



Massachusetts MAP

MED ADMINISTRATION REMOTE ON-SITE PROCTOR

These requirements need to be followed by approved Med Administration Remote On-Site Proctors:

1. Be ready to test and log into the Zoom session 10 minutes before the test starts.
2. Provide all **six scenarios** in your testing kit as outlined on mapmass.com.
3. Ensure the test area is large enough to contain all testing materials yet confined enough so the remote test observer can see the entire area.
4. Remind the candidate to speak loudly and clearly during the remotely proctored test event.
5. Confirm with the remote test observer that the med sheet is up to date with the appropriate initials and that the blister pack count matches the appropriate count page.
6. Take and send pictures of the blister pack, medicine cup, count page, and med sheet.
7. **Abide by the NO SHOW policy listed below.**

MED ADMINISTRATION REMOTE ON-SITE PROCTOR NO SHOW POLICY

Exceptions to the NO SHOW status exist. If you are a NO SHOW for a test event for any of the following reasons, the candidate of record will be authorized to reschedule free of charge. The Provider will not be required to pay the candidate's NO SHOW fee, provided the required documentation is received within the designated time frames outlined and approved by the Massachusetts MAP Program Manager. All emails need to be sent to mass@hdmaster.com.

- **Car breakdown or accident:** D&SDT must be contacted within one business day of the missed test via phone, fax, or email, and a tow bill, police report, or other appropriate documentation (a car repair bill is not acceptable) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within 3 business days, ***the Provider will be responsible for the candidate's NO SHOW fee.***
- **Medical emergency or illness:** D&SDT must be contacted within one business day of the missed test via phone call, fax, or email, and a signed doctor's note (showing seen by a doctor on or before your test date) must be submitted within **three business days** of the missed test date. If D&SDT does not receive proof within 3 business days, ***the Provider will be responsible for the candidate's NO SHOW fee.*** Both names must be referenced on the signed doctor's note for the following situations.
 - If the doctor saw your dependent child.
 - If you are the guardian or medical power of attorney for the person seen by the doctor.
- **Death in the family:** D&SDT must be contacted within one business day of the missed test via phone call, fax, or email, and an obituary or letter submitted on your behalf from the funeral home for immediate family only must be submitted within **seven business days** from a missed test date. If D&SDT does not receive proof within 7 business days, ***the Provider will be responsible for the candidate's NO SHOW fee.*** (Immediate family means parent, grand and great-grandparent, sibling, children, spouse, or significant other.)



- **Remotely proctored on-site testing issues:** D&SDT must be contacted within one business day via phone, 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 3 business days, ***the Provider will be responsible for the candidate's NO SHOW fee.***
 - **Internet outage or issue:** Documentation from the Internet provider showing outage date and times.
 - **Computer issue:** If the computer fails to work, documentation from a computer repair technician/shop or other appropriate documentation is required.
- 1. When the Med Administration Remote On-site Proctor is at fault in these instances, they will be considered a **NO SHOW** for the test event, and **the Provider, not the candidate, is responsible for paying the candidate's NO SHOW fee.**
- 2. **The Provider is responsible** for any Med Administration Remote On-Site Proctor job responsibilities that hinder the Med Administration Remote On-Site Proctor from being able to administer a candidate's Med Administration test.
 - Even though the candidate was at the facility for the scheduled test event, the candidate will be marked as a NO SHOW for the event, and a NO SHOW fee will be added to their account.
- 3. **Payment of the candidate's NO SHOW fee** can be made via:
 - The Provider's account in TMU©, or
 - The [Facility Payment Form 1402](#) (←click link)

If you need to reschedule your test event, please do so at least two full business days before the scheduled test date.