



D&S Diversified Technologies LLP

Headmaster LLP

Arkansas

Medication Assistant-Certified (MA-C)

Candidate Handbook

EFFECTIVE: May 1, 2023

Version 6

Effective May 1, 2023

Virtual Knowledge Exam Testing information added.
(Pages 20-21)

Arkansas Medication Assistant-Certified Candidate Handbook

Contact Information

Questions regarding: testing process • test scheduling • eligibility to test		(888) 401-0462
Questions regarding: obtaining information on official regulations and guidelines for medication assistants • medication assistant certification • renewals • Registry		(501) 686-2700
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Arkansas State Board of Nursing (ASBN) 1123 S. University – Suite 800 Little Rock, AR 72204 Web Site: https://www.healthy.arkansas.gov/programs-services/topics/asbn-medication-assistants-certified	Monday through Friday 8:00AM – 5:00PM Central Standard Time (CST)	Phone #: (501) 686-2700
Registry and TestMaster Universe-TMU®	Arkansas TMU® Webpage: https://ar.tmuniverse.com	D&SDT- HEADMASTER Website: www.hdmaster.com

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Arkansas Medication Assistant-Certified 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 during regular business hours, 7:00AM to 7:00PM Central Standard time (CST), Monday through Friday, excluding Holidays, 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](#). Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: arkansas@hdmaster.com, in order to be reviewed for an accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

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.

The Arkansas Medication Assistant-Certified 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.

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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 will be entered in D&SDT-HEADMASTER’s TestMaster Universe (TMU©) software.

IMPORTANT: Before you can test, you must sign in to TMU© using your secure Email or Username and Password and complete/verify your demographic information.

- It is highly recommended that when you receive your confirmation email from TMU© (check your junk/spam mail) that your record has been created, that you sign in to your record, update your password and complete/verify 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, make sure you check your junk/spam mail for this 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 on the next page:

Arkansas Medication Assistant-Certified Candidate Handbook

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:**

We're Sorry, Your Account Still Needs Some Info

Enter the below information to finish setting up your account.

FIRST *

MIDDLE

LAST *

SUFFIX

Cynthia

Sample

SOCIAL SECURITY # *

BIRTHDATE *

PHONE *

Encrypted for your safety

ADDRESS *

123 Happy Lane

CITY *

STATE

ZIPCODE *

Gentry

AR

DISCLAIMER

 By completing your account you consent to your name and certification status being publicly listed on the Arkansas registry

Finish Account Setup

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



[Tests](#)
[Trainings](#)
[Employment](#)
[Billing](#)
[Downloads](#)
[Profile](#)




13
Jessica

 Thanks, your account has now been setup. ✕

Welcome, Jessica!



Testing



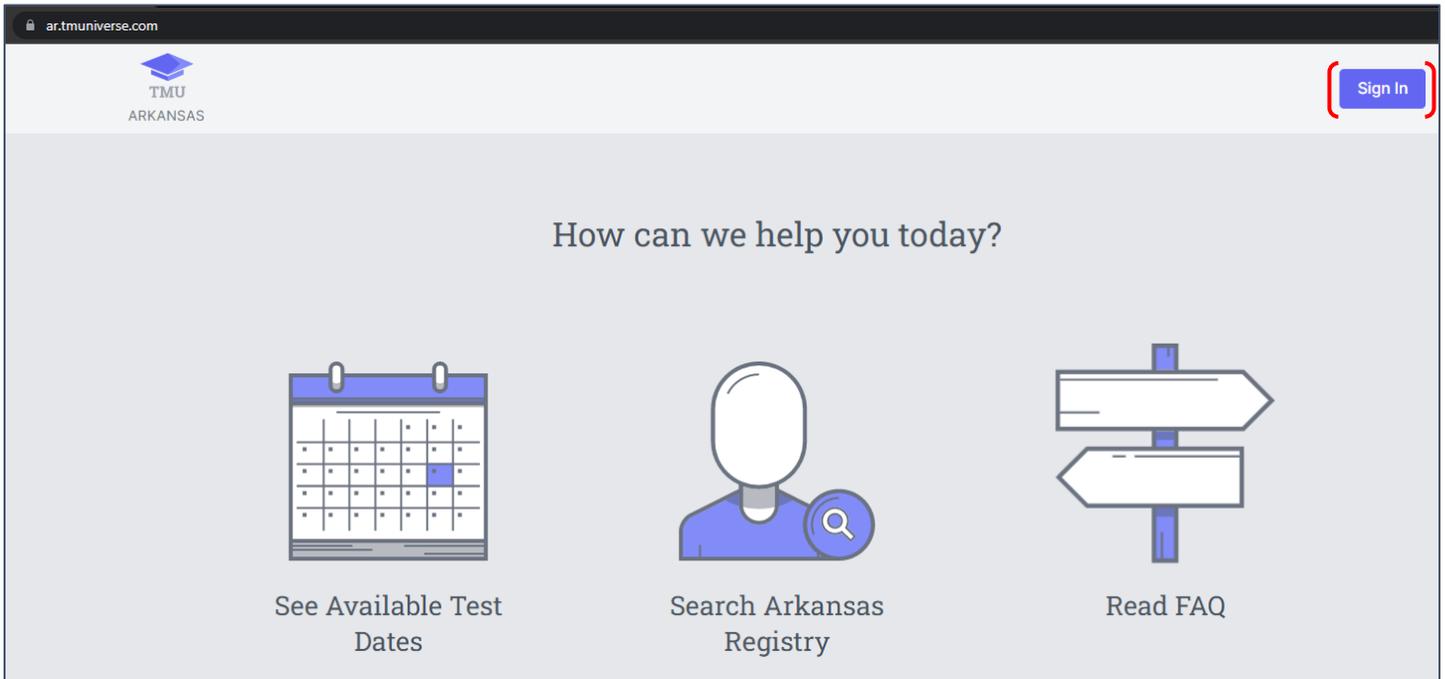
Your Profile

Your Certifications

NAME	SOURCE	LICENSE	CERTIFIED	EXPIRES

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This is the Arkansas TMU© home page:



ar.tmuniverse.com

TMU
ARKANSAS

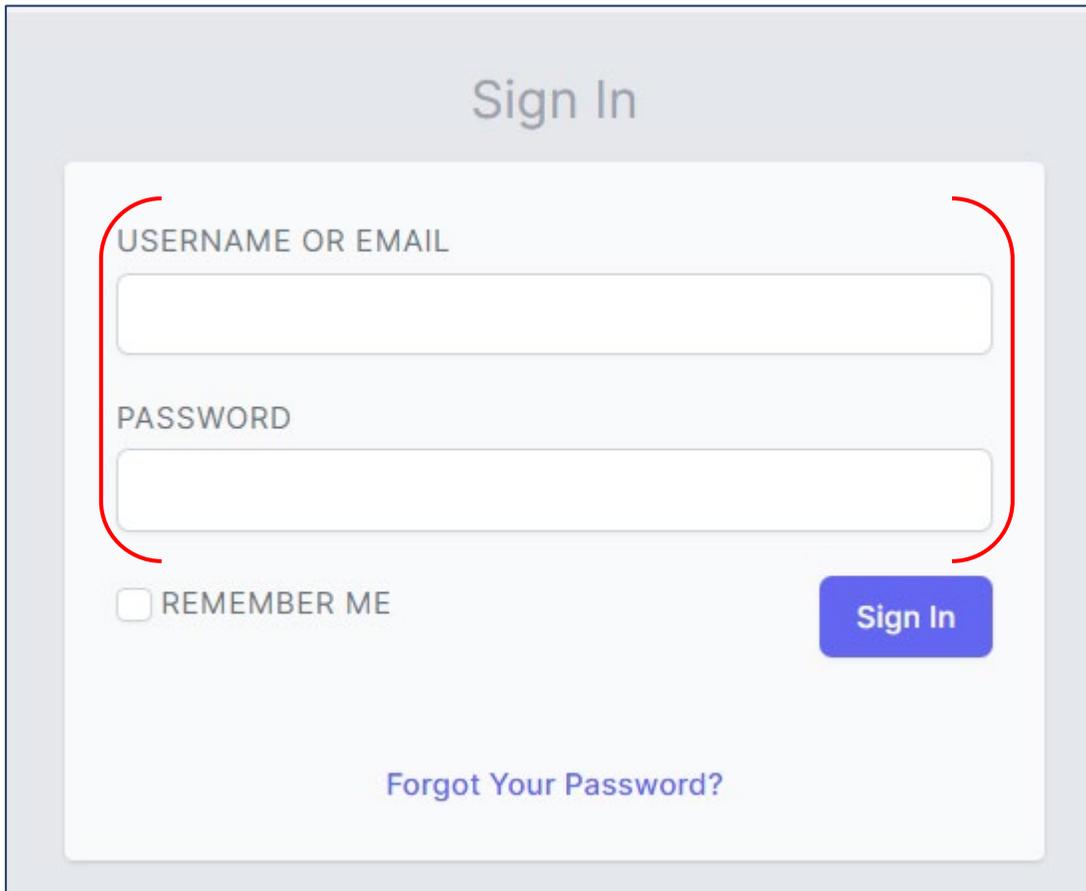
Sign In

How can we help you today?

See Available Test Dates

Search Arkansas Registry

Read FAQ



Sign In

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

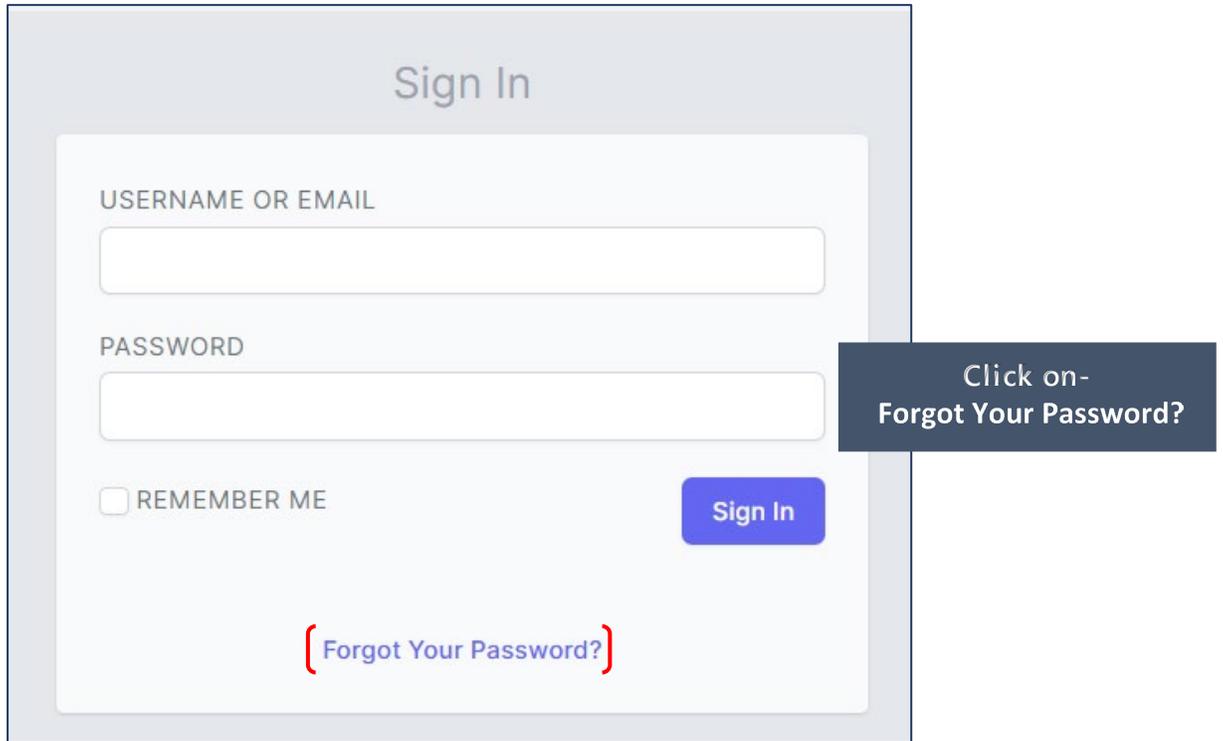
Sign In

Forgot Your Password?

Arkansas Medication Assistant-Certified Candidate Handbook

Forgot your Password and Recover your Account

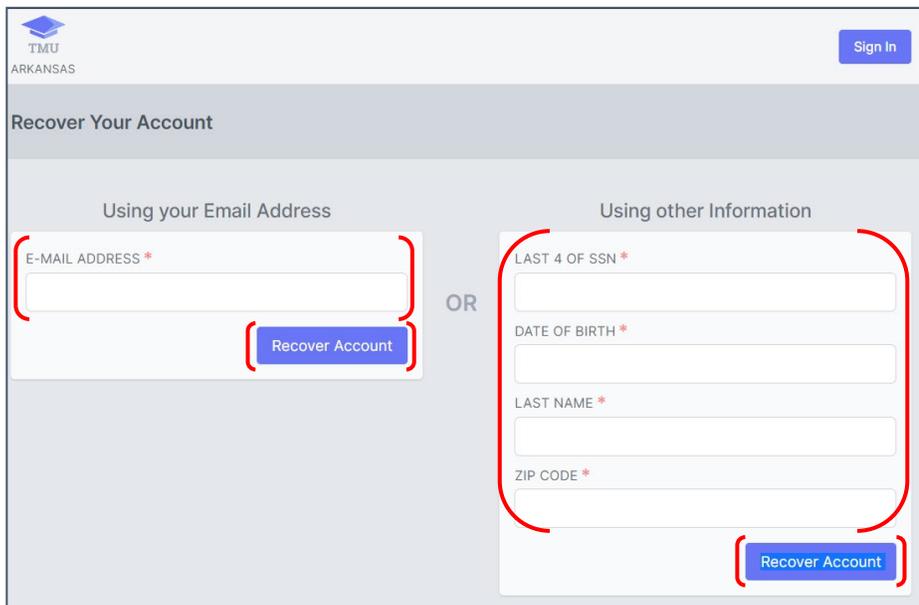
If you do not remember your password, follow these instructions (see screenshots below) to reset your password and recover your account.



The screenshot shows a 'Sign In' form with the following elements:

- Sign In** (Title)
- USERNAME OR EMAIL** (Text label above a text input field)
- PASSWORD** (Text label above a text input field)
- REMEMBER ME** (Checkbox and label)
- Sign In** (Blue button)
- Forgot Your Password?** (Red text link at the bottom center, circled in red)

A dark blue callout box on the right side of the form contains the text: **Click on - Forgot Your Password?**



The screenshot shows the 'Recover Your Account' page with two recovery options:

- Using your Email Address:** Includes an 'E-MAIL ADDRESS *' input field and a 'Recover Account' button. Both are circled in red.
- OR** (Text separator)
- Using other Information:** Includes input fields for 'LAST 4 OF SSN *', 'DATE OF BIRTH *', 'LAST NAME *', and 'ZIP CODE *'. A 'Recover Account' button is at the bottom. The entire section is circled in red.

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

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TMU ARKANSAS Sign In

Recover Your Account

We have e-mailed your password reset link! Please allow a few minutes for the email to be delivered.

Using your Email Address

E-MAIL ADDRESS *

OR

Using other Information

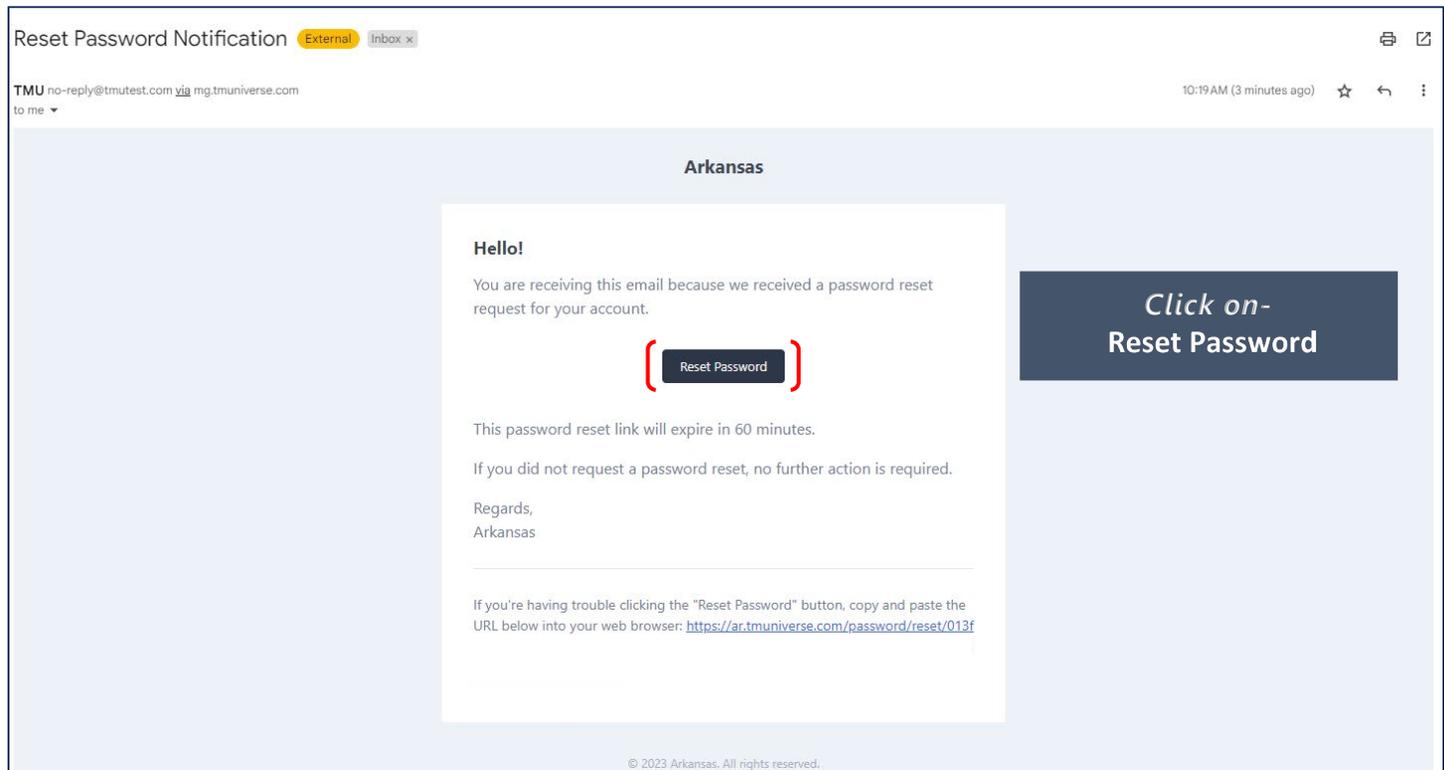
LAST 4 OF SSN *

DATE OF BIRTH *

LAST NAME *

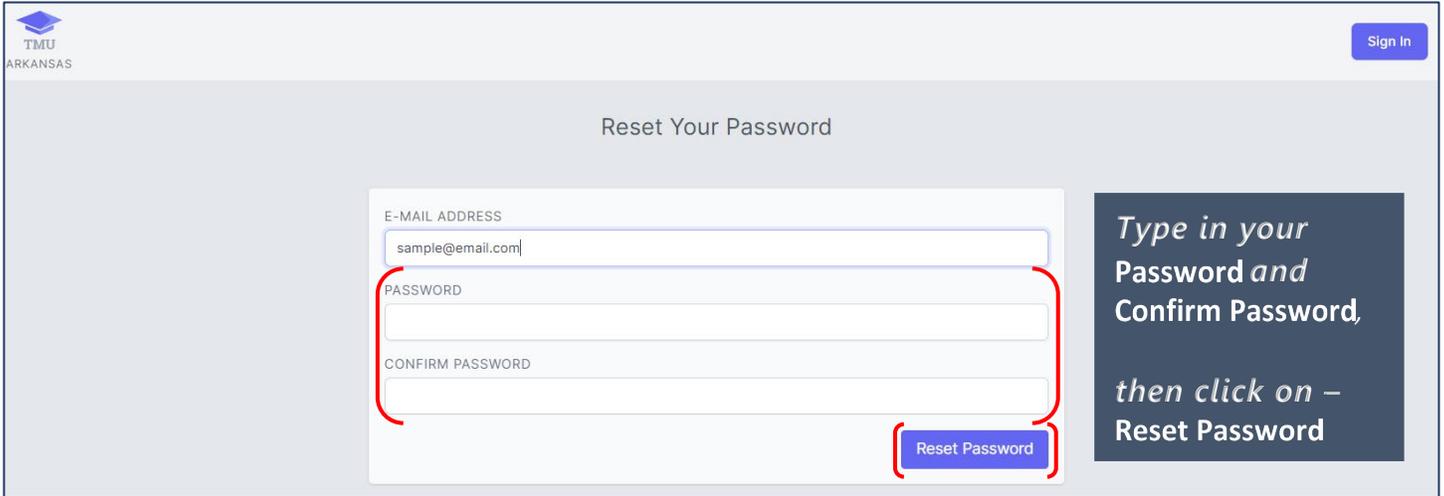
ZIP CODE *

Email you will receive (check your junk/spam folder):

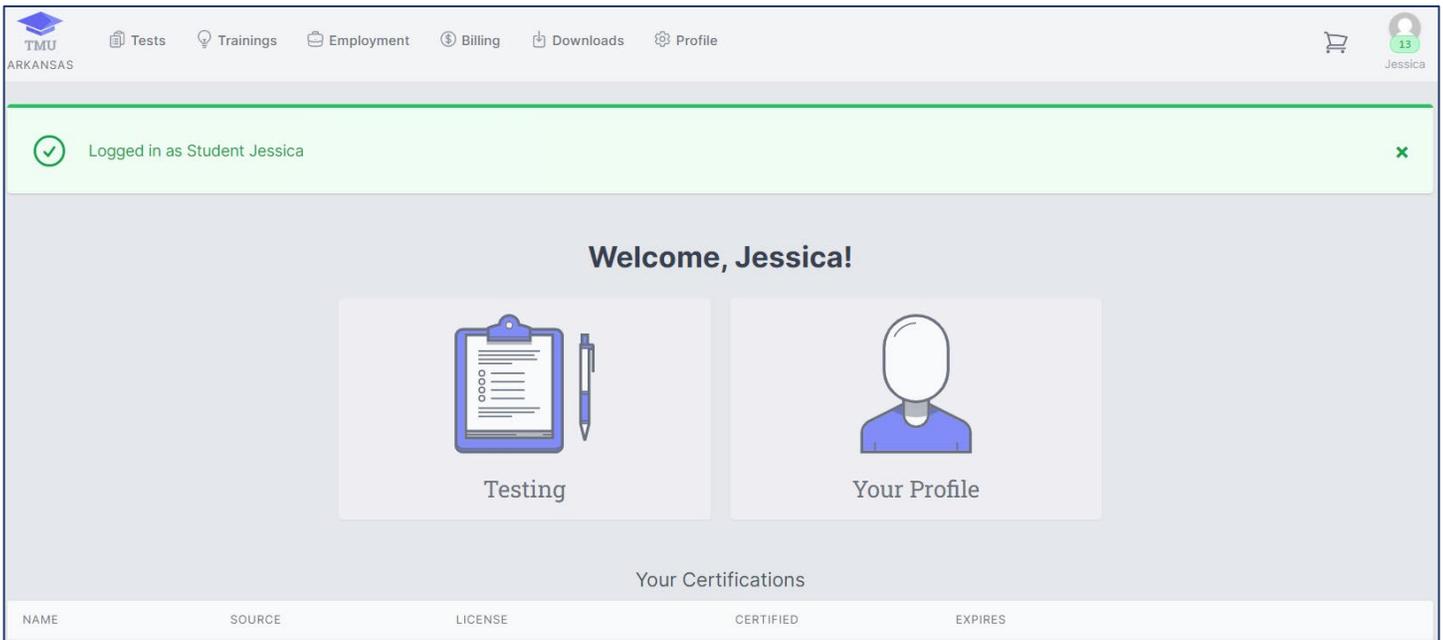


Note: If you do not reset your password right away, the link does expire in 60 minutes and after that time, you will need to request a new link.

Arkansas Medication Assistant-Certified Candidate Handbook



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



NAME	SOURCE	LICENSE	CERTIFIED	EXPIRES
------	--------	---------	-----------	---------

Scheduling a Medication Assistant-Certified (MA-C) Exam

Once you have completed your program and your instructor has entered your training record in the D&SDT-HEADMASTER TestMaster Universe© (TMU©) database and your testing fee has been paid (see instructions under **'Self-Pay of Testing Fees'**), 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 **'Scheduling/Rescheduling 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.

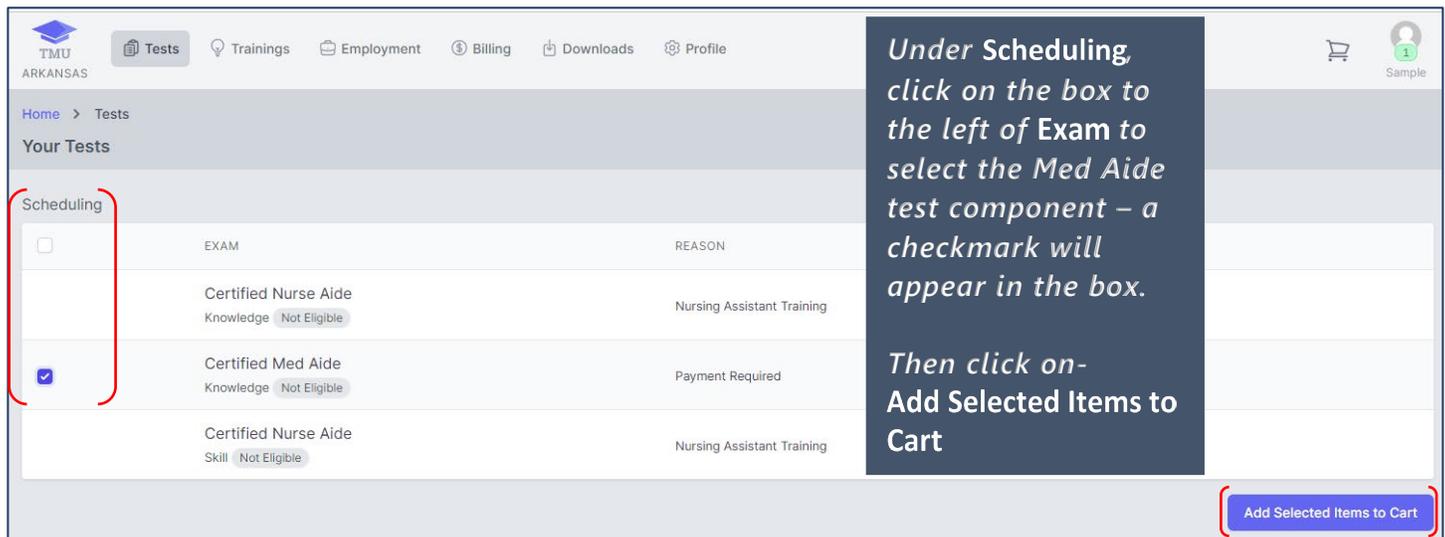
Arkansas Medication Assistant-Certified Candidate Handbook

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.

SELF-PAY OF TESTING FEES IN TMU©

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, text message or notification 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.



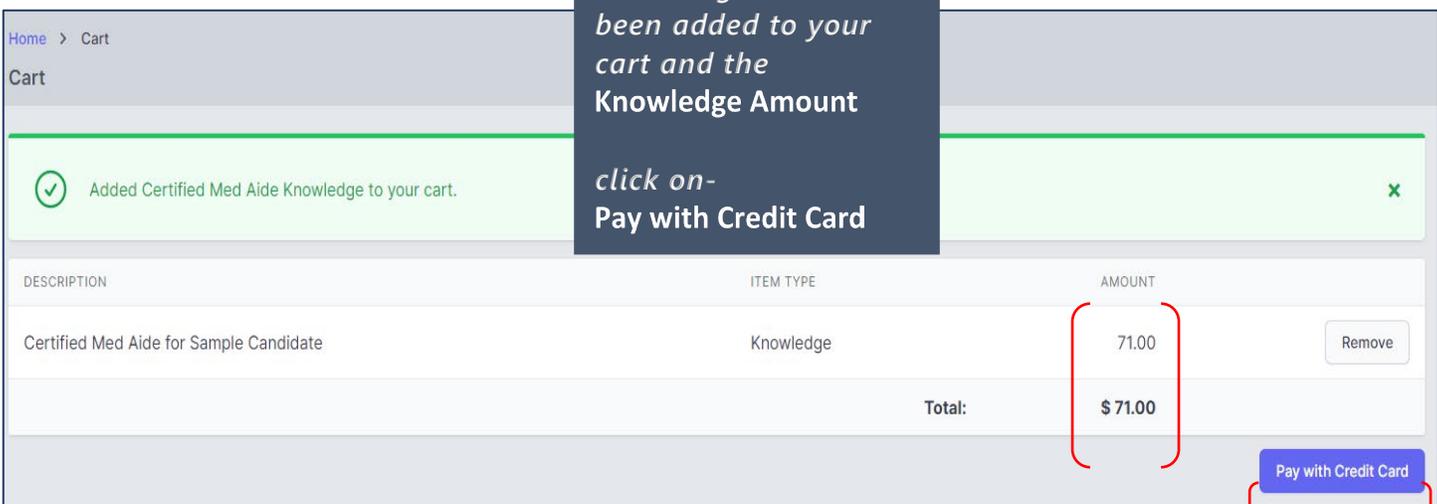
Under Scheduling, click on the box to the left of Exam to select the Med Aide test component – a checkmark will appear in the box. Then click on- Add Selected Items to Cart

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

Add Selected Items to Cart

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



Added Certified Med Aide Knowledge to your cart.

DESCRIPTION	ITEM TYPE	AMOUNT
Certified Med Aide for Sample Candidate	Knowledge	71.00
Total:		\$71.00

Pay with Credit Card

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Home > Prepay
Prepay to Schedule

What You're Paying For	
DESCRIPTION	COST
Certified Med Aide for Sample Candidate	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.

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.**

This is the Arkansas TMU© home page after you have signed in:



Tests
Trainings
Employment
Billing
Downloads
Profile



13

Jessica

✓ Logged in as Student Jessica
✕

Welcome, Jessica!



Testing



Your Profile

Your Certifications

NAME	SOURCE	LICENSE	CERTIFIED	EXPIRES

Click on – Testing

-or-

Click on the Tests tab at the top of the page.

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SCHEDULING/RESCHEDULING INTO A TEST EVENT

After testing fees are paid (see instructions under **'Self-Pay of Testing Fees'**), 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.

Scheduling	
EXAM	REASON
Certified Nurse Aide Knowledge Not Eligible	Current Certification
Certified Med Aide Knowledge Eligible	
Certified Nurse Aide Skill Not Eligible	Current Certification

*To select a test site and test date, click on – **Schedule** to the right of the test date you want to schedule into.*


Tests Trainings Employment Billing Downloads Profile

1 Sample

Home > Tests > Find Event

Find Event ARKANSAS MA-C

TEST DATE	TEST SITE	SCHEDULING FOR
05/17/2023 10:00 AM CDT	VIRTUAL KNOWLEDGE TESTING (TS) VIRTUAL, AR	K Certified Med Aide Schedule

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

ar.tmuniverse.com says

Schedule into this Event on 05/17/2023 for Certified Med Aide Knowledge . Are you sure?

OK

Cancel

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

Arkansas Medication Assistant-Certified Candidate Handbook

Home > Tests

Your Tests

✔ Student Candidate, Sample scheduled into Knowledge for Certified Med Aide.

Scheduling

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

Testing History

TEST DATE	EXAM	TEST SITE	STATUS
05/17/2023 10:00 AM CDT	Certified Med Aide Knowledge	VIRTUAL KNOWLEDGE TESTING (TS) VIRTUAL, 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.

Sample Test Confirmation Letter for a candidate scheduled into a 'Virtual Knowledge Exam' Event:

It is important that you read this letter! Failure to do so could result in you not being allowed to test, being a No Show and forfeiting all testing fees paid.

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

Click on- Print to print your confirmation letter.

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

Test Confirmation Letter

Scheduled Test Confirmation - Arkansas Certified Med Aide

Get Map
Print Page

Test Date:	05/17/2023
Test Time:	10:00 AM CDT
Test Exam:	Knowledge - Certified Med Aide
Test Site:	VIRTUAL KNOWLEDGE TESTING (TS) NO PHYSICAL ADDRESS - ALL TESTING WILL BE CONDUCTED FROM THE CANDIDATE'S LOCATION USING THEIR PERSONAL COMPUTER AND CELL PHONE VIRTUAL, AR 00000

Sample Candidate
2222 Happy Place
Gentry, AR 44444

- TESTING BEGINS AT 10:00 AM CDT ON 05/17/2023. ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN
- If you are unable to access your account, go to <https://at.tmuniverse.com>, click on 'Forgot Password', enter your Email then click on 'Send Reset Password Link'and following the directions. If you need further assistance, please call D&SDT-Headmaster at 1.888.401.0465.

Refer to the **Nurse Aide (or the Medication Assistant-Certified if you are a MA-C candidate) Competency Exam** section of the **Arkansas Candidate Handbook (or Arkansas Medication Assistant-Certified MA-C Candidate Handbook if you are a MA-C candidate)** regarding requirements for testing and what to expect on your test day. Failure to do so may result in your 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 Assistant-Certified (MA-C) Candidate Handbook**

Driving Directions
You have signed up for a virtual knowledge test. This test will be taken using your own personal computer/laptop/phone, internet access and Google Chrome browser. It is highly recommended that you have both devices plugged in during the duration of the knowledge test. Please see the candidate handbook in the documents section of your TMU for official requirements, procedures, and policies regarding Virtual Knowledge Testing.

Here's a TIP to ensure you have a successful Virtual Testing Experience:

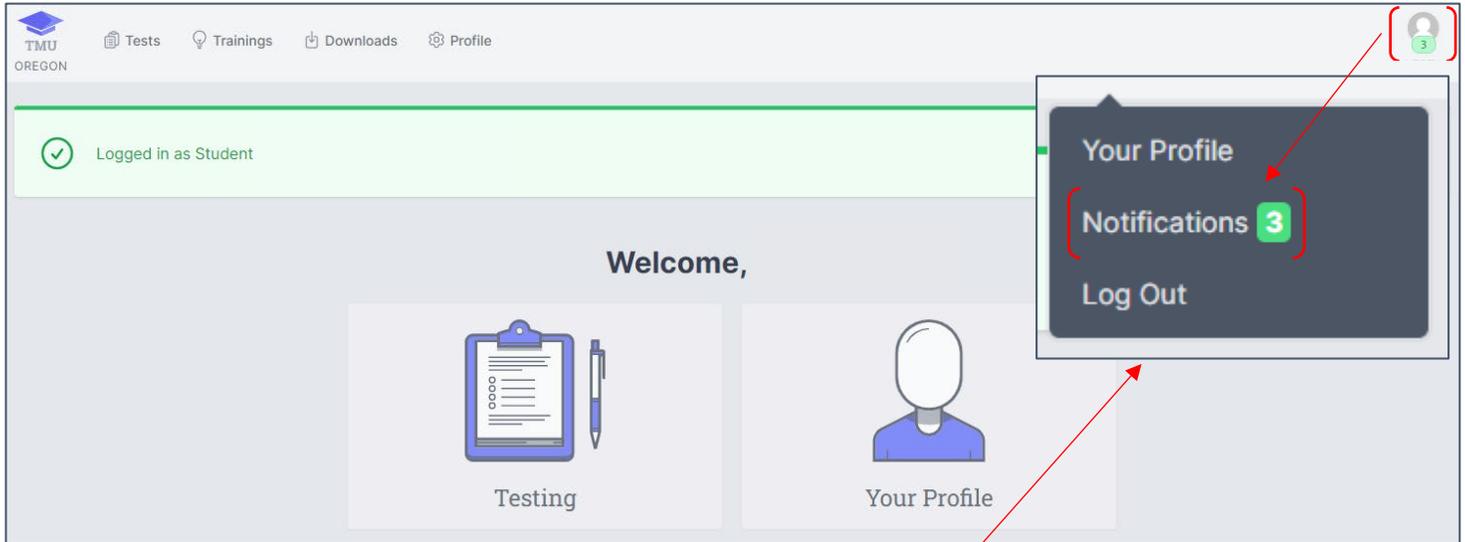
Make sure you download the Zoom App on your Smartphone and test it prior to your testing day.

If you need our help, give Headmaster a call at 1-888-401-0462. It would be helpful if you take some screenshots of your technical difficulties so that we can assist you prior to your testing day.

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Checking/Viewing your Notifications

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

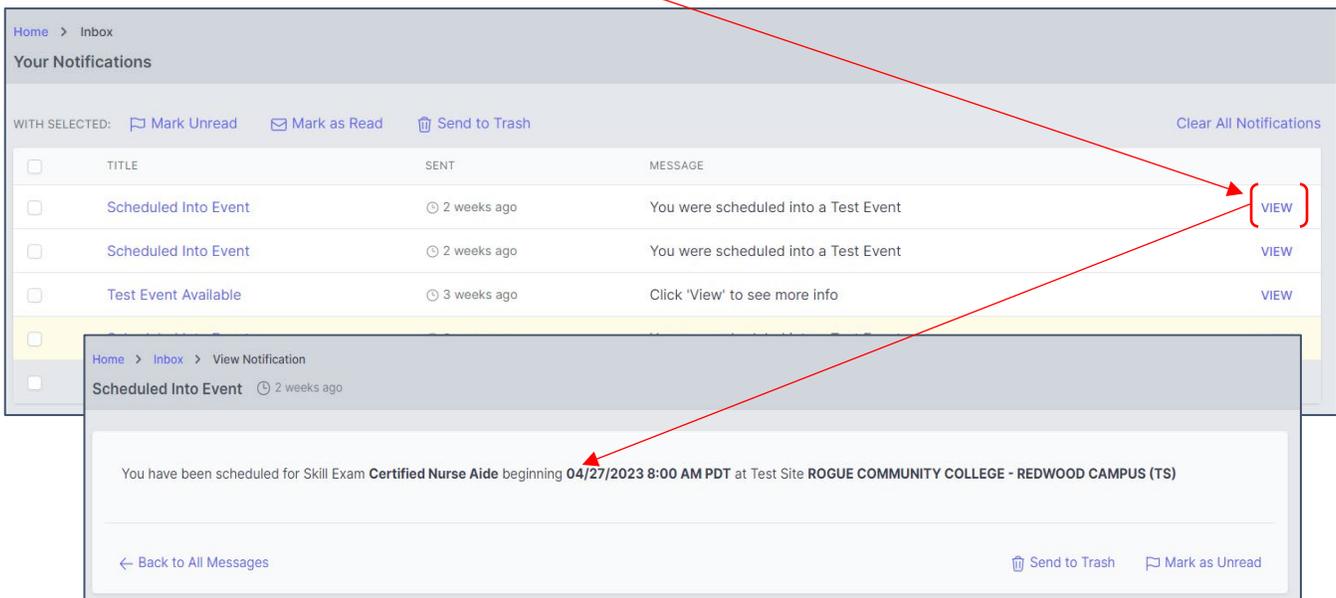


When you have ‘notifications’ they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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

Click on-
Notifications to view all of your notifications.

Click on-
VIEW to open each of your notifications.



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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.

- Testing **begins** promptly at the start time noted.
- You need to make sure you are at the event ***at least 20 minutes prior*** to the start time to allow time to get signed in with the RN Test Observer.
 - *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**.

Note: 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, fitness monitors or Bluetooth-connected devices are allowed.

Identification

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

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Examples of the forms of US government issued, signed, non-expired photo ID's that are acceptable are:

- 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: A Foreign Passport with a US VISA is acceptable.
- Alien Registration Card (*that meets all identification criteria – may contain a fingerprint in place of a signature*)
- 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*)

Identification Criteria = United States (US) government issued, signed (Alien Registration Card may contain a fingerprint in place of a signature), unexpired photo bearing form of identification.

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.

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 card match your current name of record in TMU©.
- 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.
- A school ID **is not** an acceptable form of ID.
In the cases where names do not match or your ID is 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 Test

Test instructions for the knowledge test will be provided in the waiting area when you sign-in for your test. PDF versions are also available anytime from your smart phone via the knowledge test a instruction links on the D&SDT-HEADMASTER Arkansas MA-C webpage, www.hdmaster.com under the Candidate column.

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 (on-site events) or signing in to a virtual test event. 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 an on-site test event and available on the [Arkansas Medication Assistant-](#)

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[Certified \(MA-C\) website](#). The Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room.

If you are taking your knowledge test virtually, the Virtual Knowledge Test Instructions can be found on the Arkansas webpage, www.hdmaster.com.

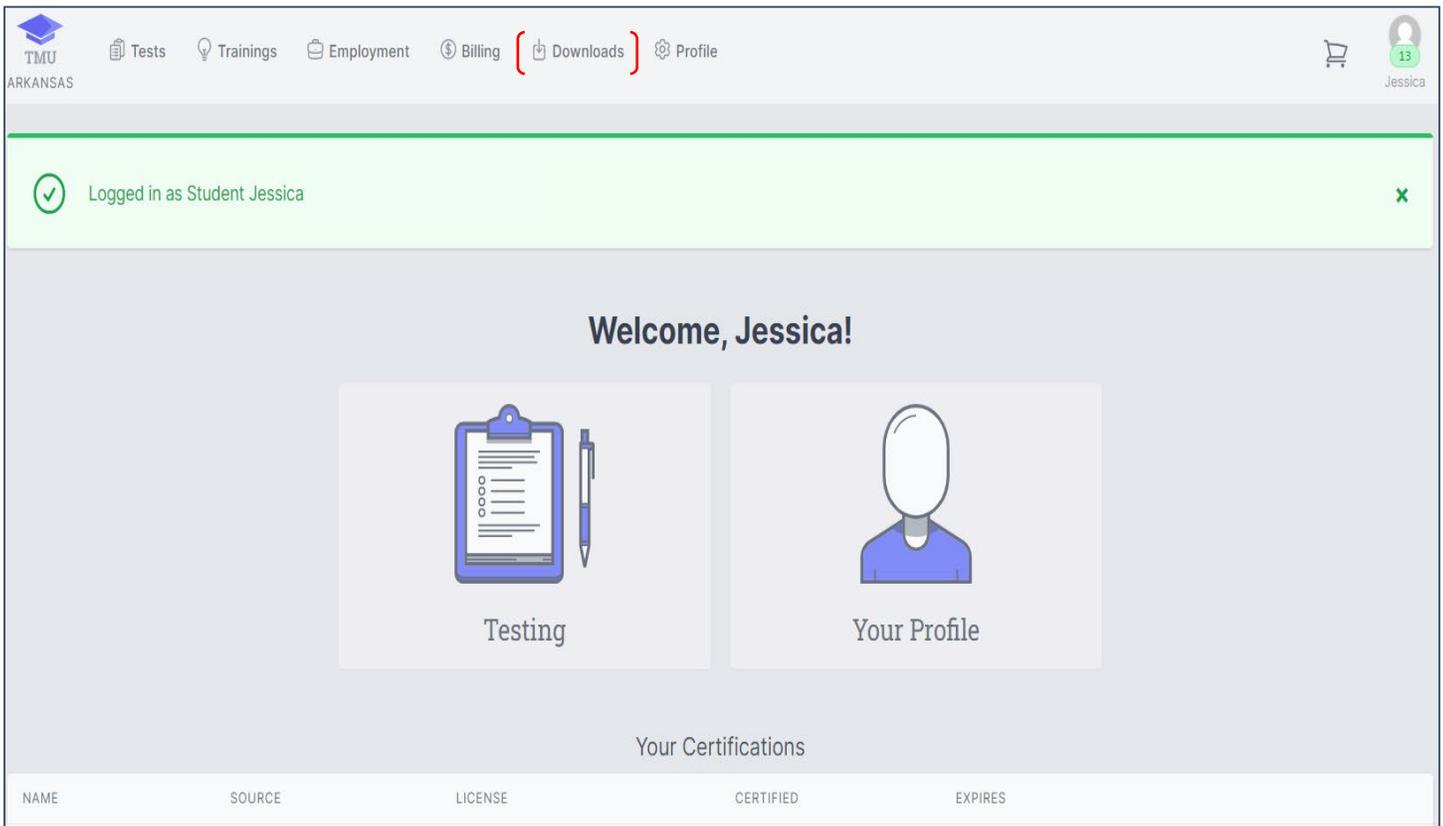
Testing Policies

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.)*
- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the 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 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 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*.
- **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 you are to collect these items when you complete your test(s).
- **ELECTRONIC DEVICES:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices 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 electronic devices and you are to collect these items when you complete your test(s).
 - 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 taking the knowledge exam virtually, please refer to the Virtual Knowledge Exam Option section of this handbook.*
- 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 attempt, 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 and non-approved language translators 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.

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- 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 be scored as a failed attempt 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.**
- The Candidate Handbook can also be accessed within your TMU© record under your 'Downloads' tab.



TMU ARKANSAS

Tests Trainings Employment Billing Downloads Profile

Logged in as Student Jessica

Welcome, Jessica!



Testing

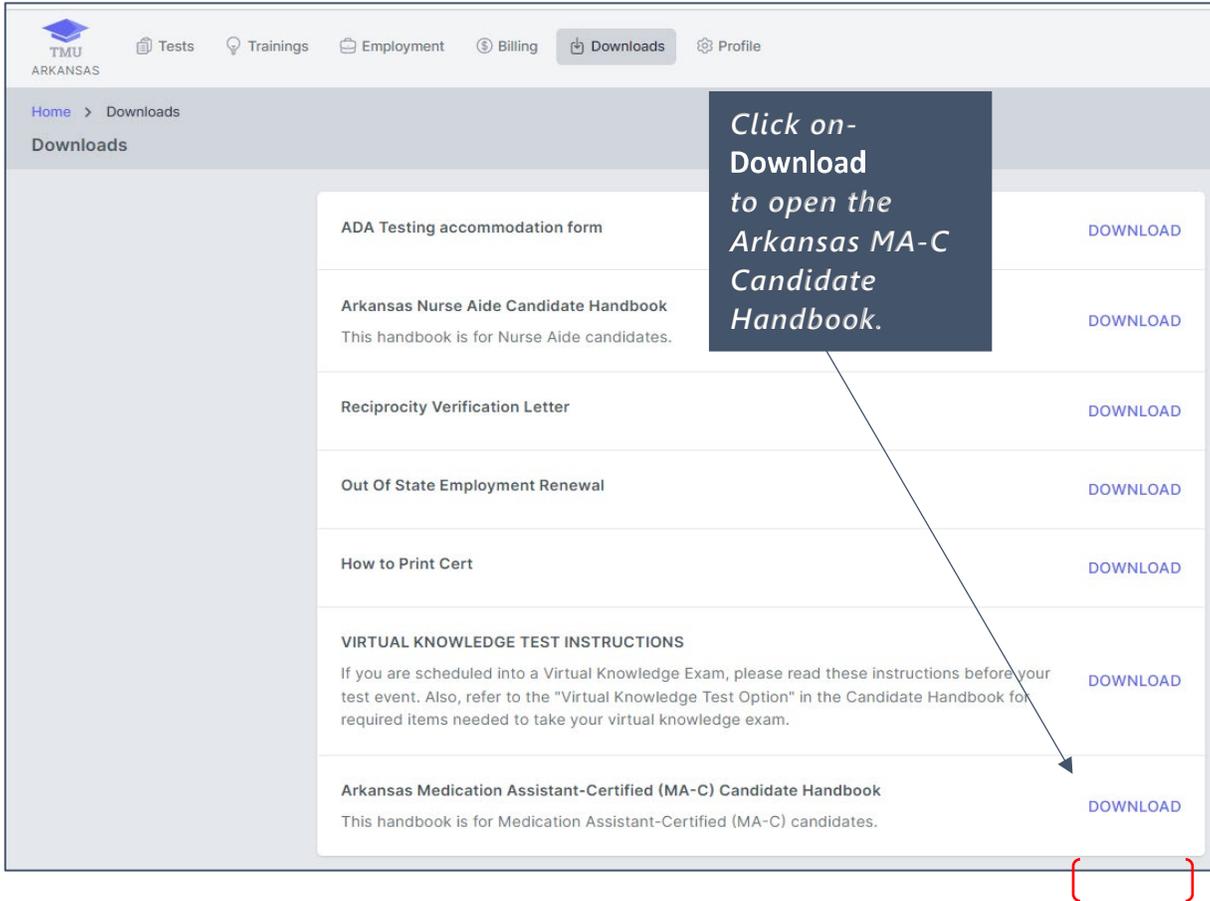


Your Profile

Your Certifications

NAME	SOURCE	LICENSE	CERTIFIED	EXPIRES
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Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, 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 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 ASBN 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 need to obtain permission from 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, Bluetooth-connected devices or navigating to other browsers/sites during the electronic exam, etc.), your test will be stopped, you will be dismissed from the test event and your test will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and ASBN and you may need to obtain permission from AZBN in order to be eligible to test again.

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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 ‘Scheduling/Rescheduling 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

Note: Reschedules will not be granted less than one (1) 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.

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.

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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.

Unforeseen Circumstances Policy

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

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

If D&SDT- HEADMASTER is unable to reach you via phone call or email with the information in your 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 D&SDT- HEADMASTER will not reschedule you until we hear back from you.

NOTE: The **examples* listed below are your responsibility to check and/or keep updated.

- If D&SDT-HEADMASTER leaves you a message or emails you at the phone number or email in your 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

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.**

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:

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- 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*.

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.

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 parent, grand and great-grand parent, sibling, children, spouse or significant other.)

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- **Virtual 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 computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

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.

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.

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.)

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Testing History

TEST DATE	EXAM	TEST SITE	STATUS
04/25/2023 4:30 PM CDT	Certified Med Aide Knowledge	VIRTUAL KNOWLEDGE TESTING (TS) VIRTUAL, AR	Failed

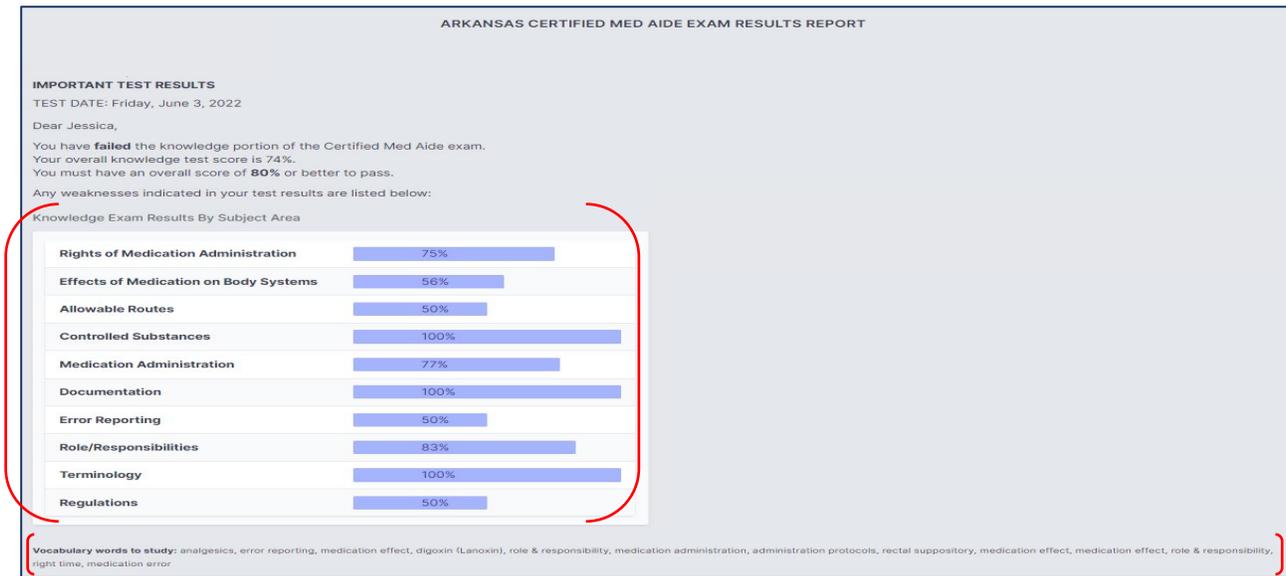
Details
Print Test Results

Click on – Details to view your results.
Click on Print Test Results to print your results.
Click on Please take our satisfaction survey to complete the exit survey.

A knowledge exam test results example is on the next page.

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Knowledge Exam Test Results Example:



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.

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 (before you get to the Arkansas MA-C webpage). Submit the Test Review Fee of \$25 (credit/debit card – MasterCard or Visa only) and

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a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the PDF fillable Test Review Request and Payment Form 1403 **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-HEADMASTER at (888)401-0462 and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-HEADMASTER staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

Since one qualification for certification as an Arkansas Medication Assistant is demonstration by examination of minimum medication assistant knowledge, the likely outcome of your review will 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, your knowledge test markings in addition to reviewing notations recorded by the RN Test Observer at the time of your test. D&SDT-HEADMASTER will re-check the scoring of your test and may contact you and/or the RN Test Observer for any additional recollection of your test. D&SDT-HEADMASTER will not review test results or disputes with instructors/programs. After a candidate reaches the age of 18, D&SDT-HEADMASTER will only discuss test results or test disputes with the candidate. D&SDT-HEADMASTER will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 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 Arkansas State Board of Nursing (ASBN).

The Knowledge Exam

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, language translation devices or non-approved language translators 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.

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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 'facetime app' (example; Zoom, etc.) that you will need to have downloaded.
 - You will be provided information of the 'facetime 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.

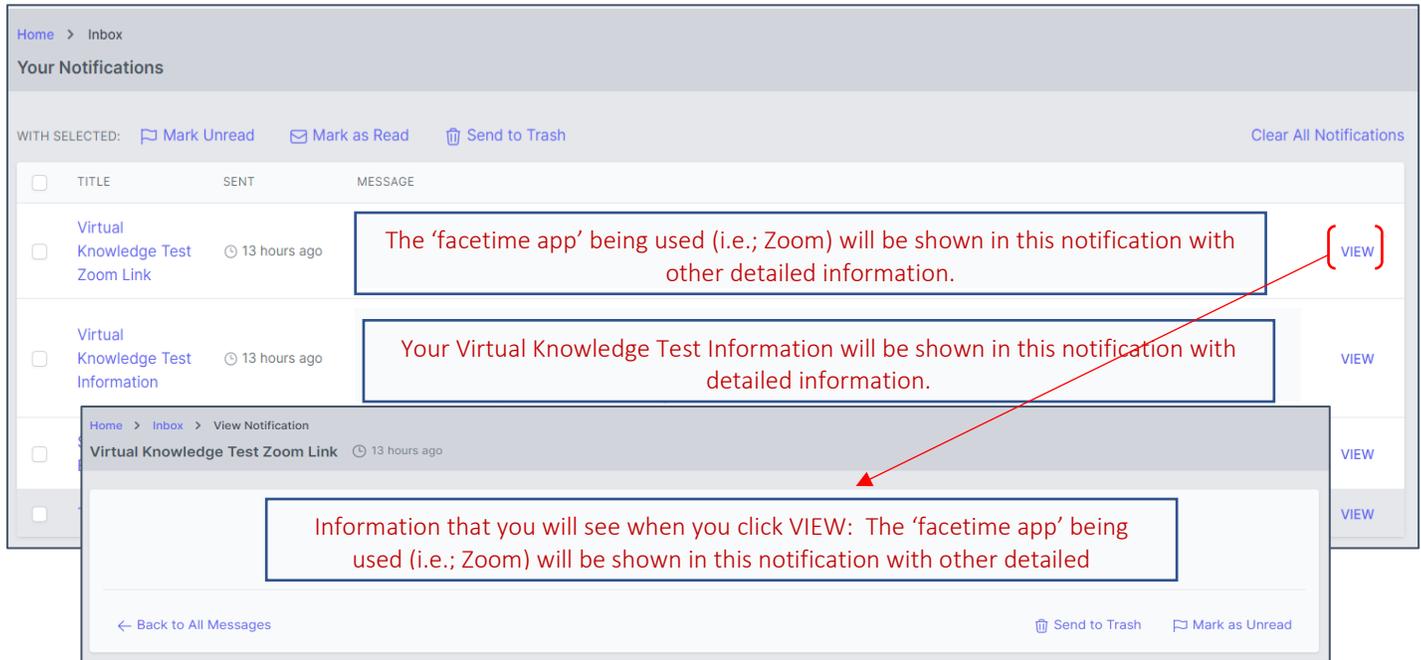
SCHEDULING A VIRTUAL KNOWLEDGE EXAM

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 'facetime 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 that follow on the next page:

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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 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 'facetime app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'facetime 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.
- 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 7:00AM to 7:00PM (CST), Monday through Friday, excluding Holidays at (888)401-0462 if you have any questions, concerns or need assistance scheduling into a virtual knowledge exam.

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Knowledge Exam 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:

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 Exam Vocabulary List

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

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

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role	State Board of Nursing	topicals
role and responsibility	state regulation	transdermal
safety	statins	transdermal patches
safety checks	sublingual	types of orders
scope of practice	supplements	urinary system
scored tablet	suppositories	vaginal medication
security	suspensions	vitamins
sedatives	sustained-released medication	warfarin
side effects	Tetracyclines	warfarin (Coumadin)
special instructions	topical medication	

Notes:
