



**D&S Diversified Technologies LLP**

**Headmaster LLP**

# Oregon Medication Aide Candidate Handbook

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Version 12.0

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## Contact Information

<b>Questions regarding:</b> testing process • test scheduling • eligibility to test		<b>(800) 393-8664</b>
<b>Questions regarding:</b> obtaining information on official regulations and guidelines for medication aides • medication aide certification • renewals • Registry •		
<b>NOTE:</b> All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at:		
<b><u><a href="http://boardsofnursing.org">OSBN Nurse Portal (boardsofnursing.org)</a></u></b>		
<b><i>D&amp;S Diversified Technologies (D&amp;SDT), LLP-Headmaster, LLP</i></b> PO Box 6609 Helena, MT 59604  Email: <a href="mailto:oregon@hdmaster.com">oregon@hdmaster.com</a> Web Site: <a href="http://www.hdmaster.com">www.hdmaster.com</a>	<i>Monday through Friday</i> 6:00AM – 6:00PM <i>Mountain Time (MT)</i>  5:00AM – 5:00PM <i>Pacific Time (PT)</i>  Oregon TMU© Webpage: <a href="http://or.tmutest.com">or.tmutest.com</a>	Phone #: (800) 393-8664  Fax #: (406) 442-3357
<b><i>Oregon State Board of Nursing</i></b> 17938 SW Upper Boones Ferry Road Portland, OR 97224-7012  Email: <a href="mailto:osbn.cnacertificates@state.or.us">osbn.cnacertificates@state.or.us</a> Web Site: <a href="http://www.oregon.gov/OSBN">www.oregon.gov/OSBN</a>	<i>Monday through Friday</i> 8:00AM – 4:00PM <i>Pacific Time (PT)</i>	All correspondence with OSBN needs to be done in your account through the Oregon Nurse Aide Portal at:  <b><u><a href="http://boardsofnursing.org">OSBN Nurse Portal (boardsofnursing.org)</a></u></b>

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# Oregon Medication Aide Candidate Handbook

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### Introduction

A medication aide competency evaluation program ensures that candidates seeking to be medication aides understand the state 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 test and is designed to help prepare candidates for testing. The test consists of a multiple-choice knowledge exam. Candidates must pass the knowledge exam and meet all Oregon State Board of Nursing requirements to be certified as a Medication Aide in Oregon.

The Oregon State Board of Nursing has approved HEADMASTER, LLP, to provide testing 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 (MT)/5:00AM to 5:00PM (PT), Monday through Friday, excluding Holidays, or go to Headmaster’s Oregon Medication Aide webpage at [www.hdmaster.com](http://www.hdmaster.com). The information in this handbook will help you prepare for your examination.

### Application to Obtain Oregon Medication Aide Certification

Complete the Oregon State Board of Nursing (OSBN) Medication Aide application available at the OSBN Nurse Portal. The link is here: [OSBN Nurse Portal \(boardsofnursing.org\)](http://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, 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. The Oregon State Board of Nursing must approve accommodations in advance of the 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

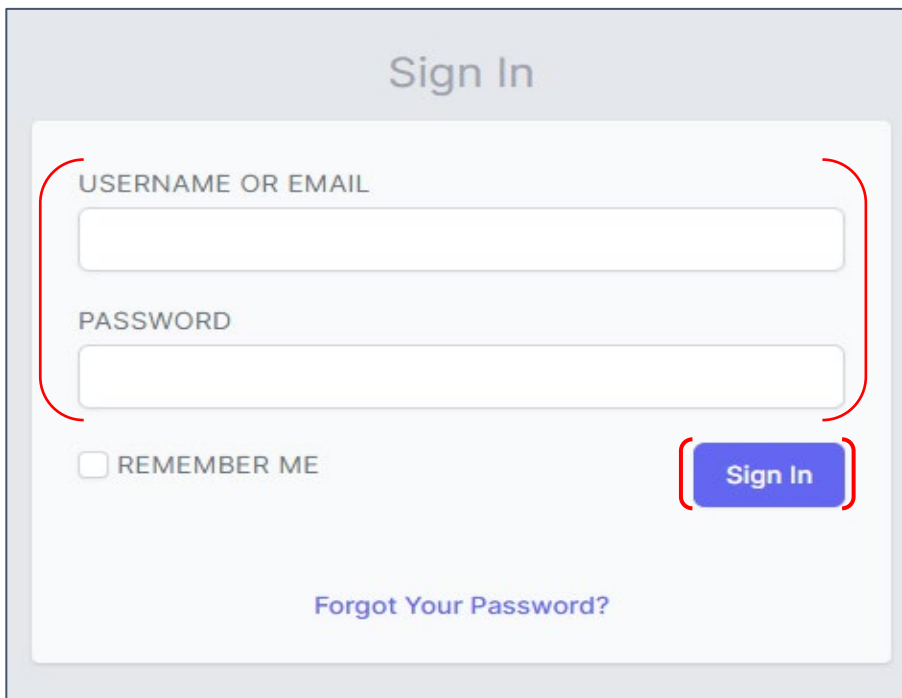
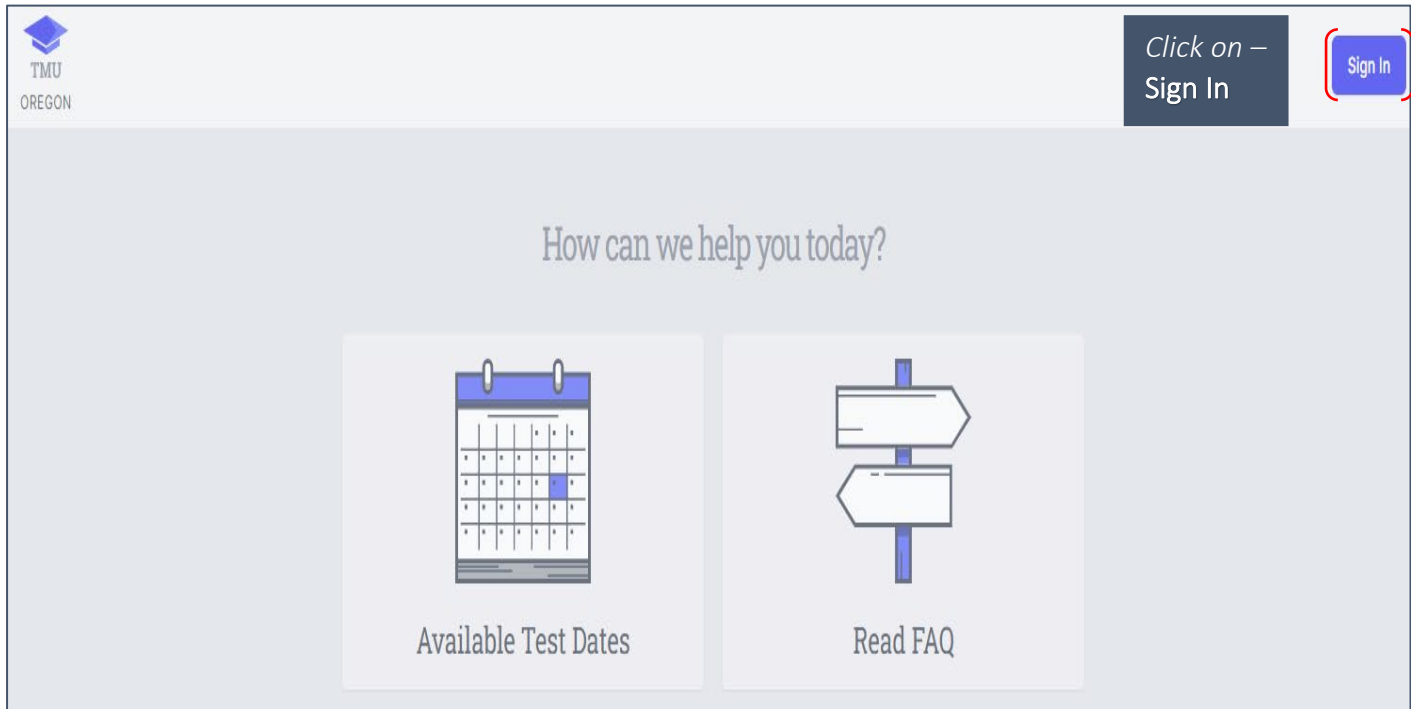
You will receive an email once OSBN releases you to test. Candidates can schedule to take the knowledge test at either an approved Oregon State Board of Nursing regional exam site or an approved OSBN in-facility exam site. You must apply for the state competency exam **within one year of your date of medication aide education program completion.** Your exam date can be scheduled online at [or.tmutest.com](http://or.tmutest.com). (See instructions under ‘**Schedule/Reschedule 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 (MT)/5:00AM to 5:00PM (PT), Monday through Friday, excluding Holidays.

**Note:** Medication aide education program instructors normally arrange in-facility exam dates. 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 scheduled for you when you complete medication aide education.

## Oregon TMU© Home Page

This is the Oregon TMU© main page [or.tmutest.com](http://or.tmutest.com):



Enter your –  
Username or  
Email and  
Password

Click on –  
Sign In

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

## Forgot your Password and Recover your Account

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

- Header: Sign In
- Input field: USERNAME OR EMAIL
- Input field: PASSWORD
- Checkbox: REMEMBER ME
- Button: Sign In
- Annotation: A red bracket highlights the text '(Forgot Your Password?)' located below the password field.

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- If you have already entered your demographic information -  
You can type in the requested data under Using other Information.  
Click on - Recover Account

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

- Using your Email Address:** Includes an input field for 'E-MAIL ADDRESS \*' and a 'Recover Account' button. A red bracket highlights the input field.
- Using other Information:** Includes input fields for 'LAST 4 OF SSN \*', 'DATE OF BIRTH \*', 'LAST NAME \*', and 'ZIP CODE \*', along with a 'Recover Account' button. A red bracket highlights the entire section.
- The two sections are separated by the word 'OR'.
- Annotations: Red brackets highlight the 'E-MAIL ADDRESS \*' field and the 'Recover Account' button in the first section, and the entire 'Using other Information' section in the second section.

TMU OREGON 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 \*

Recover Account

OR

Using other Information

LAST 4 OF SSN \*

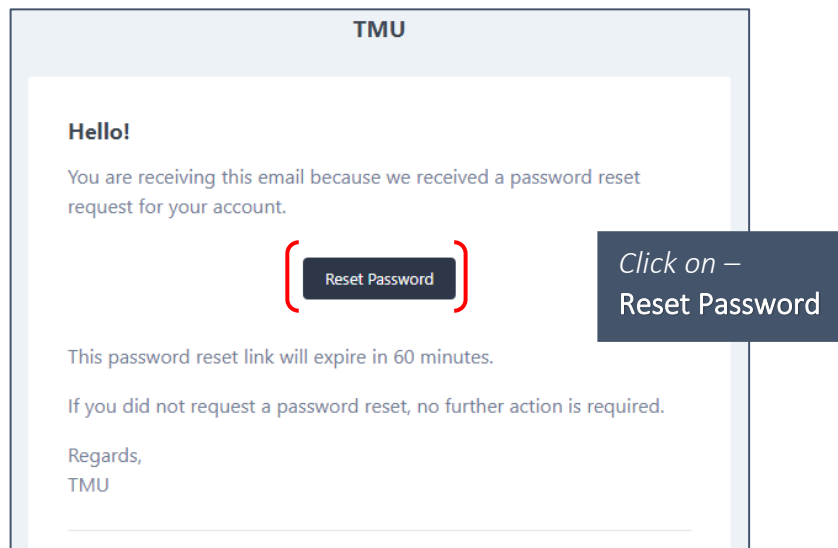
DATE OF BIRTH \*

LAST NAME \*

ZIP CODE \*

Recover Account

The email you will receive to reset your password:



TMU OREGON

Reset Your Password

E-MAIL ADDRESS  
sample@sample.com

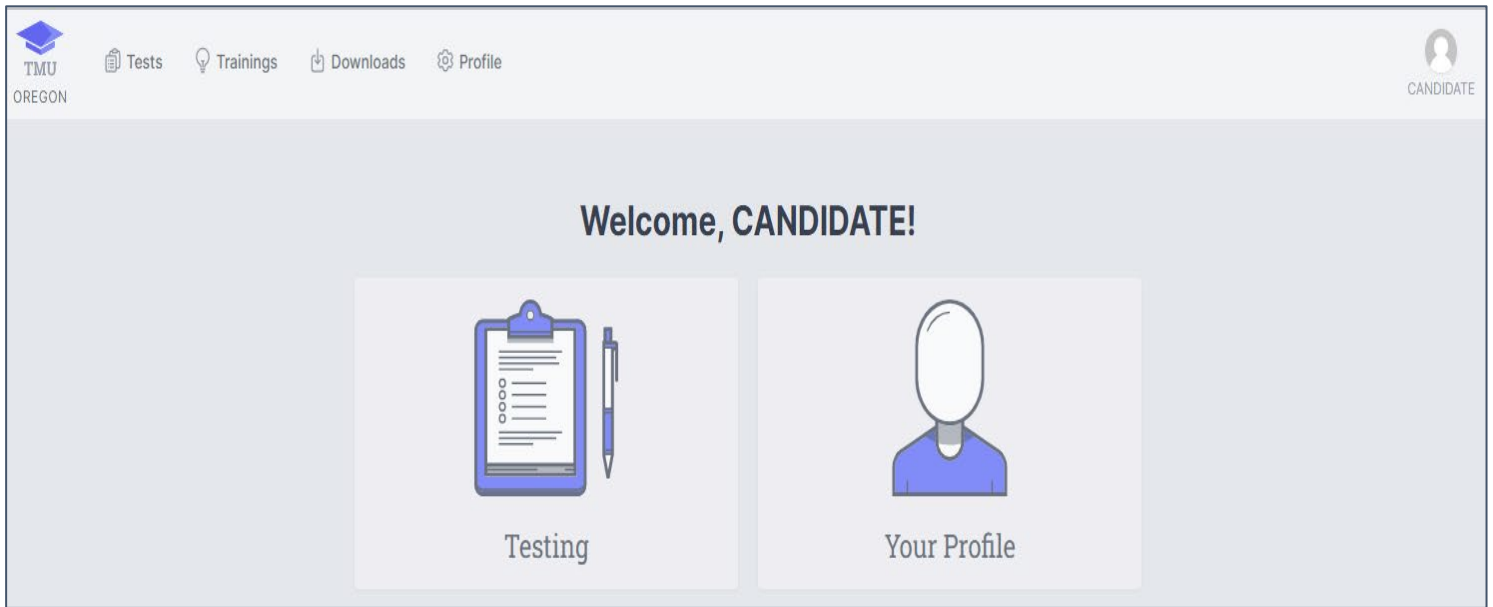
PASSWORD

CONFIRM PASSWORD

Reset Password

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

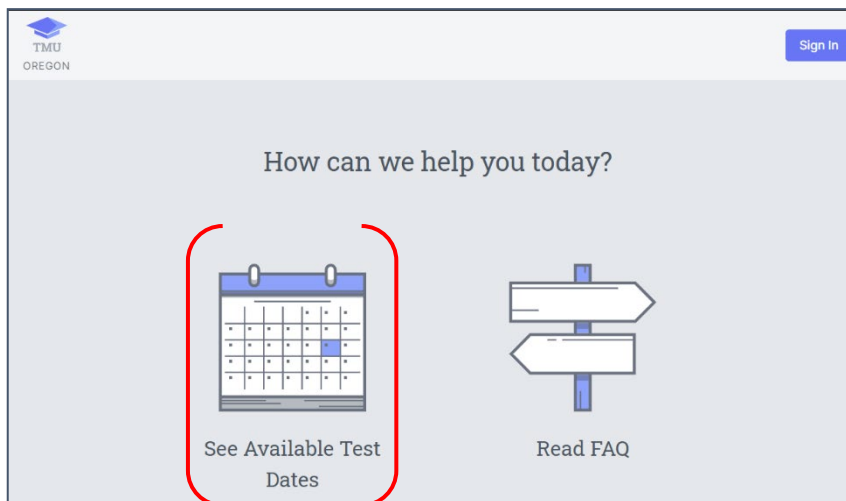
Once done resetting your password, your account will open up.



### View Available Exam Dates

Approved exam dates can be obtained:

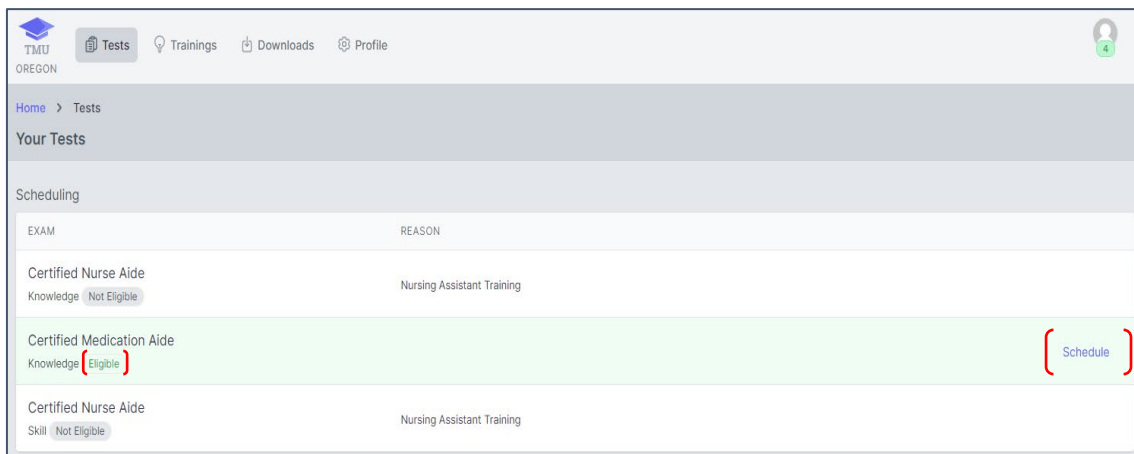
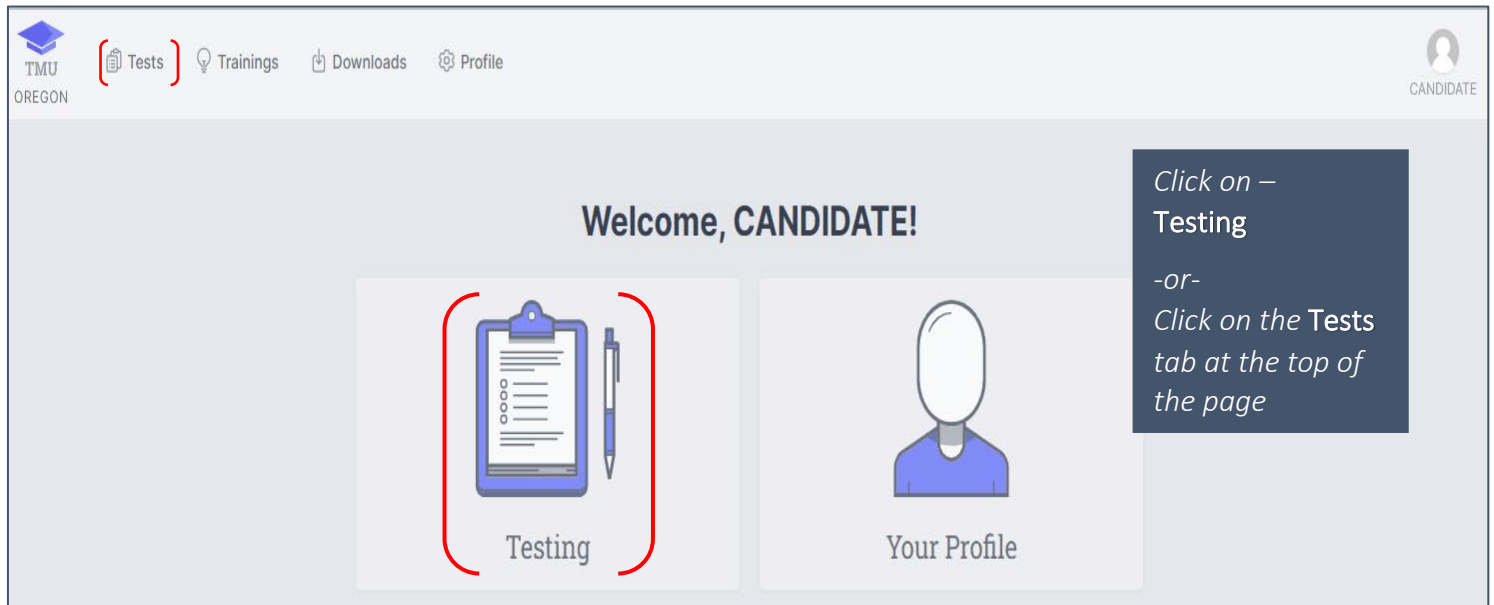
- from your instructor
- or by visiting the Oregon TMU© webpage at [or.tmutest.com](http://or.tmutest.com) to view the available examination dates in real time





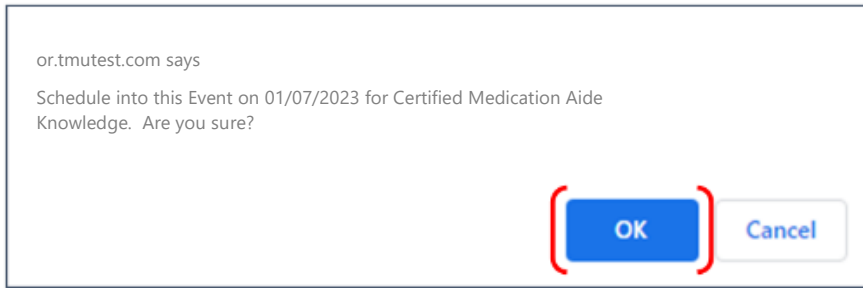
## Schedule/Reschedule a Test Event

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



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





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

Testing History				Please take our satisfaction survey	
TEST DATE	EXAM	TEST SITE	STATUS		
01/07/2023 8:00 AM PST	Certified Medication Aide Knowledge	MT HOOD COMMUNITY COLLEGE (TS) GRESHAM, OR	Scheduled	Test Confirmation Page	Get Map Reschedule

*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

After scheduling, candidates can view, verify, and print their test confirmation notice by logging into their TMU© account at [or.tmutest.com](http://or.tmutest.com) and clicking the “Test Confirmation Page”. Your test confirmation notice is not required for exam admission.

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

**Note:** Failure to adhere to the information in the candidate handbook could result in a no-show status for your test event.

***It is important you read this letter!***

Scheduled Test Confirmation - Oregon Certified Medication Aide

[Get Map](#) [Print Page](#)

**Test Date:** 04/17/2024  
**Test Time:** 8:00 AM PDT  
**Test Exam:** Knowledge - Certified Medication Aide  
**Test Site:** Test Site  
Address  
City, State ZIP

Sample Candidate  
Address  
City, State ZIP

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

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

- TESTING BEGINS AT 8:00 AM PDT: **ARRIVE AT LEAST 20 MINUTES EARLY TO CHECK IN**
- If you are unable to access your account, go to <https://or.tmutest.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](#)

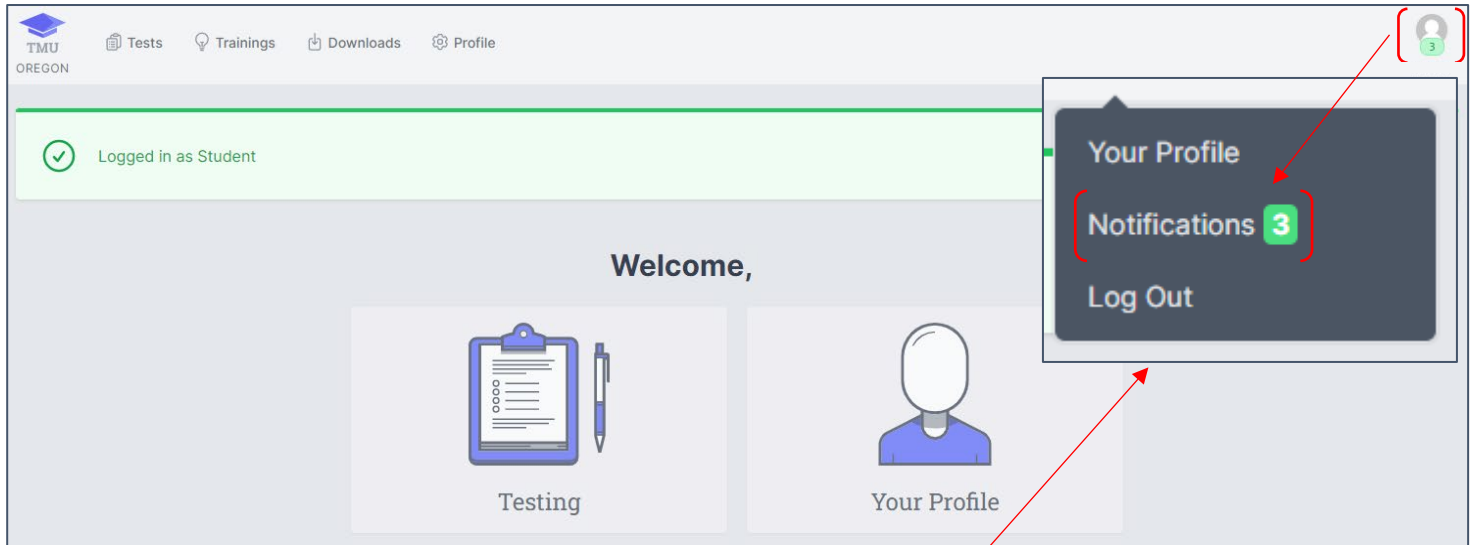
**Driving Directions**

**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 (MT)/5:00AM to 5:00PM (PT), Monday through Friday, excluding Holidays.

## Check/View your Notifications in TMU©

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

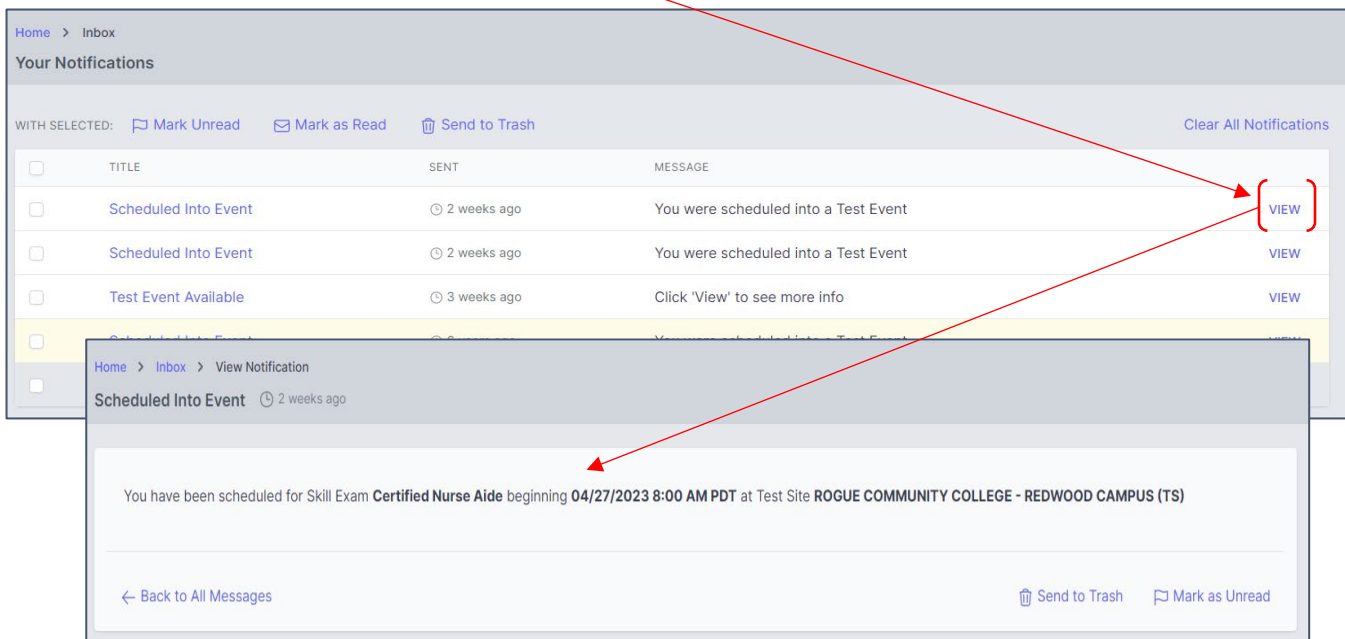


When you have 'notifications' they will show up when you click on your profile pic. The number represents the number of notifications you have to view.

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.



## Exam Check-In

You must arrive at your confirmed test site 20 to 30 minutes before your exam is scheduled to start.

- Testing **begins** promptly at the start time noted.
- You need to ensure you are at the event ***at least 20 minutes before*** the start time to allow time to get checked in with the RN Test Observer.
  - *For example, if your test starts at 8:00AM, you must 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

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

Smartwatches, fitness monitors, or Bluetooth-connected devices **are not allowed**.

## Identification

To test, you **must bring two forms of original, signature-bearing, current (not expired), and proper identification. At least one of the signature IDs must contain your photograph.**

Secure digital IDs, or digital identities, are virtual systems (for example, Apple or Google Wallet) that allow identity verification and secure authentication. They can replace physical IDs and will be allowed for identification purposes.

**NOTE:** An image of an acceptable form of identification, such as an image stored on a cell phone in photos or galleries, **is not considered a secure digital ID and is not allowed for identification purposes.** It is recommended you carry your physical IDs.

Examples of the forms of accepted identification that are current (not expired) and include a signature are:

- **State-issued Driver's License** (*non-expired from any state is acceptable*)
  - *You may use the 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** (*non-expired from any state is acceptable*)
- **Signed Passport**
- **Permanent Resident Card (Green Card or Alien Registration Card)/Employment Authorization Card issued by the U.S. Citizenship and Immigration Services (USCIS)** (*now accepted without a signature or fingerprint IF ISSUED from January 30, 2023, to present day. If issued before January 1, 2023, may contain a fingerprint in place of a signature*)
- **Tribal Identification Card** (*a signed photo ID with an expiration date (not expired) issued by a [federally recognized](#) Tribal Nation/Indian Tribe*)
- **Military Identification Card** (*accepted without a signature or fingerprint, but will have a bar code or may contain a fingerprint in place of a signature*)
- **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*)
- **1<sup>st</sup> Aid or CPR Card** (*that meets all identification requirements*)
- **School or high school ID for the current year with a signature**

The name on your two forms of identification must match the name on your nurse aide application packet submitted to OSBN. If your legal name has changed since you submitted 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.**

**Note:**


- **You will not be admitted for testing if you do not bring two forms of proper/valid identification.**
  - Be sure your identification is not expired.
  - Check to ensure that the FIRST and LAST printed names on your identification card match the current name on record in your TMU© account.
- A driver’s license or state-issued ID card with a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match, your ID is not proper/valid, or it 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.

**REQUIRED INFORMATION FOR THE TWO FORMS OF IDENTIFICATION**


**FIRST PHOTO BEARING ID**



**REVERSE SIDE OF ALL CARDS**



**SECOND FORM OF ID**



1. Full Legal Name (FIRST & LAST)
2. Photo-Bearing Identification (one ID must contain photo)
3. MUST BE SIGNED
4. Non-Expired

**FIRST and LAST names match on both forms of ID**

**Both ID's MUST BE SIGNED and the signatures on both IDs MUST MATCH**

**Instructions for the Knowledge and Remotely Proctored Knowledge Exam**

Test instructions for the knowledge exam will be provided in written format in the waiting area when you check in for your test. If you are taking a remotely proctored knowledge exam, the instructions can be found in your TMU© account under the Downloads tab (\*see paragraph below).

These instructions detail the process and what you can expect during your exam. Please read the instructions **before** entering the knowledge exam room. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer or Knowledge Test Proctor will ask questions about the instructions you read when entering the testing room.

The **Knowledge and Remotely Proctored Knowledge Exam Instructions** are also available under the 'DOWNLOADS' tab in your TMU© account. \*Refer to the '**Access the Candidate Handbook and Testing Instructions**' section of this handbook for instructions.

## Testing Policies

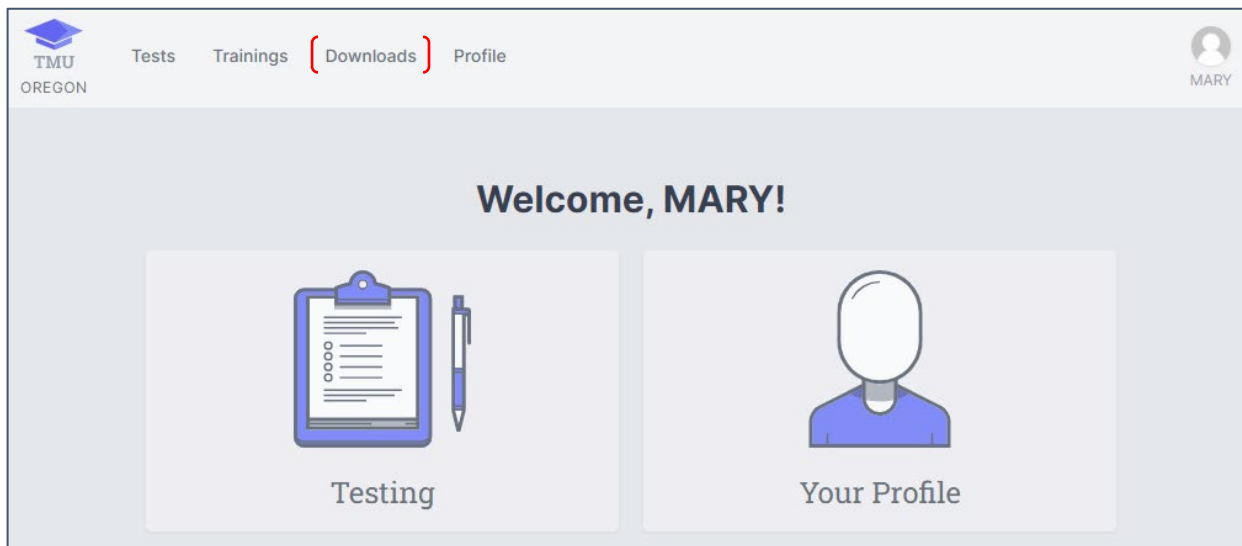
The following policies are observed at all test sites—

- **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© account using your Email or Username and Password at [or.tmutest.com](http://or.tmutest.com) before your test date to verify your demographic information.
  - If you do not remember your Password, click 'Forgot my Password' (see instructions under '**Forgot Password and Recover Account**').
  - If you have not signed in and verified your demographics in your TMU© account 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 on-site test site for 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 your 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. Any exam fees paid *will NOT be refunded*.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under '**Remotely Proctored Knowledge Exam Option**' in the Knowledge Exam section.
- If you do not bring two valid and appropriate current, signature-bearing with at least one containing a photo form 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 both forms of your IDs do not match your current name of record in your TMU© account, you will not be admitted to the exam, you will be considered a No-Show, and any exam fees paid *will NOT be refunded*.
- If you are a 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 to schedule another exam date.
- **ELECTRONIC DEVICES AND PERSONAL ITEMS:** Cell phones, smartwatches, 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. The testing team will inform you of the designated area to place your personal items and electronic devices, and you are to collect these items when you complete your test(s).
  - All electronic devices **must be turned off**, including smartwatches, fitness monitors, and Bluetooth-connected devices, which must be removed from your wrist or body.
  - If you are scheduled for a remotely proctored knowledge exam, please see procedures/policies under '**Remotely Proctored Knowledge Exam Option**' in the Knowledge/Audio Exam section.
- Anyone caught using any electronic recording device during testing will be removed from the testing room, have their test scored as a failed attempt, forfeit all testing fees, and be reported to their nurse aide education program and the Oregon State Board of Nursing (OSBN). You will not be permitted to test for six (6) months. You may, however, use personal devices in the waiting area during your free time.
- Test sites, RN Test Observers, Knowledge Test Proctors, and Actors are not responsible for the candidate's personal belongings at the test site.
- You are encouraged to bring a jacket, snack, drink, or study material while waiting to test.
- Language translation dictionaries, devices, or non-approved language translators in any format **are not allowed** (both remotely proctored and on-site knowledge test events).
- You may not take notes or other materials from the testing room.

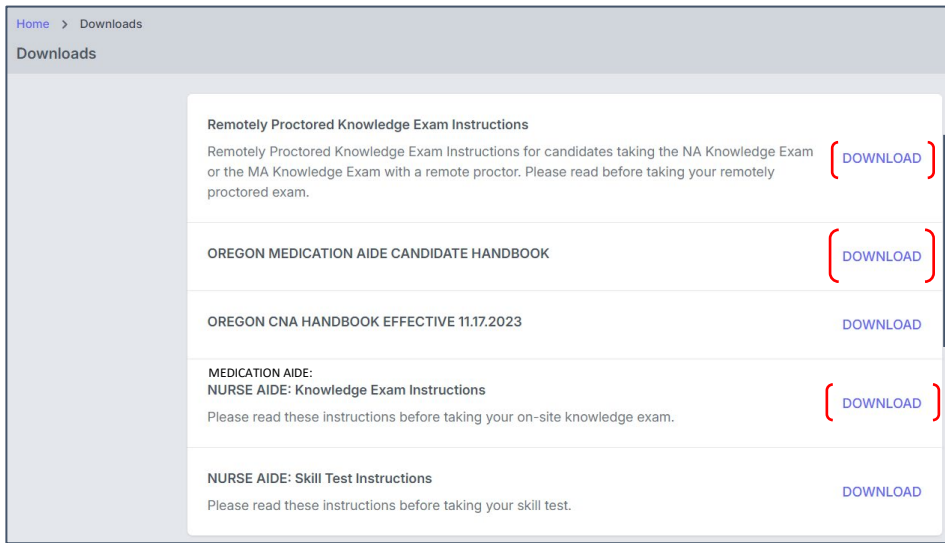
- You are prohibited from eating, drinking, or smoking (e-cigarettes or vaping) during the exam.
- Once the exam has begun, you cannot leave the testing room (knowledge test room or remotely proctored knowledge exam) **for any reason**. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.
- If you are discovered causing a disturbance of any kind, engaging in misconduct, being visibly impaired, or trying to take 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 nurse 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 are ill (sick)**. Please see this handbook's '**Reschedule a Test Event**' and '**No-Show Exceptions**' sections. Call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MT)/5:00AM to 5:00PM (PT), Monday through Friday, excluding Holidays, as soon as possible to reschedule a new test date. (See the **note** below.)
  - **NOTE:** Reschedules will not be granted less than one (1) full business day before a scheduled test date.
- For on-site test events, after check-in and ID verification, the knowledge exam will be administered to candidates. Candidates can leave the test site after finishing their Medication Aide knowledge exam.
- **Please review this Oregon Medication Aide handbook before your test day for any testing and/or policy updates.**

## Access the Candidate Handbook and Testing Instructions

The Candidate Handbook and Testing Instructions can also be accessed within your TMU© account under your 'Downloads' tab:







## Security

If you refuse to follow directions, use abusive language, are visibly impaired, or disrupt the examination environment, your test will be stopped. 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 your training program and 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 their training program and 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 using any electronic recording devices such as cell phones, smart watches, Bluetooth-connected devices, navigating to other browsers, 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 your training program and 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 online in your TMU© account at [or.tmutest.com](https://or.tmutest.com) up until one (1) business day, **excluding** Saturdays, Sundays, and Holidays, before your scheduled exam date. If you need assistance, please call D&SDT-Headmaster at (800)393-8664 during regular business hours, 6:00AM to 6:00PM (MT)/5:00AM to 5:00PM (PT), Monday through Friday, excluding Holidays.

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

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

**Note:** Reschedules will not be granted less than one (1) full business day before a scheduled test date.

### No-Show Status

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least one (1) full business day before your scheduled testing event, **excluding** Saturdays, Sundays, 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 STATUS**. 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 D&SDT-Headmaster costs incurred for services requested and resulting work that is performed. A no-show status will exist if you do not reschedule online before three (3) business days preceding a scheduled 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 below:**

- **Car breakdown or accident:** D&SDT-HEADMASTER must be contacted within one business day via phone call, fax, or email. A tow bill, police report, or other appropriate documentation showing your name and the provider of service name 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. 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, fax, or email. A doctor’s note showing your name and the provider of service name (or be on the provider’s letterhead) 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. An obituary showing your name and the provider of service name for immediate family only must be 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 the parent, grand and great-grandparent, sibling, children, spouse, or significant other.)

- **Remotely proctored testing issues:** D&SDT-HEADMASTER must be contacted within one business day via phone, fax, or email. Appropriate documentation showing your name and the provider of service name 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 showing your name and the provider of service name from the Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If the computer or cell phone fails to work for any reason, documentation showing your name and the provider of service name from a computer repair technician/shop or other appropriate documentation.

## Unforeseen Circumstances Policy

If an exam date is canceled 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 in your TMU© account 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 or email with the information in your TMU© account (*\*see examples below*) due to an unforeseen circumstance for a test event you are scheduled into, 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 keep updated.

- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your TMU© account and:
  - you do not call us back in a timely manner,
  - your phone number is disconnected, or your voice mailbox 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 it for any reason.

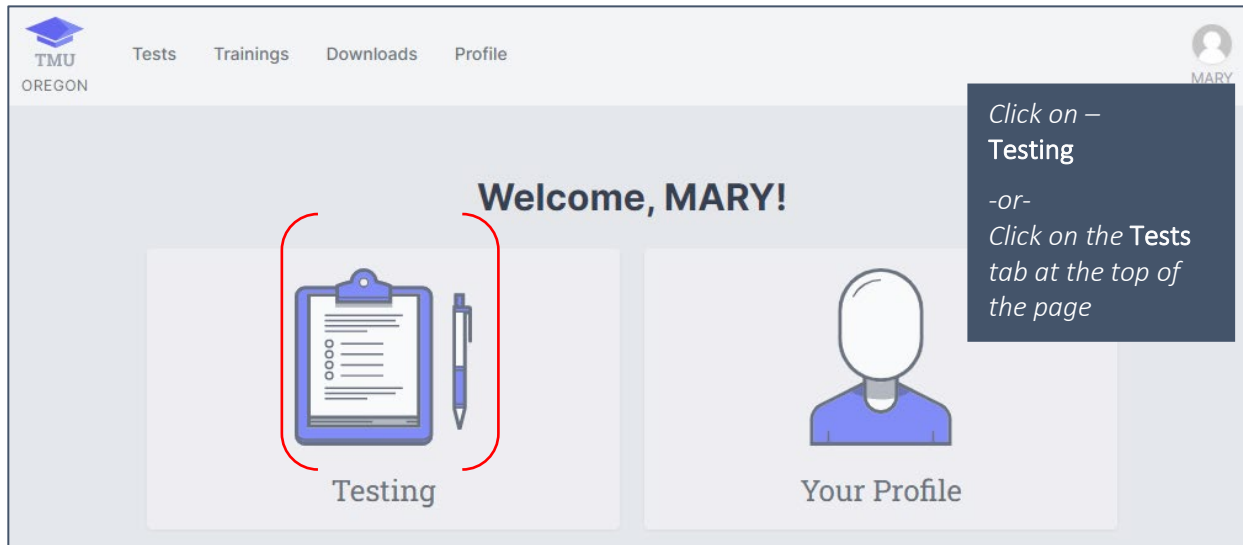
## Candidate Feedback – Exit Survey

Candidates can complete an exit survey via a link when checking their test results in their TMU© account. The survey is confidential and will not affect 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 both the Knowledge Test and Skill Test components of the competency 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 TMU© account at [or.tmutest.com](http://or.tmutest.com). Official test results are available to you after 7:00PM Mountain Time/6:00PM Pacific Time the day tests are scored.

Sign in to your TMU© account at [or.tmutest.com](http://or.tmutest.com) to view your test results. **(Refer to the screenshots below.)**




Testing History Please take our satisfaction survey

TEST DATE	EXAM	TEST SITE	STATUS	
12/15/2022 8:00 AM PST	Certified Medication Aide Knowledge	CENTRAL OREGON COMMUNITY COLLEGE (TS) BEND, OR	Passed	<a href="#">Details</a> <a href="#">Print Test Results</a>

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:



← Back Print

**HEADMASTER, LLP**  
 P.O. BOX 6609, HELENA, MT 59604-6609  
 800-393-8664 — FAX: 406-442-3357 WWW.HDMASTER.COM

**OREGON CERTIFIED MEDICATION AIDE EXAM RESULTS REPORT**

SUTHERLIN, OR 97479  
**IMPORTANT TEST RESULTS**  
 TEST DATE: Thursday, December 15, 2022

Dear Christina,

You have **passed** the knowledge portion of the Certified Medication Aide exam.  
 Your overall knowledge test score is 92.5%.

Any weaknesses indicated in your test results are listed below:

Knowledge Exam Results By Subject Area

<b>Medication Effects</b>	96%
<b>Medication Administration &amp; Client Rights</b>	100%
<b>Documentation and Terminology</b>	100%
<b>Error Reporting and Role and Responsibility</b>	69%
<b>Authorized Duties and Regulations</b>	100%

**Vocabulary words to study:** errors, adverse effect, medication error, controlled substances, toxicity, infections

OSBN will receive your results for the state record on the day your test is scored. ***D&SDT-Headmaster and OSBN cannot release results over the phone.***

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:** D&SDT-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 knowledge test. If a candidate decides not to complete the test after signing in to the knowledge test, the attempt will be scored as a failed attempt.

## Retaking the Medication Aide Exam

If 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 \(boardsofnursing.org\)](https://boardsofnursing.org). Once OSBN processes your payment and authorizes (releases) 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 testing condition.

**PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST:** Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM (MT)/5:00AM to 5:00PM (PT), excluding Holidays, and discuss the test outcome you are questioning before committing to sending the \$25 test review request deposit fee. Once you have further details about the scoring of your test, you will often understand the scoring process and learn how to 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.

**There is a \$25 non-refundable test review deposit fee.** To request a review, complete and submit the [Test Review Request and Payment Application](#), available under APPLICATIONS on the Oregon TMU© main page (before you log in to your account) at [or.tmutest.com](https://or.tmutest.com). Test Review Requests must be received **within three (3) business days** from the official scoring of your test (excluding Saturdays, Sundays, and holidays). Late requests will be denied and will not be considered.

Since one qualification for certification as an Oregon medication aide is demonstrated by examination of minimum nurse aide knowledge, the likely outcome of your review will determine who pays for your re-test. If the review results are in your favor, D&SDT-Headmaster will pay your re-test fee and refund your test review deposit. If the determination of the review is **not in your favor**, the \$25 test review fee ***is not refundable.***

D&SDT-Headmaster will review your detailed recollection and your knowledge test markings, in addition to reviewing markings or 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 or KTP for any additional recollection of your test.

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 instructors/training programs, family members, or anyone else on behalf of the candidate.

D&SDT-Headmaster will complete your review request within ten business days of receiving it in a timely manner. The final determination of the review results will be sent to the email address listed in your TMU© account, as well as a notification 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 Exam. You will have a maximum of **ninety (90) minutes** to complete the **sixty (60) question** Knowledge Exam. You will be told when fifteen minutes remain. You may not ask questions about the content of the Knowledge Exam (such as “What does this question mean?”).

**You must score 80% or better to pass the knowledge exam.**

All Oregon sites utilize electronic TMU© testing using Internet-connected computers. Your exam will be displayed on a computer screen for you to read and key in your answers.

**You will need your TMU© Username or Email and Password to sign in to your knowledge exam.** Please see the information under **‘Complete Your Account in TMU©’** to sign in to your TMU© account.

- If you do not know your Email or Username and Password, enter your email address and click “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 cannot sign in for any reason, contact D&SDT-Headmaster at (800)393-8664.
- You must notify OSBN whenever you have a name or address change.

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

The knowledge test is in English. OSBN has not approved any other language for examination. Language translation dictionaries, devices, or non-approved language translators in any format **are not allowed**.

If needed, you may do math calculations on the scratch paper provided by the KTP.

- *Any scratch paper must be left with the KTP when testing is done.*

When you leave the testing room, you must leave all test materials in it. Anyone who takes or tries to take materials, notes, or information from the room is subject to prosecution and will be reported to the Oregon State Board of Nursing (OSBN).

## Remotely Proctored Knowledge Exam Option

You can take the knowledge exam with a remote proctor from your home, etc.

### Remotely Proctored Knowledge Exam Candidate Requirements

Candidates must have:

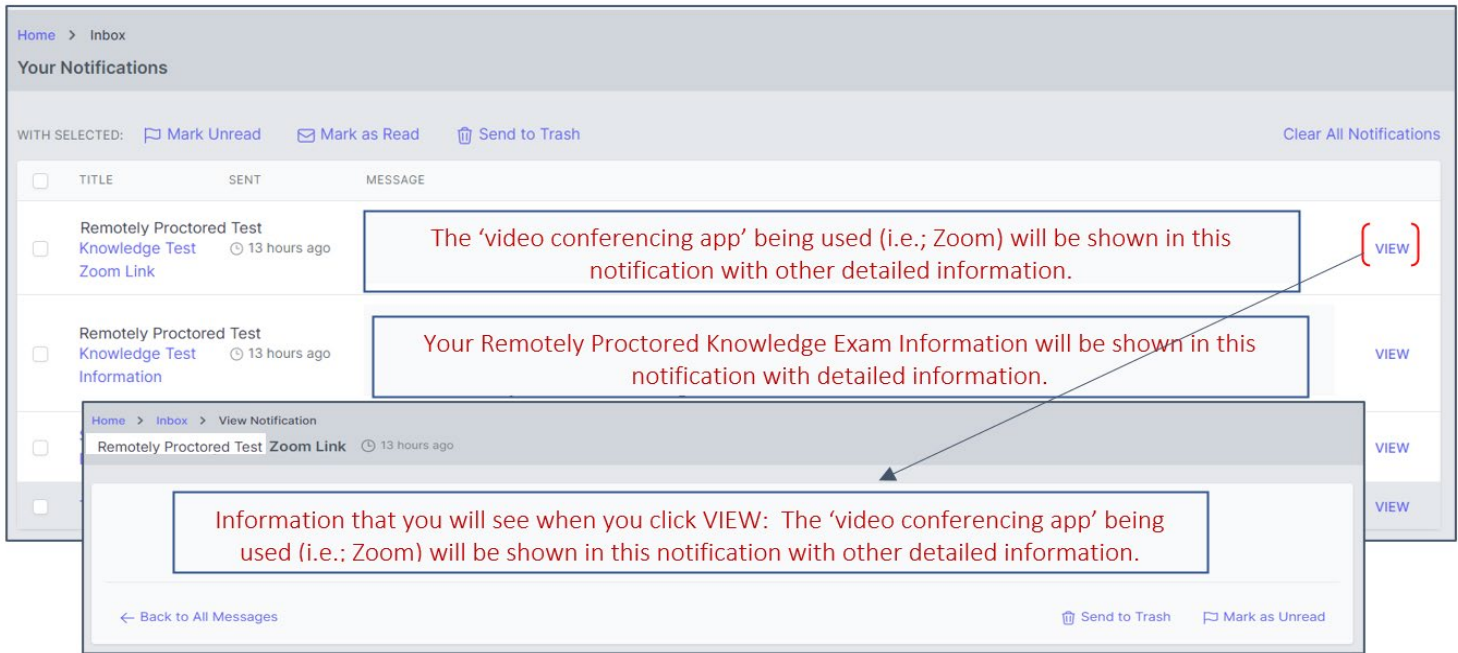
- An updated version of Google Chrome as your Internet browser.
  - **TMU© does not support Internet Explorer.**
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into TMU© to access the knowledge exam.
- **Your Email or Username and Password to take the remotely proctored TMU© Knowledge exam.**
- A smartphone to access the ‘video conferencing app’ (for example, Zoom, etc.) that you must download.
  - You will receive an email with information about the ‘video conferencing app’ (for example, Zoom, etc.) you will need before test day.
  - The night before your scheduled remotely proctored 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.

### Schedule a Remotely Proctored Knowledge Exam

You must sign in to your TMU© account using your Username or Email and Password and follow the instructions under ‘Schedule/Reschedule a Test Event’. Please ensure you have met the ‘Remotely Proctored Knowledge Exam Candidate Requirements’ above before scheduling a remotely proctored knowledge exam.

- The test site location for a remotely proctored knowledge exam will be ‘**Remotely Proctored Knowledge Test Site**’.
- Once scheduled, a test confirmation will be sent via email and/or text. A notification will be generated in your TMU© account for you to view (see the ‘Test Confirmation Letter’, and the ‘Check/View your Notifications in TMU©’ section for information on accessing your test confirmation).
- Instructions and the link to download the ‘video conferencing app’ (for example, Zoom, etc.), including the meeting ID and Password for the remotely proctored knowledge event you are scheduled for, will be emailed to you and in your notifications.
  - For this information, check your ‘NOTIFICATIONS’ under your profile pic in your TMU© account. Please refer to the ‘**Check/View your Notifications**’ section.

*See screenshots showing an example of what a notification regarding your remotely proctored knowledge exam will entail that follows on the next page:*



## Remotely Proctored Knowledge Exam Check-In

You must be signed in to the remotely proctored exam link (for example, Zoom, etc., waiting room) for the check-in process with the remote test proctor **prior (10-20 minutes)** to the start time listed on your test confirmation. If you are not signed into the remotely proctored exam waiting room prior (**at least 10 minutes**) to the time listed on your test confirmation, you will not be allowed to test, considered a No Show, forfeit your testing fees paid, and have to pay for another test date.

- You must show your mandatory forms of identification to the remote Proctor at check-in before starting your remotely proctored knowledge exam. Please see the 'Identification' section for specifics.
- You must show your surroundings to the remote Proctor during check-in before starting your remotely proctored knowledge exam.

## Remotely Proctored Knowledge Exam Policies

All '**Testing Policies**' and '**Security**' measures are followed during the remotely proctored knowledge exam. Please refer to those sections for information.

- The 'video conferencing app' link (for example, Zoom, etc.) must be maintained during the entire knowledge exam.
- If the 'video conferencing app' (for example, Zoom, etc.) connection is lost, you must immediately reconnect. Otherwise, the remote proctor will disconnect you from the exam, and your test will be scored as a failed attempt.
- Your device must **not be muted** during testing so that the remote Proctor can hear if there are any distractions or other interruptions during your test. **REMEMBER:** *You need to test in a distraction and interruption-free area just like you would if you were sitting in the knowledge test room at a test site.*
- If the remote proctor has any inclination that you are cheating or not following instructions, your test will be ended and scored as a failed attempt.
- Please see the information on remotely proctored knowledge testing issues under the 'No Show Exceptions' section.



- If needed, you may do math calculations on scratch paper. Before starting your exam, you will be asked to show the remote Proctor both sides of the scratch paper.
  - At the end of your exam, you will be asked to show both sides of the scratch paper to the remote Proctor *again*. You will then be told you must tear up the scratch paper in view of the remote Proctor and told to mute your phone before tearing up the scratch paper.
- The knowledge and/or audio knowledge exam is in English. OSBN approves no other language for examination. Translation dictionaries, devices, or non-approved language translators **are not allowed** during remotely proctored testing.

Please call D&SDT-Headmaster during regular business hours, 6:00AM to 6:00PM (MT)/5:00AM to 5:00PM (PT), Monday through Friday, excluding Holidays, at (800)393-8664 if you have any questions, concerns or need assistance scheduling into a remotely proctored 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	<b>9</b>
Documentation / Terminology	<b>10</b>
Error Reporting / Role and Responsibilities	<b>10</b>
Medication Administration / Client Rights	<b>18</b>
Medication Effects	<b>13</b>

### Knowledge Exam Vocabulary List

abbreviations	aspirin	diuretic
adverse effect	authorized duties	dizziness
allergic reactions	blood pressure	documentation
analgesic	bronchodilator	dosage
anaphylactic	calculation	ear drops
antacid	cardiac medication	enteric
anti-coagulants	cholesterol	extrapyramidal
anti-emetic	classification	gastrostomy tube
anti-hypertensives	conduct unbecoming	hyperglycemia
antibiotic	continuing education	hypoglycemia
anticonvulsants	contraindication	inhaler
antipruritic	controlled substances	interactions
antitussive	depression	laxative
apical pulse	diabetes	liquid medication

medication administration
medication effects
medication error
medication order
nebulizer
ophthalmic
oral medication
osteoporosis
otic

penicillin
rectal medication
refuse medication
renewal
respiratory medications
role and responsibility
route
safety
seizures
side effects

six rights
skin
sublingual
suppository
suspension
symptoms
terminology
tetracycline
topical
transdermal patch

**Notes:**
