icons: a clipboard with a checklist (labeled "Testing" and highlighted with a red bracket) and a person silhouette (labeled "Your Profile").

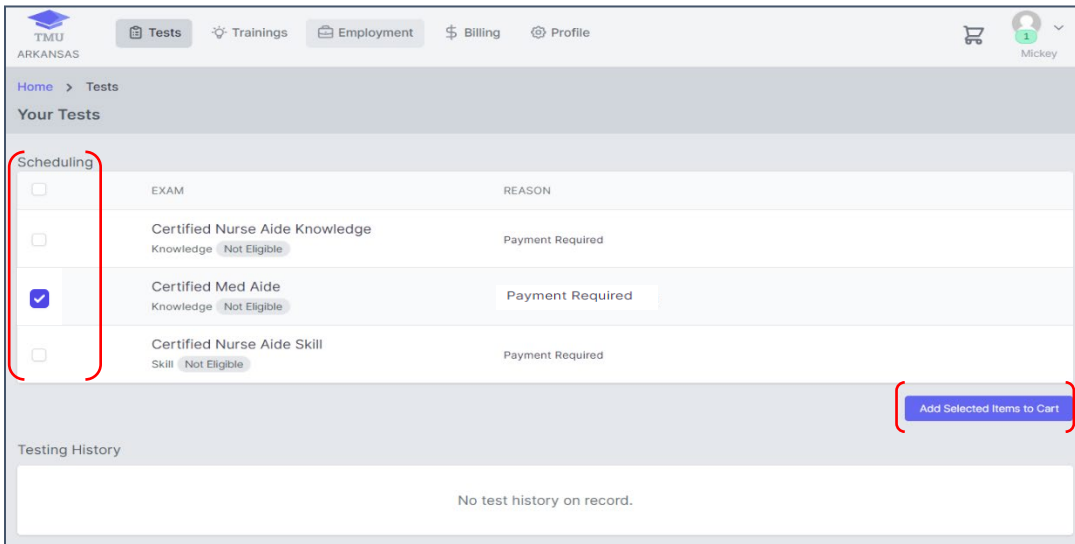
Click on – Testing
-or-
Click on the Tests tab at the top of the page

SELF-PAY OF TESTING FEES

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

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

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TMU ARKANSAS

Home > Tests

Your Tests

Scheduling

EXAM	REASON
<input type="checkbox"/> Certified Nurse Aide Knowledge	Not Eligible
<input checked="" type="checkbox"/> Certified Med Aide Knowledge	Not Eligible
<input type="checkbox"/> Certified Nurse Aide Skill	Not Eligible

Payment Required

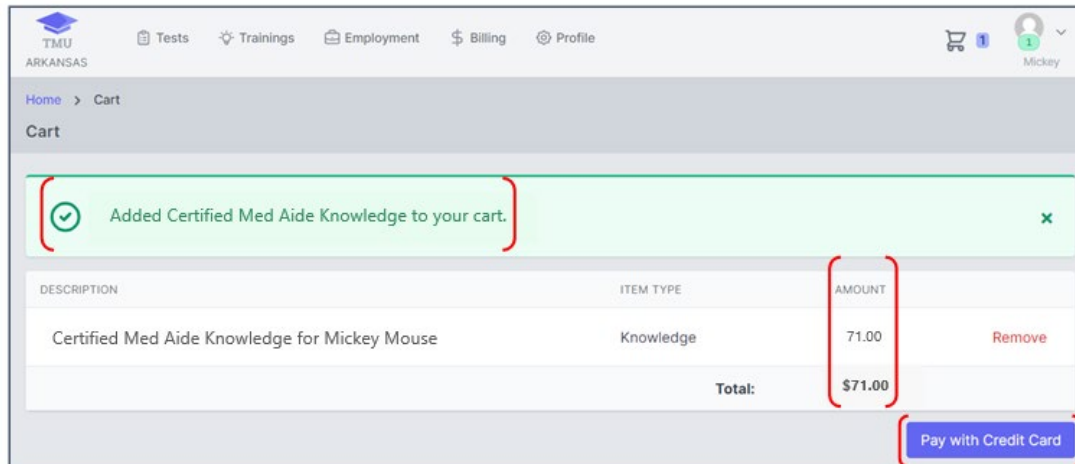
Add Selected Items to Cart

Testing History

No test history on record.

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

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



TMU ARKANSAS

Home > Cart

Cart

Added Certified Med Aide Knowledge to your cart.

DESCRIPTION	ITEM TYPE	AMOUNT
Certified Med Aide Knowledge for Mickey Mouse	Knowledge	71.00

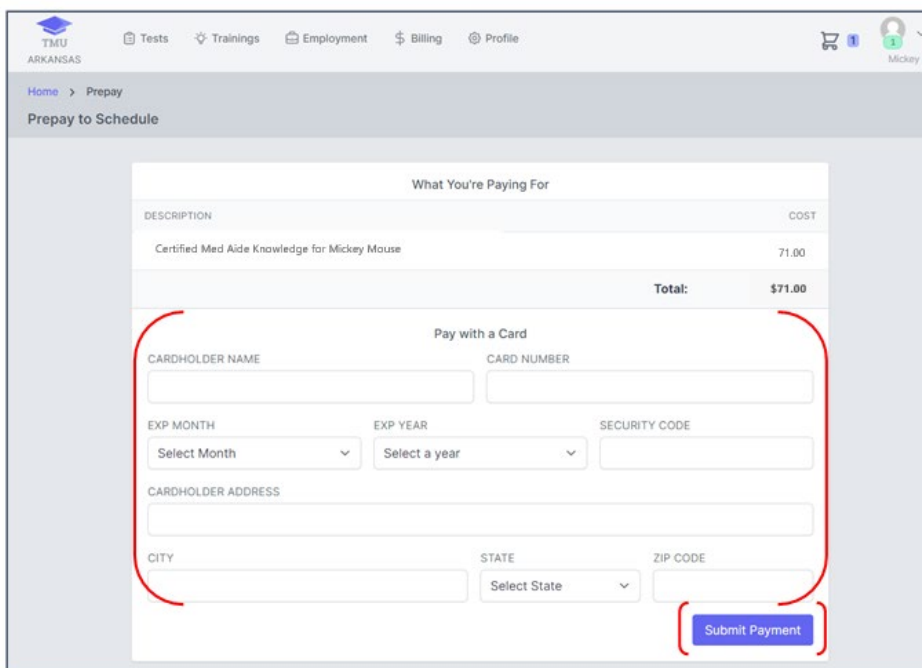
Total: \$71.00

Remove

Pay with Credit Card

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

click on- **Pay with Credit Card**



TMU ARKANSAS

Home > Prepay

Prepay to Schedule

What You're Paying For

DESCRIPTION	COST
Certified Med Aide Knowledge for Mickey Mouse	71.00
Total:	\$71.00

Pay with a Card

CARDHOLDER NAME

CARD NUMBER

EXP MONTH

EXP YEAR

SECURITY CODE

CARDHOLDER ADDRESS

CITY

STATE

ZIP CODE

Submit Payment

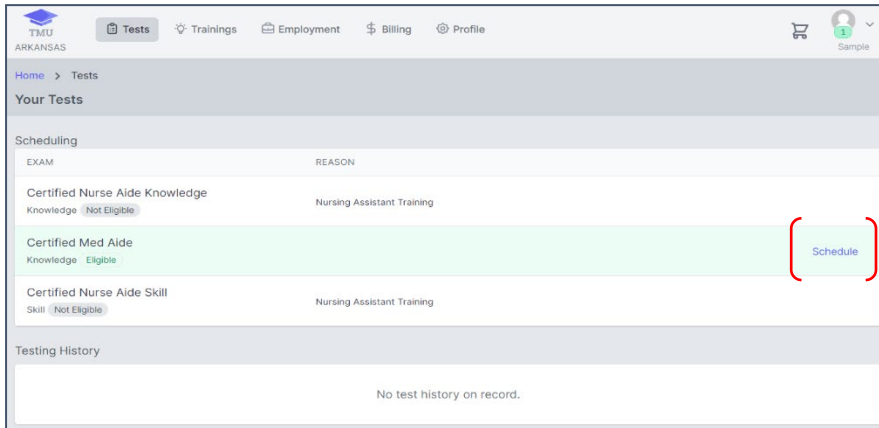
Enter the Credit Card information and then click on- **Submit Payment**

You will receive a receipt of the transaction.

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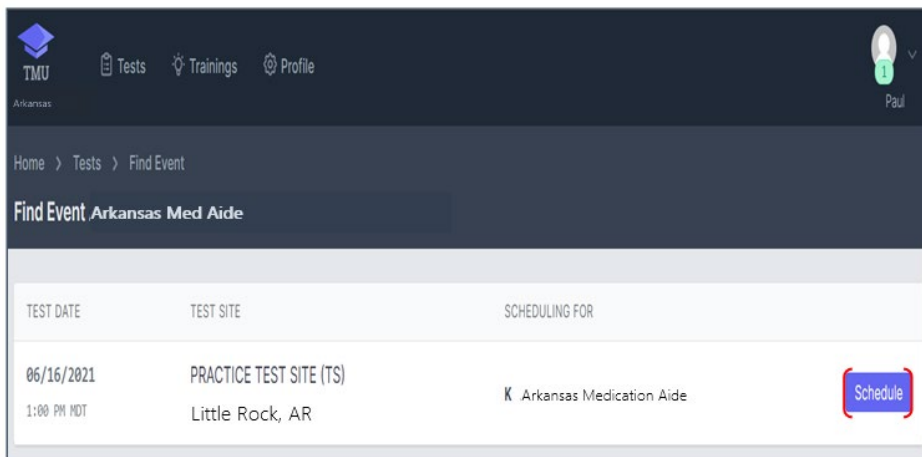
Once your testing fees are paid, you will be eligible to choose a test site and date. **Follow the instructions in the next section to schedule/reschedule into a test event.**

SCHEDULE/RESCHEDULE INTO A TEST EVENT



EXAM	REASON
Certified Nurse Aide Knowledge Knowledge Not Eligible	Nursing Assistant Training
Certified Med Aide Knowledge Knowledge Eligible	
Certified Nurse Aide Skill Skill Not Eligible	Nursing Assistant Training

To select a test, click on -
Schedule
next to the Certified Med Aide Knowledge test component.

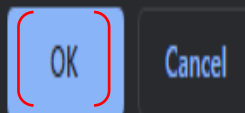


TEST DATE	TEST SITE	SCHEDULING FOR
06/16/2021 1:00 PM MDT	PRACTICE TEST SITE (TS) Little Rock, AR	K Arkansas Medication Aide

To select a test site and test date,
click on -
Schedule

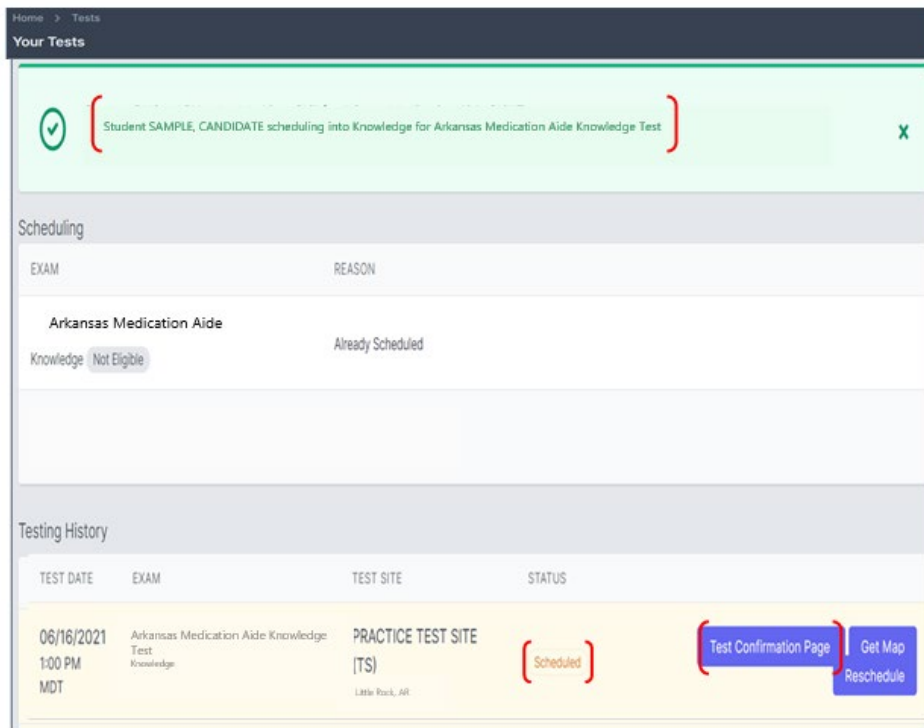
ar.tmuniverse says

Schedule into this Event on 06/16/2021 for Arkansas Medication Aide Knowledge Test. Are you sure?





To confirm this is the site and date you want to schedule into,
click on -
OK

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Home > Tests

Your Tests


 Student SAMPLE, CANDIDATE scheduling into Knowledge for Arkansas Medication Aide Knowledge Test
 

Scheduling

EXAM	REASON
Arkansas Medication Aide Knowledge Not Eligible	Already Scheduled

Testing History

TEST DATE	EXAM	TEST SITE	STATUS
06/16/2021 1:00 PM MDT	Arkansas Medication Aide Knowledge Test Knowledge	PRACTICE TEST SITE (TS) Little Rock, AR	Scheduled

[Test Confirmation Page](#)
[Get Map](#)
[Reschedule](#)

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

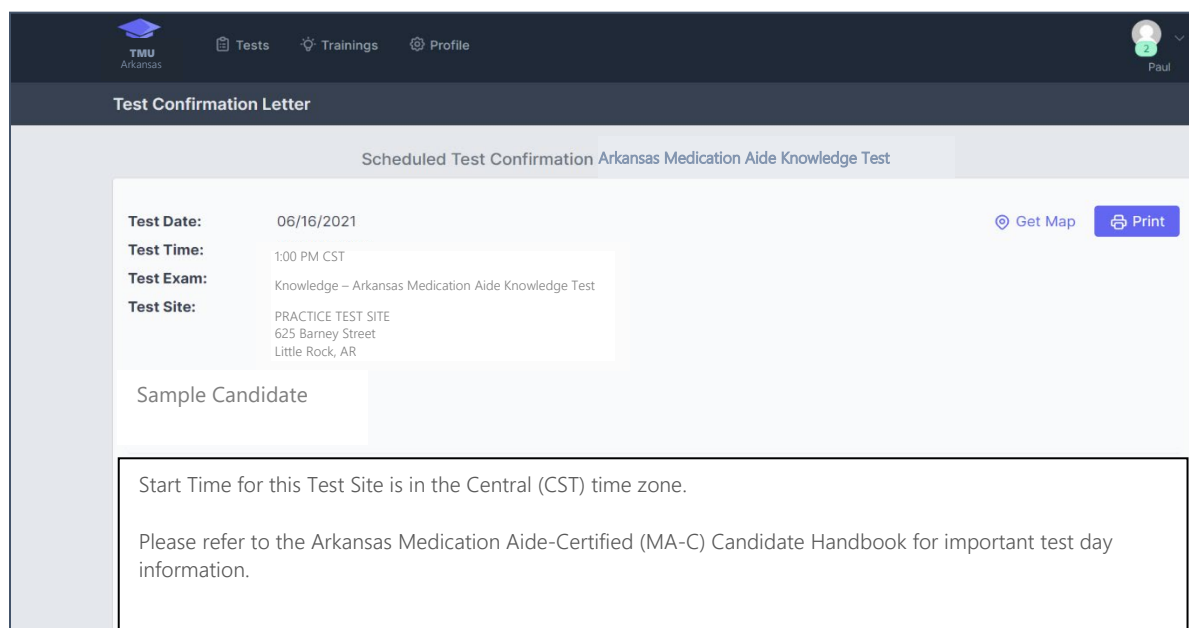
*Your status shows **Scheduled** and a note at the top of your screen also shows you are scheduled.*

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

TEST CONFIRMATION 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 direct you to read the Arkansas MA-C Candidate Handbook for important information regarding test day.



TMU Arkansas Tests Trainings Profile

Test Confirmation Letter

Scheduled Test Confirmation Arkansas Medication Aide Knowledge Test

Test Date: 06/16/2021 [Get Map](#) [Print](#)
Test Time: 1:00 PM CST
Test Exam: Knowledge - Arkansas Medication Aide Knowledge Test
Test Site: PRACTICE TEST SITE
 625 Barney Street
 Little Rock, AR

Sample Candidate

Start Time for this Test Site is in the Central (CST) time zone.

Please refer to the Arkansas Medication Aide-Certified (MA-C) Candidate Handbook for important test day information.

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

TIME FRAME FOR TESTING FROM TRAINING PROGRAM COMPLETION

1. Medication assistants completing the training program and seeking certification as a medication assistant-certified (MA-C) shall sit for the examination **within 90 days** from the time of completion of the training program.
2. Medication assistants who fail the initial examination for certification as a MA-C will be eligible to retake the certification examination two times. The two retakes must be taken within six months of completion of the training program.
3. Medication assistants must pass the exam within six months of program completion, or they must retake the entire course.

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

If you have any questions regarding your test scheduling, call D&SDT-HEADMASTER at (888)401-0462, during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Holidays.

Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start. (*For example:* if your test start time is 8:00AM – you need to be at the test site for check-in no later than 7:40AM.) If you arrive late, you will not be allowed to test.

Testing Attire

There is not a mandated testing attire for Medication Assistant competency testing.

Wear comfortable, appropriate clothing to your examination. You may wear medication assistant attire, such as scrubs, if you wish. You will not be allowed to test if you wear inappropriate or revealing clothing.

No smart watches or fitness monitors are allowed.

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Identification

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

- State or Other United States Government issued Driver's License
 - *You may use your letter 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 (that meets all identification criteria)
- Signed US Passport (Foreign Passports and Passport Cards *are not* acceptable)
 - *Exception: Foreign Passports that contain a United States VISA are acceptable.*
- Alien Registration Card (that meets all identification criteria)
- Tribal Identification Card (that meets all identification criteria)
- Military Identification Card (that meets all identification criteria)
- Work Authorization Card (that meets all identification criteria)
- Concealed Hand Gun Carry Permit (that meets all identification criteria)

Please note: A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID. You will not be admitted for testing and you will be considered a NO SHOW. You will forfeit your testing fees and have to pay for another exam date.

The **FIRST** and **LAST** names listed on the mandatory United States (US) government issued, signed, non-expired photo bearing form of identification presented to the RN Test Observer during sign-in at your test event ***MUST EXACTLY MATCH*** the FIRST and LAST names that were entered in the TMU© database. You may call D&SDT-HEADMASTER at (888)401-0462, during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Holidays, to confirm that your name of record matches your United States (US) government issued, signed, non-expired photo bearing form of identification, or sign in to your record in TMU© to check or change your demographic information.

Please note: You will not be admitted for testing if you do not bring the mandatory identification. Be sure your identification is not expired and that it is signed. Check to be positive that both your FIRST and LAST printed names on your form of ID match your current name of record in TMU©. In cases where names do not match, this is considered a NO SHOW and you will forfeit your testing fees and have to pay for another exam date.

Instructions for the Knowledge Test

Test instructions for the knowledge test will be provided in written format in the waiting area when you sign-in for your test.

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These instructions detail the process and what you can expect during your knowledge exam. Please read through the instructions **before** entering the knowledge test room. The instructions will be left in the waiting area and placed between the work stations during testing for you to refer to throughout your time at the test event. The Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room.

Testing Policies

The following policies are observed at each test site:

- Plan to be at the test site up to 3 hours, in the worst-case scenario. *(Due to COVID, scheduling time frames have been altered and the time at the test site may be significantly shorter.)*
- If you arrive late for your confirmed exam (you need to be at the test site to check in at least 20 to 30 minutes before your scheduled start time – if your test start time is 8:00AM, you need to be at the test site by 7:40AM at the latest), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- 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 on your United States (US) government issued, signed, non-expired photo bearing form of identification do not match the FIRST and LAST names in your TMU© record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you do not conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*.
- Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. You will be informed by the Knowledge Test Proctor of the designated area to place your personal items and electronic devices and you are to quietly collect these items when you are finished with your test.
- All electronic devices must be **turned off**. Smart watches and fitness monitors must be removed from your wrist.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room and have their test scored as a failed test, forfeit all testing fees and will be reported to the Arkansas State Board of Nursing and their training program. 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 while waiting to test.
- Foreign language translation dictionaries in any form are not allowed during testing.
- You may not remove any notes or other materials from the testing room.
- You are not permitted to eat, drink, smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the knowledge testing room once the exam has begun **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam, your test will

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be scored as a failed test and you will be reported to your training program and the Arkansas State Board of Nursing.

- Test sites, Knowledge Test Proctors, and in the case of a MA-C test being administered in conjunction with a Nurse Aide test event; RN Test Observers and Actors, are not responsible for candidate 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.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as an MA-C (examples: sick, etc.) Call D&SDT-HEADMASTER immediately if you are on doctor's orders. You must fax a signed doctor's order **within 3 business days** of your scheduled exam day to qualify for a free reschedule.
- ***Please review this Arkansas MA-C Candidate Handbook before your test day for any updates to testing and/or policies.***

Inclement Weather Policy and Unforeseen Circumstances

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

Candidate Feedback – Exit Survey

Candidates are provided the opportunity to complete an exit survey via a link to a Google Docs Survey when checking their test results in their TMU© record. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failure. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to your training program and the Arkansas State Board of Nursing (ASBN).

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 the ASBN and is subject to prosecution to the full extent of the law. Your test will be scored as a test failure and you will forfeit any testing fees paid. You must obtain permission from the ASBN in order to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other

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browsers/sites during an electronic exam, etc.), your test will be stopped, you will be dismissed from the testing room and your test will be scored as a failure. You will forfeit any testing fees paid. You will be reported to your training program and the Arkansas State Board of Nursing and you must obtain permission from ASBN in order to be eligible to test again.

Reschedules

All candidates may reschedule for free online at <https://ar.tmuniverse.com> any time up until one (1) business day before a scheduled test day, excluding Saturdays, Sundays and Holidays. Reschedules are subject to a \$35 fee that must be paid in full prior to a D&SDT-HEADMASTER staff assisted reschedule.

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 record at <https://ar.tmuniverse.com>. (See instructions under 'Schedule/Reschedule into a Test Event'.)

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

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

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

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Arkansas medication aide certification test at all.

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SCHEDULED IN A TEST EVENT

- 1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-HEADMASTER'S main webpage at www.hdmaster.com at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and Holidays). No phone calls will be accepted.

Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form on the D&SDT-HEADMASTER main webpage at www.hdmaster.com by close of business the Thursday before your scheduled exam. D&SDT-HEADMASTER is open until 6:00PM Mountain time (7:00PM CST).

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

NOT SCHEDULED IN A TEST EVENT

- 1) Refund requests must be made within thirty (30) days of original payment of testing fees with D&SDT-HEADMASTER. Any requests for refunds made beyond the 30 days of original payment of testing fees with D&SDT-HEADMASTER will not be issued.
- 2) A refund request of testing fees paid must be made by filling out and submitting the [Refund Request Fillable Form 1405](#) on D&SDT-HEADMASTER'S main webpage at www.hdmaster.com. No phone calls will be accepted.
- 3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a \$35 refund processing fee.

No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-HEADMASTER at least one (1) full business day prior to your scheduled testing event, **excluding** Saturdays, Sundays and Holidays, OR if you are turned away for lack of proper identification, proper attire, 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 schedule yourself into a new test event.

These fees partially offset D&SDT-HEADMASTER cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received at least one full business day before a scheduled test event, excluding Saturdays, Sundays and Holidays (see examples under Reschedules and Refunds of Testing Fees Paid), a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test event.

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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:**

- **Car breakdown or accident:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
- **Weather or road condition related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
- **Medical emergency or illness:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
- **Death in the family:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a No Show. (Immediate family includes parents, grand and great-grand parents, siblings, children, spouse or significant other.)

Test Results

After you have completed the Knowledge Test component of the competency exam, your test will be submitted to D&SDT-HEADMASTER and 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© record after 7:00PM, CST, the business day after your test event.


Note: Your results are not official until the Arkansas State Board of Nursing has reviewed and issued the certification.

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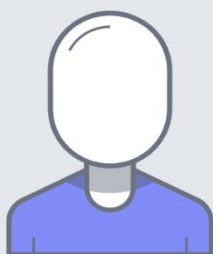
D&SDT-HEADMASTER does not send postal mail test results letters.

To view your test results, sign in to your record in TMU© at <https://ar.tmuniverse.com>. (Refer to the screen shots that follow.)

Welcome, Sample!



Testing



Your Profile

Testing History

TEST DATE	EXAM	TEST SITE	STATUS
06/16/2021 1:00 PM MDT	Arkansas Medication Aide Knowledge Test Knowledge	PRACTICE TEST SITE (TS) Little Rock, AR	Passed

Test Attempts

Medication assistants completing the training program and seeking certification as a medication assistant-certified (MA-C) shall sit for the examination **within 90 days** from the time of completion of the training program. If you fail the initial examination for certification as a MA-C, you will be eligible to retake the certification examination two times. The two retakes must be taken within six months of completion of the training program. If you do not complete testing within six months from completion of training, you must retrain in order to become eligible to further attempt Arkansas medication aide examinations.

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Retaking the Medication Aide Test

In the event that you fail the knowledge exam, when you want to apply for a retest, you will need to repay the testing fees. Once your testing fees for your retake are paid, you will be eligible to choose a test site and date.

You can schedule a test or re-test online by signing in to your TMU© record at <https://ar.tmuniverse.com>. (See screen shots under “Schedule/Reschedule into a Test Event” for rescheduling instructions.)

You will need to pay with a credit/debit card (MasterCard or Visa only) before you are able to schedule.

If you need assistance scheduling your re-test, please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Holidays. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a \$25 test review deposit fee.** To request a review, you must submit the PDF fillable [Test Review Request and Payment Form 1403](#) available on D&SDT-HEADMASTER’s main webpage at www.hdmaster.com. Submit the Test Review Fee of \$25 (credit/debit card – MasterCard or Visa only) and a detailed explanation of why you feel your dispute is valid **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

Note: Please call D&SDT-HEADMASTER at (888)401-0462 during regular business hours 7:00AM to 7:00PM, CST, Monday through Friday, excluding Holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit. 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. If, after investigation, the finding of the review is in your favor, you will receive your \$25 test review deposit back in full.

Since one qualification for certification as an Arkansas medication aide is demonstration by examination of minimum medication aide knowledge, the likely outcome of your review will

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determine who pays for your re-test. If the results of the review are in your favor, D&SDT-HEADMASTER will pay your re-test fee. D&SDT-HEADMASTER will review your detailed recollection and your knowledge test markings made at the time of testing. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the Knowledge Test Proctor for any additional recollection of your test. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test disputes with the candidate or the candidate's training program/instructor. D&SDT-HEADMASTER will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. D&SDT-HEADMASTER will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to the ASBN.

The Knowledge Test

The Knowledge Test Proctor will give instructions for taking the Knowledge Test. You will have a maximum of 60 minutes (one hour) to complete the 50 question Knowledge Test. You will be told when fifteen (15) 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.**

Electronic testing using TMU© internet connected computers is utilized at all sites in Arkansas. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key/tap or click in your answers.

NOTE: You will need your TMU© Username or Email and Password to sign in to your knowledge test. The Knowledge Test Proctor will provide you a code at the test event to start your test.

No foreign translation dictionaries in any format are allowed during testing.

All test materials (including scratch paper and calculator) 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 their training program and to the ASBN.

Knowledge Test Content

The Knowledge Test consists of 50 multiple-choice questions. Questions are selected from subject areas based on the ASBN approved Arkansas test plan and include questions from all the required categories as defined in the federal regulations. The subject areas are as follows:

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SUBJECT AREAS	NUMBER OF QUESTIONS
Effects of Medication on Body Systems <ul style="list-style-type: none"> ❖ <i>How medications act on the body</i> ❖ <i>How the body acts on the medications (e.g.: absorption, metabolism, excretion)</i> ❖ <i>Purpose of medications</i> 	9
Medication Administration <ul style="list-style-type: none"> ❖ <i>Major side effects and adverse reactions</i> ❖ <i>Significant drug interactions</i> ❖ <i>Procedures for administering medications</i> ❖ <i>Special considerations</i> 	13
Role and Responsibility <ul style="list-style-type: none"> ❖ <i>Responsibilities when administering medications</i> ❖ <i>Reporting</i> 	10
Six Rights of Medication Administration <ul style="list-style-type: none"> ❖ <i>Right individual; Right medication; Right dose; Right time; Right route and Right documentation</i> 	8
State Regulations (Chapter 8) <ul style="list-style-type: none"> ❖ <i>Scope of work</i> ❖ <i>Allowable routes</i> ❖ <i>Controlled substances</i> ❖ <i>Renewal of certification</i> 	5
Terminology	5

Knowledge Practice Test

D&SDT-HEADMASTER offers a free knowledge test question of the day and a ten question on-line static practice test available on our web site at www.hdmaster.com. Candidates may also purchase complete practice tests that are randomly generated, based on the state test plan. 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 may move onto 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.



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The following are a sample of the kinds of questions that you will find on the Knowledge test.

1. An order for Colace qd would require that you administer this medication to a resident:

- (A) Once a week
- (B) Every day
- (C) On an empty stomach
- (D) When the resident complains of constipation

2. If a resident refuses to take the medication you bring to him, you should:

- (A) Make a mental note and plan to come back and try again later
- (B) Try to get the resident to take his medication anyway
- (C) Leave the medication on the resident's bedside stand and instruct him to take it later
- (D) Document the refusal and report it to the supervising nurse

ANSWERS: 1-B | 2-D

Knowledge Test Vocabulary List

abbreviation	antiarrhythmics	benzodiazepines
absorption	antiarthritics	beta blockers
abuse	antibiotic	BID
accountability	anticoagulant	black box warnings
ACE inhibitors	anticonvulsants	body systems
administering medications	anti-depressants	broad-spectrum antibiotics
administration process	antidote	bronchodilators
administration protocols	antigout medications	bulk-forming laxative
adverse effect	antihistamine	cardiovascular drugs
adverse reaction	antihistamines	changes of condition
alendronate (Fosamax)	antihypertensives	Cipro
allergic reaction	antimicrobials	Ciprofloxacin
allowable routes	antipruritic	classifications of medication
aminoglycoside	antipsychotic	controlled medications
analgesic medications	antipsychotic medication	controlled substance
analgesics	antiseizure medications	corticosteroids
anaphylactic reaction	antitussives	crushing medications
anaphylaxis	anti-viral medications	cumulative effect
antacids	apical heart rate	decongestant
antianginals	aspiration	delegation
anti-anxiety medications	aspirin	diabetes
	Ativan	diabetic medications

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digoxin	laxatives	NPO
digoxin (Lanoxin)	levothyroxine sodium (Synthroid)	NSAIDS
digoxin administration	liquid administration	Nurse Practice Act
diuretic	liquid medication	Nursing Drug Reference manual
diuretic medications	lithium (Eskalith; Lithobid)	ophthalmic
documentation	malpractice	ophthalmic medication
drug dependence	measuring device	ophthalmic medications
drug interaction	medical terminology	optic
drug metabolism	medication administration	oral medications
dysrhythmia	medication administration record	osteoporosis medications
ear drops	medication allergies	otic
effects of medications	medication categories	otic medication
electronic documentation	medication disposal	over-the-counter medication
enteric-coated tablets	medication effect	oxygen
error reporting	medication error	pain medication
excretion	medication error reporting	pediculicide
extended-release medication	medication information	penicillin
extrapyramidal symptoms (EPS)	medication interaction	pharmacokinetics
eye medications	medication label	pharmacy label
Flagyl	medication order	phenazopyridine
fraud	medication order	phenazopyridine (Pyridium)
herbal medications	medication patches	physiological effects
herbs	medication routes	positioning
HIPAA regulation	medication storage	prescription label
histamine	medication storage	priority
hypoglycemia	missed dose	prn medications
hypokalemia	missed medication reporting	PRN order
idiosyncratic reaction	nasal medications	psychotropic medications
infection control	negligent	rectal medication
inhalation medication	nitrofurantoin (Furadantine)	rectal suppository
inhaled medication	Nitroglycerin	regulation
inhaler	nose drops	right drug
iron supplements		right time
lanoxin (Digoxin)		

Notes:

[illegible]