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**Guidelines for Virtual MAP  
Certification Testing  
Your Role in the Process**

**D&S Diversified Technologies (D&SDT)**

*Updated: 9-23-2020*

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# Virtual Certification Testing

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- Who must be present to complete the process?
- Virtual Knowledge Testing:
  - Student
  - D&SDT Test Observer (remote location)
  - Sign language interpreters (remote location) when needed
- Virtual Skills Testing:
  - Student
  - MAP Trainer (or D&SDT provider contact person if a MAP Trainer is not available)
  - D&SDT Test Observer (remote location)





# Virtual Knowledge Test

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- To complete a virtual knowledge test the *student* must have:
  - Wi-Fi
  - A personal computer (PC) to log into TMU to access the knowledge test
  - A smartphone to access ZOOM
  - ***Must maintain Zoom link throughout entire test. If connection is lost, reconnect asap. Failure to do so will result in automatic failure.***





## Scheduling a Virtual Knowledge Test

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- Student will log into TMU using their email and password and schedule a knowledge test date
  - Call D&SDT office for assistance, but knowledge can be self scheduled by the candidate.
- Confirmation will be sent by D&SDT to the student and any other contact listed in TMU, by email and/or text
- Instructions and a link to download Zoom, including a meeting ID and password, will be sent by D&SDT to the student the day before testing





# Virtual Knowledge Test

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- TMU will list the test site location as “Virtual Knowledge Testing Site”
- Since the test is a virtual process it can be taken (virtually) anywhere!
- The student should be in a quiet area and must take the test alone
  - See D&SDT MAP Candidate Handbook for testing policies and fees at [www.hdmaster.com](http://www.hdmaster.com)





# Virtual Skills Test

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- To complete a virtual skills test the *MAP Trainer* (or *provider point of contact*) must have:
  - Wi-Fi
  - A smartphone to access ZOOM
  - RIA Medication Book
  - RIA Count Book
  - Corresponding blister packs(6 countables)
  - Pencil
  - Pill cup
  - ‘Water’ cup





## Virtual Med Administration Skill Test

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- D&SDT will provide to the MAP Trainer:
  - The medication sheet to be used for the test
    - The MAP Trainer must replace the RIA med sheet in the med book with the med sheet supplied by D&SDT
  - The med pass scenario (will be shared with you just before the testing event starts)





# Virtual Transcription Skill Test

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- D&SDT will provide to the MAP Trainer:
  - The transcription test including:
    - Scenario
    - HCP order
    - Pharmacy label
    - Medication sheet
- The MAP Trainer will provide to the student:
  - A pencil







# Scheduling a Virtual Skills Test

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- The MAP Trainer (or provider point of contact) must contact D&SDT and speak to a MA team member (Anne, Amber, Danielle, Alisha, Peggy)
  - Before calling our office, be sure that the candidate record is ready to schedule and that no payment or employment verification is needed.
  - Before calling our office, be sure that you have reviewed the calendar options with the candidate. Please visit [ma.tmuniverse.com](http://ma.tmuniverse.com) and click on “Available test dates.” Do not log into your profile to see the calendar.





# Scheduling a Virtual Skills Test

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- A suggestion might be to have the candidate on the phone with you or in the same room following Covid guidelines when you are discussing test date options.
- Confirmation of the test will be sent by D&S to the student and any other contact listed in TMU, by email and/or text





# Virtual Skills Test

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- TMU will list the test site location as “Virtual Skills Testing Site”
- Since the test is a virtual process it can be taken (virtually) anywhere!
- The student and MAP Trainer will decide where they will meet for testing.
- The MAP Trainer must have all supplies ready for the skill test at the specified time.





# Virtual Skills Test

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- The D&SDT MA team member that scheduled your candidates' virtual skills testing will send out testing materials (within a few days of the scheduling phone call) to the MAP Trainer as an email including:
  - Zoom link and meeting ID and password
  - Testing materials
    - The MAP Trainer must print the materials in preparation for the test





# Virtual Skills Test

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- The day of the test the MAP Trainer must
  - Log into Zoom 10 mins prior to the test time
  - Ensure connectivity (audio/visual)
  - Review testing requirements with the D&SDT test observer
- The student will enter just before testing start time to review instructions
- The MAP Trainer is responsible for capturing the test process with their smartphone or PC via Zoom for the D&SDT test observer to view





# Reminders

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- It is important that the MAP Trainer
  - Uses the RIA materials
    - Med book/Count Book/Pharmacy labels (blister packs)
  - Has testing materials printed and ready to go
  - Understands that they are responsible for capturing the test process with their smartphone or PC for the D&SDT test observer to view
  - Understands that the test will take place in a location that they have determined





# Virtual Skills Testing

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- If you have questions regarding virtual certification testing and your role in the process please contact:
- Anne Shields [annes@hdmaster.com](mailto:annes@hdmaster.com);
- Sharon Oxx [sharon.oxx@mass.gov](mailto:sharon.oxx@mass.gov);
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