D&S Diversified Technologies LLP

Headmaster LLP

Oregon Medication Aide Candidate Handbook

EFFECTIVE: September 25, 2023

Version 11.0

Contact Information

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

Questions regarding: obtaining information on official regulations and guidelines for medication aides • medication aide certification • renewals • Registry •

NOTE: All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at:

OSBN Nurse Portal (boardsofnursing.org)

D&S Diversified Technologies (D&SDT), LLP-Headmaster, LLP PO Box 6609 Helena, MT 59604 Email: oregon@hdmaster.com Web Site: www.hdmaster.com	*Monday through Friday* *6:00AM – 6:00PM* *Mountain Standard Time (MST)* *5:00AM – 5:00PM* *Pacific Standard Time (PST)* Oregon TMU© Webpage: **https://or.tmuniverse.com**	Phone #: (800) 393-8664 Fax #: (406) 442-3357
Oregon State Board of Nursing 17938 SW Upper Boones Ferry Road Portland, OR 97224-7012 Email: osbn.cnacertificates@state.or.us Web Site: www.oregon.gov/OSBN	*Monday through Friday* *8:00AM – 4:00PM* *Pacific Standard Time (PST)*	All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at: **OSBN Nurse Portal (boardsofnursing.org)**

Table of Contents

Introduction

In 1987, the Nursing Home Reform Act was adopted by Congress as part of the Omnibus Budget Reconciliation Act (OBRA '87). It was designed to improve the quality of care in long-term health care facilities and to define training and evaluation standards for Medication Aides who work in such facilities. Each state is responsible for following the terms of this federal law.

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

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

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

Application to Obtain Oregon Medication Aide Certification

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

Americans with Disabilities Act (ADA)

ADA Compliance

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

# The Oregon Medication Aide Competency Exam

Released to Test by OSBN

You will receive an email once you are released to test by OSBN. Candidates will be able to schedule to take the knowledge test at either an approved Oregon State Board of Nursing regional exam site or at an approved OSBN in-facility exam site.
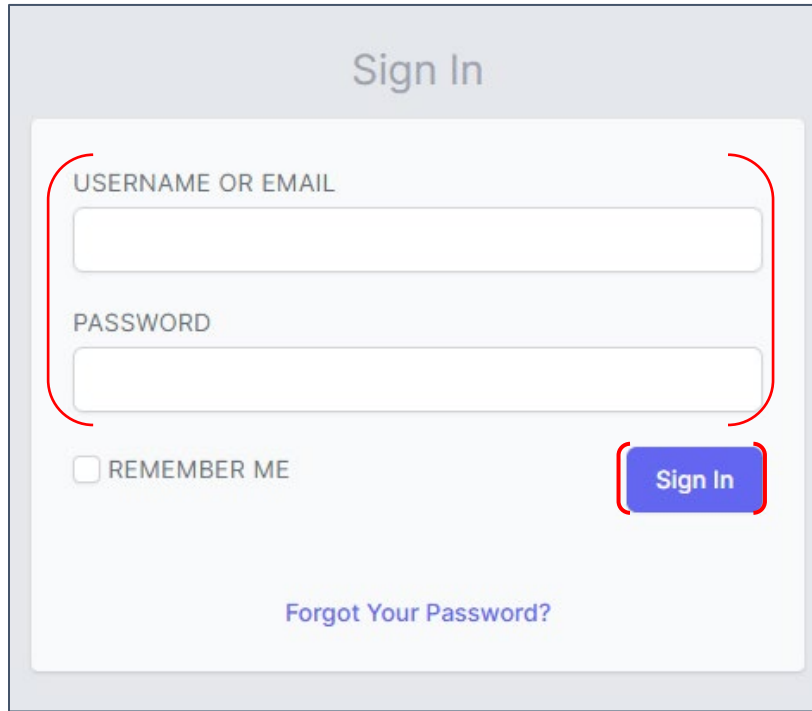
You must apply for the state competency exam **within one year of your date of medication aide education program completion.** Your exam date can be scheduled online at https://or.tmuniverse.com. (See instructions under 'Schedule/Reschedule into a Test Event'.) If you need help with exam scheduling, please call Headmaster at (800)393-8664 during regular business hours during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays.

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

Oregon TMU© Home Page

This is the Oregon TMU© main page https://or.tmuniverse.com:
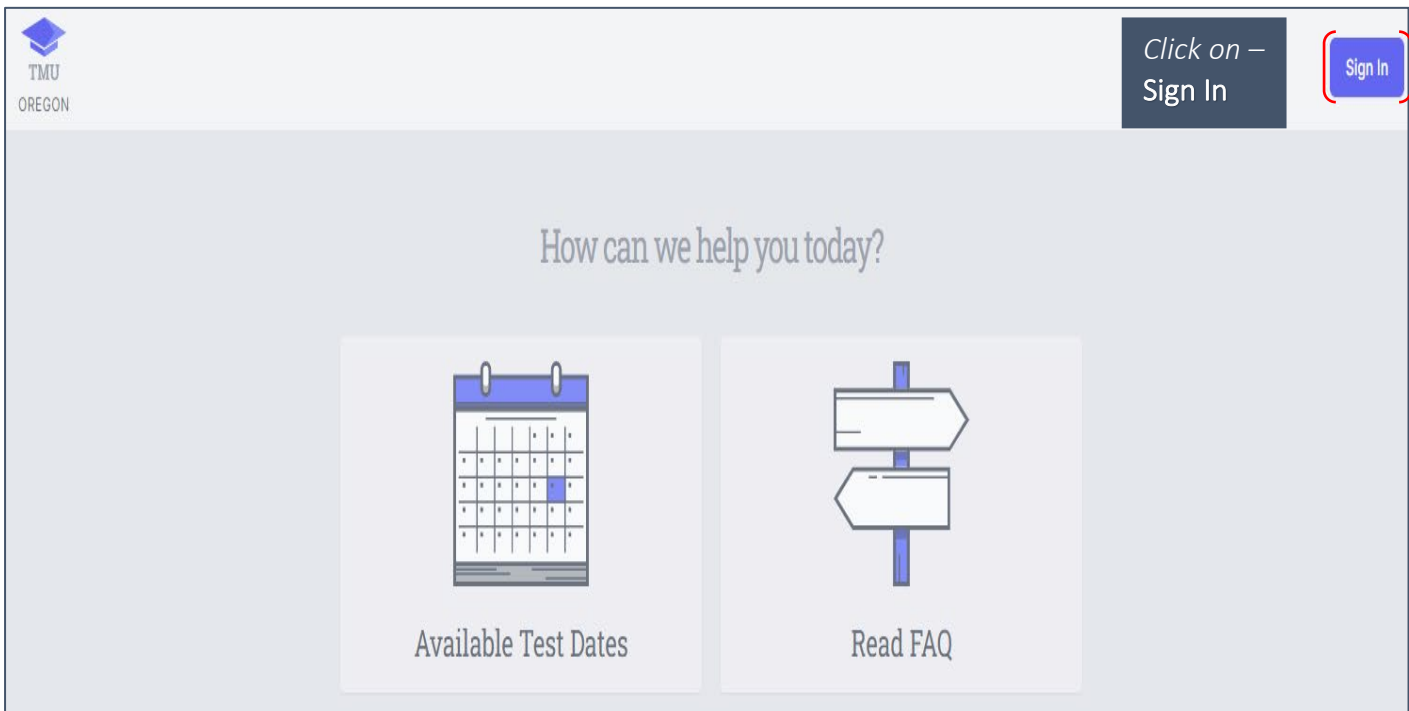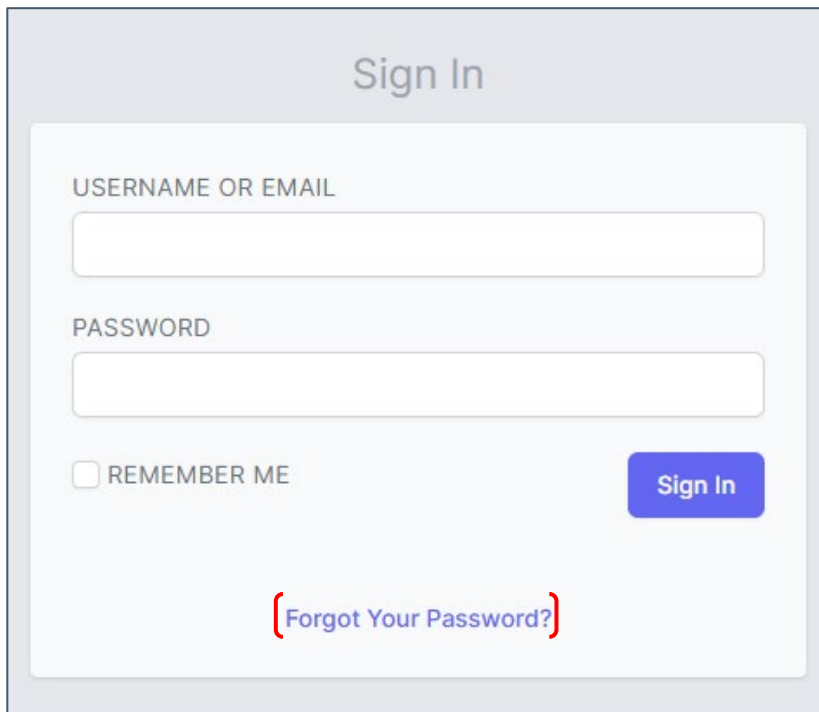
Enter your –
Username or
Email and
Password

Click on –
Sign In

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

Forgot Password and Recover 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.

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

Click on -
Recover Account

Email you will receive to reset your password:

TMU

Hello!

You are receiving this email because we received a password reset request for your account.

Reset Password

Click on –
Reset Password

This password reset link will expire in 60 minutes.

If you did not request a password reset, no further action is required.

Regards,
TMU

TMU
OREGON

Sign In

Reset Your Password

E-MAIL ADDRESS

sample@sample.com

PASSWORD

CONFIRM PASSWORD

Reset Password

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

then click on –
Reset Password

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

TMU
OREGON

Tests   Trainings   Downloads   Profile

CANDIDATE

Welcome, CANDIDATE!

Testing

Your Profile
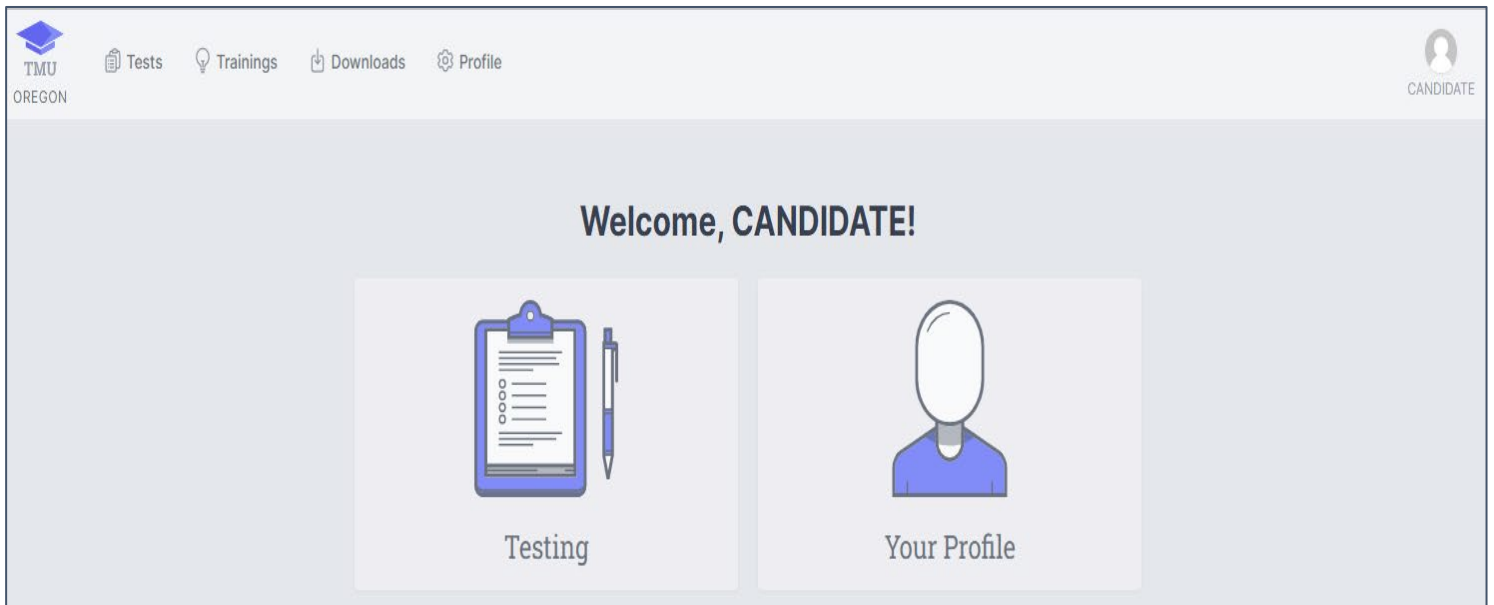
Viewing Available Exam Dates

Approved exam dates can be obtained:

- from your instructor
- or by visiting the Oregon TMU© webpage at https://or.tmuniverse.com to view the available examination dates in real time
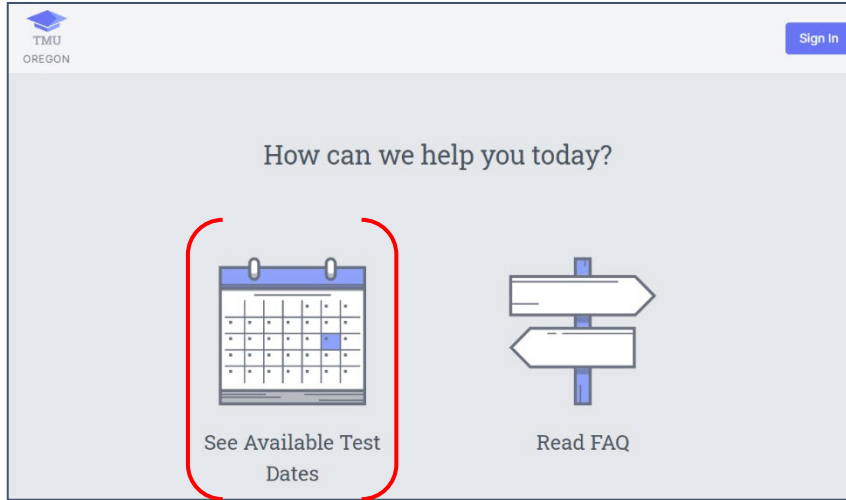
Schedule/Reschedule into a Test Event

This is the home screen you will see once you have signed in:
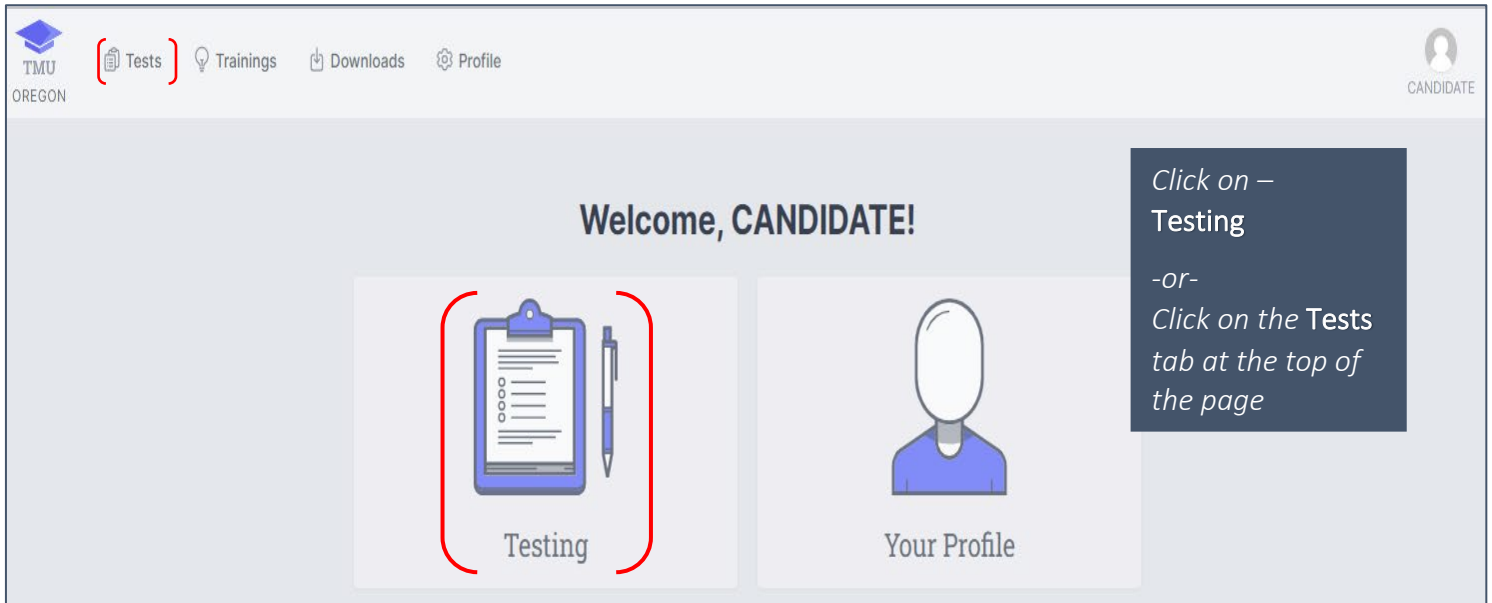
All **eligible** test events will appear in this format.

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

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

To select a test site and date –

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

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

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

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

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

Test Confirmation Notice

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

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

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

It is important you read this letter!

Scheduled Test Confirmation - Oregon Certified Medication Aide

[⊙ Get Map]   [🖶 Print Page]

Test Date:	06/10/2023
Test Time:	8:30 AM PDT
Test Exam:	Knowledge - Certified Medication Aide
Test Site:	DARE (TS)
	EUGENE, OR 97401

JORDAN I

SPRINGFIELD, OR 97478

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

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

- TESTING BEGINS AT 8:30 AM PDT: **ARRIVE** *AT LEAST* **20 MINUTES EARLY TO CHECK IN**
- If you are unable to access your account, go to **https://or.tmuniverse.com**, click 'Forgot Password', enter your Email, click 'Send Reset Password Link' and follow the directions. If you need further assistance, please call D&SDT-Headmaster at 1.800.393.8664.

Refer to the **Nurse Aide Competency Exam** section of the **Oregon Candidate Handbook** (for MA: **Medication Aide Competency Exam** section of the **Oregon Medication Aide Candidate Handbook**) regarding requirements for testing and what to expect on your test day. Failure to do so may result in you being turned away from testing and forfeiting your testing fees. Review this specific information prior to your testing date.

Click to open the Nurse Aide Candidate Handbook
Click to open the Medication Aide Candidate Handbook

Driving Directions

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

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

Checking/Viewing your Notifications in TMU©

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

TMU OREGON

Tests   Trainings   Downloads   Profile

Logged in as Student

Welcome,

Testing

Your Profile

Your Profile

Notifications 3

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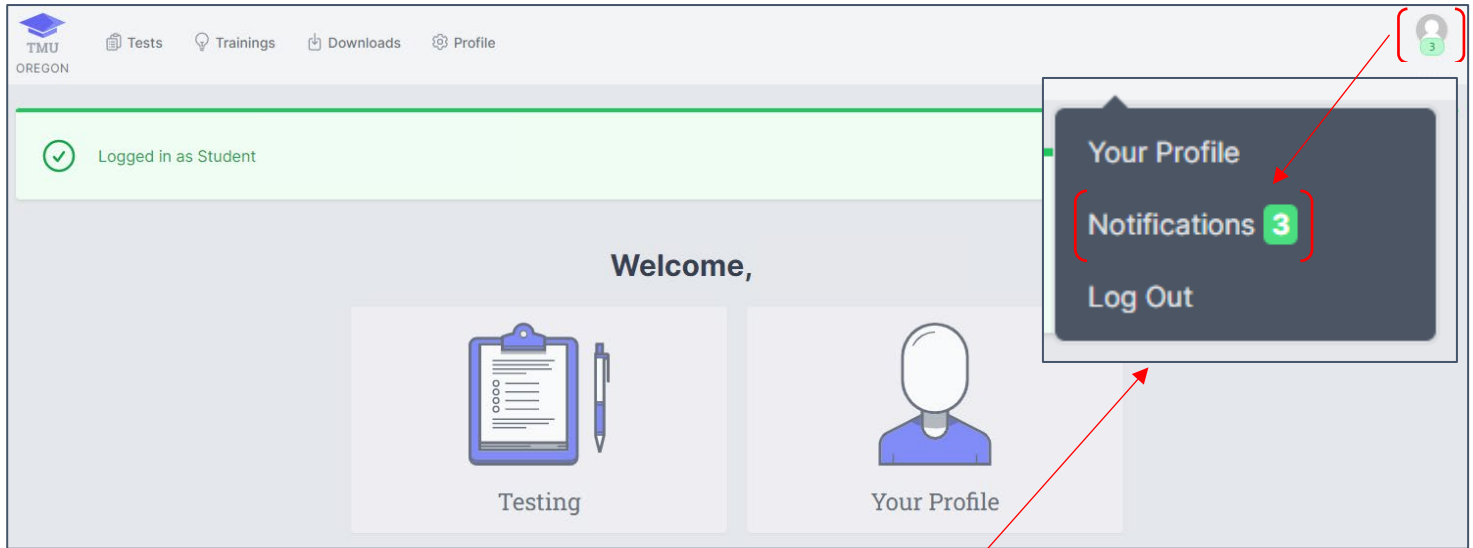
When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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

Click on-
Notifications to view all of your notifications.

Click on-
VIEW to open each of your notifications.

Home > Inbox
Your Notifications

WITH SELECTED: Mark Unread   Mark as Read   Send to Trash   Clear All Notifications

	TITLE	SENT	MESSAGE	
☐	Scheduled Into Event	2 weeks ago	You were scheduled into a Test Event	VIEW
☐	Scheduled Into Event	2 weeks ago	You were scheduled into a Test Event	VIEW
☐	Test Event Available	3 weeks ago	Click 'View' to see more info	VIEW
☐				

Home > Inbox > View Notification
Scheduled Into Event 2 weeks ago

You have been scheduled for Skill Exam **Certified Nurse Aide** beginning **04/27/2023 8:00 AM PDT** at Test Site **ROGUE COMMUNITY COLLEGE - REDWOOD CAMPUS (TS)**

← Back to All Messages   Send to Trash   Mark as Unread

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 7:30AM to 7:40AM.)

- If you are scheduled into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge Exam section.

Testing Attire

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

No smart watches, fitness monitors or Bluetooth-connected devices of any type are allowed.

Identification

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

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

Note: *A driver's license or state-issued ID card that has a hole punched in it is* <u>*NOT VALID*</u> *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.*

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

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

In the cases where names do not match or your IDs are not proper/valid or has a hole punched in it, this is considered a NO SHOW and you will have to reschedule and pay for another test and date.

Instructions for the Knowledge Exam

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

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

- If you are scheduled into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge Exam section for information and where the Virtual Knowledge Test Instructions can be found in the 'Downloads' section of your TMU© record and on the Oregon CMA webpage at www.hdmaster.com, click on Oregon CMA.

Testing Policies

The following policies are observed at all test sites—

- **You will need your TMU© Username or Email and Password to sign in to your knowledge test.**
  - Make sure you have signed in to your TMU© record using your Email or Username and Password at https://or.tmuniverse.com before your test date to verify your demographic information.
  - If you do not remember your Password, click on 'Forgot my Password' (see instructions under 'Forgot Password and Recover Account').
  - If you have not signed in and verified your demographics in your TMU© record when you arrive for your test, you may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- Plan to be at the test site up to three hours. Please plan your day accordingly.
- If you arrive late for your confirmed exam (you need to be at the test site to check in at least 20-30 minutes before your scheduled start time – if you test start time is 8:00AM, you need to be at the test site by 7:40AM **at the latest**), you may not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If you are scheduled into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge Exam section.

- If you do not bring two valid current, signature-bearing with at least one containing a photo, forms of ID, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
  - If the FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees to the Oregon State Board of Nursing and be released to test in order to schedule another exam date.
- <u>**ELECTRONIC DEVICES AND PERSONAL ITEMS:**</u> Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices and personal items (such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in either testing room. You will be informed by the testing team of the designated area to place your personal items and electronic devices and you are to collect these items when you complete your test.
  - All electronic devices must be **turned off**. Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
  - If you are scheduled into a virtual knowledge exam, please see procedures/policies under 'Virtual Knowledge Exam Option' in the Knowledge Exam section.
- Anyone caught using any type of electronic recording device during testing will be removed from the testing room, have their test scored as a failure, forfeit all testing fees, will be reported to their medication aide education program and the Oregon State Board of Nursing (OSBN) and you will not be permitted to test for 6 months. You may, however, use personal devices during your free time in the waiting area.
- Test sites, RN Test Observers, Knowledge Test Proctors and Actors are not responsible for candidate personal belongings at the test site.
- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.
- Language translation dictionaries, devices or non-approved language translators in any format are not allowed. (Both virtual and on-site knowledge test events.)
- You may not take any notes or other materials from the testing room.
- You are not permitted to eat, drink or smoke (e-cigarettes or vape) during the exam.
- You are not allowed to leave the testing room once the exam has begun *for any reason*. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam, your test will be scored as a failure and you will be reported to your medication aide education program and the Oregon State Board of Nursing.
- No visitors, guests, pets (including companion animals) or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.
- You may not test if you have any type of physical limitation (excluding pre-arranged ADA's) that would prevent you from performing your duties as a medication aide or hinder your test. (Example: sickness, etc.) Call Headmaster as soon as possible to reschedule a new test date. You must fax a doctor's note **within three (3) business days** of your scheduled exam day to qualify for a free reschedule.
- After check-in and ID verification, the knowledge test will be administered to candidates. After candidates finish their Medication Aide knowledge exam, they are free to leave the test site.
- **Please review this Oregon Medication Aide handbook before your test day for any updates to testing and/or policies.**

The Candidate Handbook and Virtual Knowledge Test Instructions can also be accessed within your TMU© record under your 'Downloads' tab, see instructions:
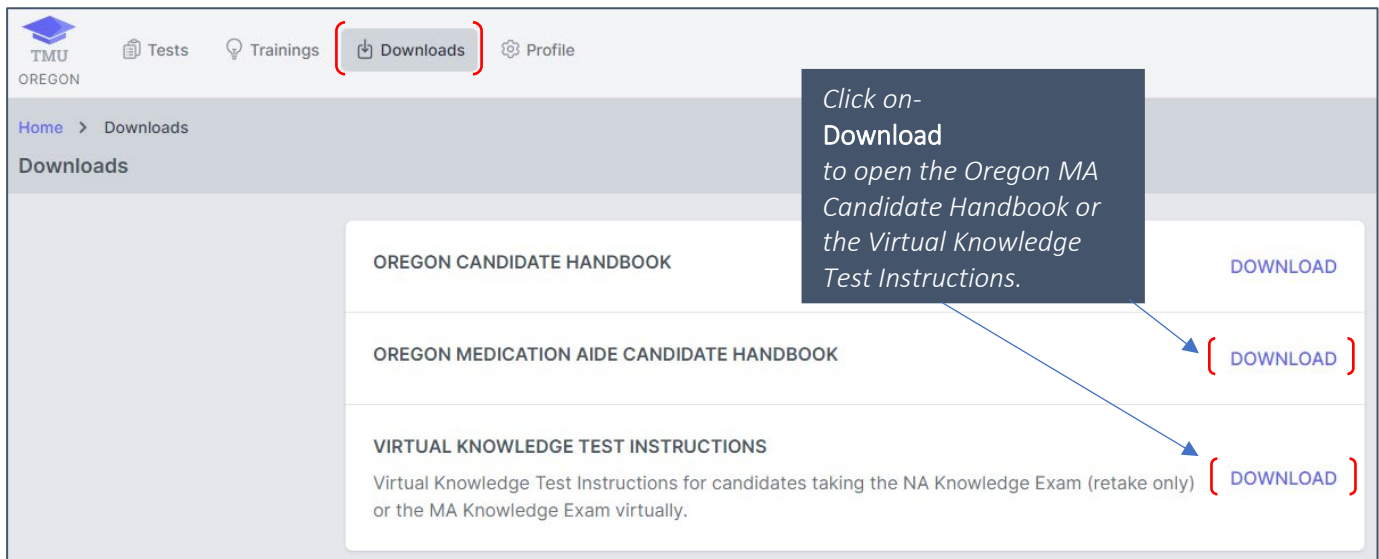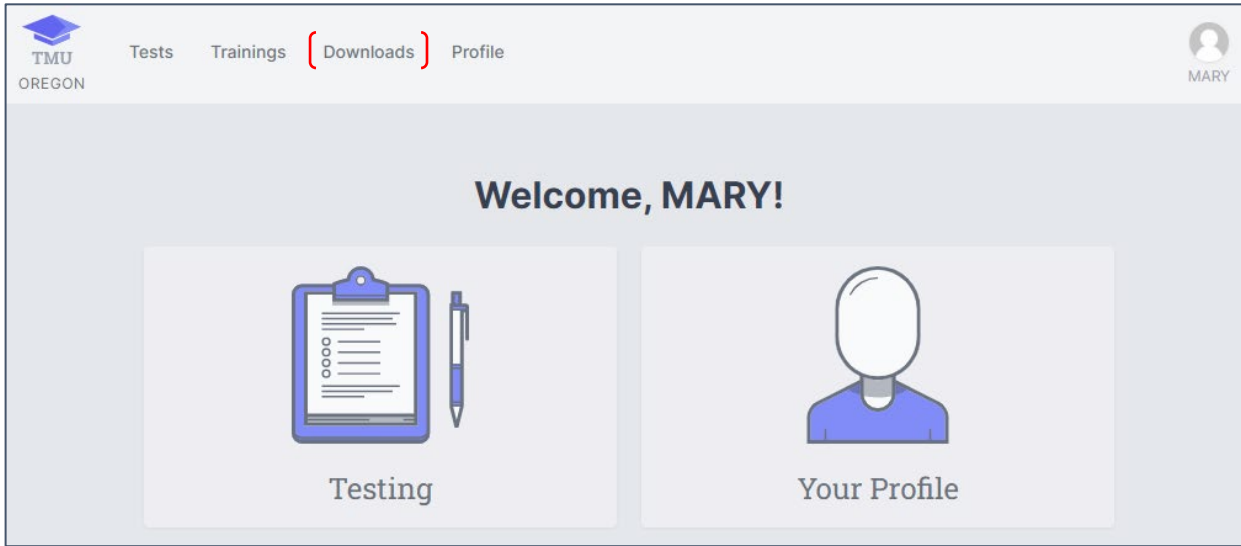
Security

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, your test will be scored as a failed attempt, you will forfeit any testing fees paid and a report of your behavior will be provided to OSBN. You will not be allowed to retest without OSBN approval.

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

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, etc.), your test will be stopped and scored as a failed attempt. You will

be dismissed from the testing room and will forfeit any testing fees paid. A report of your behavior will be provided to OSBN and you will not be allowed to retest without OSBN approval.

Reschedule and No Show Policies

Reschedule

If you must reschedule your exam date, please do so as soon as possible. You may reschedule an exam date up until three (3) business days, **excluding** Saturdays, Sundays and Holidays, before your scheduled exam date online at: or.tmuniverse.com. If you need assistance, please call Headmaster at (800)393-8664.

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

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

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

No Shows

If you are scheduled for your exam and do not show up without notifying Headmaster at least three (3) full business days prior to your scheduled testing event, **excluding** Saturdays, Sunday, and Holidays, OR if you are turned away for lack of proper identification or any other reason to deem you ineligible to test, you will be considered a **NO SHOW.** You will forfeit all fees paid and must submit a new testing fee to OSBN and be released to test to schedule yourself into a new test event.

These fees partially offset Headmaster costs incurred for services requested and resulting work that is performed. If you do not reschedule online before three (3) business days preceding a scheduled test event, a No Show status will exist.

No Show Exceptions

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

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

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

- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.

- **Death in the family**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a No Show. (Immediate family is parent, grand or great-grand parent, sibling, child, spouse or significant other.)

- **Virtual knowledge exam testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a No Show.
   - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
   - **Computer or cell phone issue:** If your computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Unforeseen Circumstances Policy

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

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

If Headmaster is unable to reach you via phone call or email with the information in your record (*see examples below) in the event of an unforeseen circumstance for a test event you are scheduled in to, you will be taken out of the test event and 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 Headmaster leaves you a message or emails you at the phone number or email in your record and:
   - you do not call us back in a timely manner,
   - your phone number is disconnected/mail box is full,
   - you do not check your messages in a timely manner,
   - you do not check your email or reply to our email in a timely manner,
   - your email is invalid or you are unable to access your email for any reason.

Inclement Weather Policy

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

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

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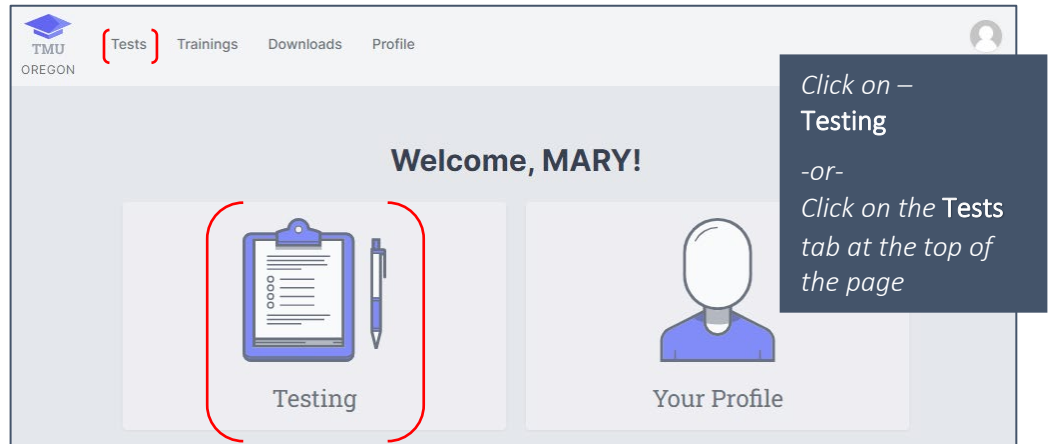
Candidate Feedback – Exit Survey

You will be able to access your test results in your TMU© record the day your test is officially scored after 7:00PM MST.   You will be provided a link to complete the exit survey when you access your test results. The survey is confidential and will not have any bearing on the outcome of any test. You are encouraged to complete the survey questions with honest feedback regarding the examination process to help improve the testing process.

Exam Results

After you have completed the Knowledge Exam, your test results will be officially scored and double checked by D&SDT-Headmaster scoring teams. You may securely access your results in your own record in TMU© at https://or.tmuniverse.com. Official test results are available to you after 7:00PM Mountain Standard time the day tests are scored.

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

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

Click on – **Details** to view your results.

Click on **Print Test Results** to print your results.

Click on **Please take our satisfaction survey** to complete the exit survey.

Sample MA exam results report:

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

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

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

Test Attempts

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

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

Retaking the Medication Aide Exam

In the event that your test results inform you that you failed the knowledge exam and when you want to apply for a retest, you will need to repay the appropriate non-refundable fees to OSBN through the OSBN nurse portal at:

OSBN Nurse Portal (boardsofnursing.org). Once your payment is processed by OSBN and they authorize (release) you to test, you will receive an email and then you can schedule a new exam date. Follow the instructions for 'Schedule/Reschedule a Test Event'.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. To request a review, you must submit 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). Requests may be sent via email oregon@hdmaster.com, fax (406)442-3357 or mail (post marked within 3 business days from official scoring of your test) P.O. Box 6609, Helena, MT 59604. Late requests will not be considered.

PLEASE READ BEFORE EMAILING YOUR TEST REVIEW REQUEST: Please call Headmaster at (800)393-8664 during regular business hours 6:00AM to 6:00PM (MST)/5:00AM to 5:00PM (PST), Monday through Friday, excluding Holidays, and discuss the test outcome you are questioning. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with Headmaster staff, you still have a concern, you may submit a Test Review Request.

One qualification for certification as a medication aide in Oregon is demonstration by examination of minimum medication aide knowledge. The outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, Headmaster will pay your re-test fee. Headmaster will review your detailed recollection, your knowledge test markings and re-check the scoring of your test and may contact you and/or the RN Test Observer for any additional recollection of your test. Headmaster cannot discuss test results or test reviews with the candidate's medication aide education program/instructor. After a candidate reaches the age of 18, Headmaster will only discuss test results or test reviews with the candidate. 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.

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 Oregon State Board of Nursing.

The Knowledge Exam

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

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

Electronic TMU© testing using Internet connected computers is utilized at all sites in Oregon. Your exam will be displayed on a computer screen for you to read and key in your answers.

The knowledge test is in English. No other language is approved by OSBN for examination. Language translation dictionaries, devices or non-approved language translators in any format are not allowed.

All test materials must be left in the testing room. Anyone who takes or tries to take materials, notes or information from the testing room is subject to prosecution and will be reported to the Oregon State Board of Nursing.

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

- It is highly recommended that you sign in to your record and verify your demographic information. If your demographic information is not correct, please notify your medication aide education program.

  - If you do not know your Email or Username and Password, enter your email address and click on "Forgot Your Password?" You will be asked to re-enter your email and a 'reset password link' will be sent to your email (see instructions under 'Forgot your Password and Recover your Account'). If you are unable to sign in for any reason, contact D&SDT-Headmaster at (800)393-8664.

- **You must notify OSBN any time you have a name or address change.**

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

Virtual Knowledge Exam Option

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

Virtual Knowledge Exam Candidate Requirements

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

Scheduling a Virtual Knowledge Exam

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

See screenshots showing an example of what a notification regarding your virtual knowledge exam will entail:
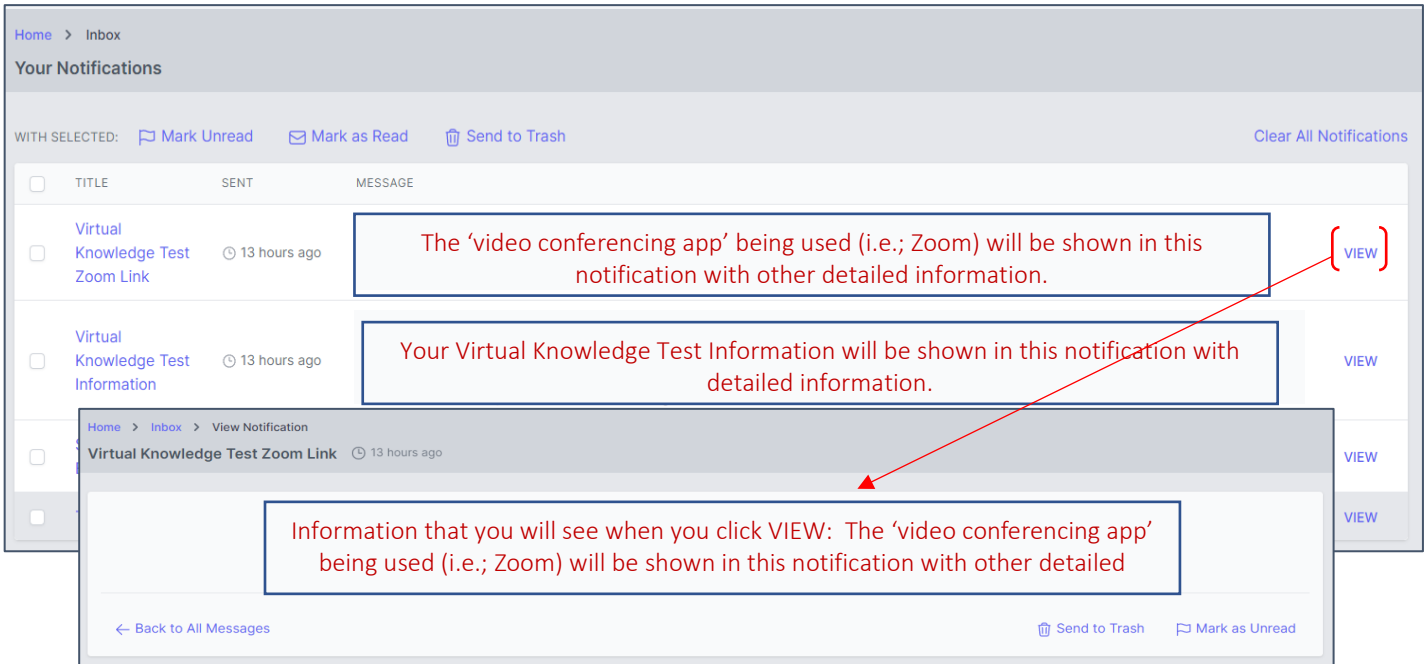
Virtual Knowledge Exam Sign-In

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

- You will need to show your two forms of mandatory identification to the test proctor at sign in before starting your virtual knowledge exam. Please see the 'Identification' section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.

Virtual Knowledge Exam Policies

All 'Testing Policies' and 'Security' measures are adhered to during the virtual knowledge exam. Please refer to those sections for information.
- The 'video conferencing app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'video conferencing app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the test proctor and your test scored as a failed attempt.
- Please see virtual knowledge test issues information under the 'No Show Exceptions' section.
- The knowledge test is in English. No other language is approved by OSBN for examination. Translation dictionaries, devices or non-approved language translators of any type are not allowed during virtual testing.

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

Knowledge Exam Content

The Knowledge Exam consists of sixty (60) multiple-choice questions. Questions are selected from subject areas based on the Oregon State Board of Nursing (OSBN) approved Oregon test plan and include questions from all the required categories as defined in OBRA regulations. The subject areas and number of questions from each subject area are as follows:

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

Knowledge Exam Vocabulary List

abbreviations	cholesterol	inhaler
administration	classification	interactions
adverse effect	CMA eligibility	laxative
allergic reactions	conduct unbecoming	liquid medication
analgesic	continuing education	medication administration
anaphylactic	contraindication	medication effects
antacid	controlled substances	medication error
anti-coagulants	depression	medication order
anti-emetic	diabetes	nebulizer
anti-hypertensives	diuretic	nose drops
antibiotic	dizziness	ophthalmic
anticonvulsants	documentation	oral medication
antipruritic	dosage	osteoporosis
antitussive	ear drops	OTC
apical pulse	enteric	otic
aspirin	extrapyramidal	penicillin
authorized duties	gastrostomy tube	pharmacy label
blood pressure	hs	prescribed
bronchodilator	hyperglycemia	prescriptions
calculation	hypoglycemia	rectal medication
cardiac medication	infection control	refuse medication

renewal	six rights	tetracycline
respiratory medications	skin	topical
role and responsibility	sublingual	trade name
route	suppository	transdermal patch
safety	suspension	types of orders
seizures	symptoms	valid prescriptions
side effects	terminology	

Notes: