Credentia

NORTH CAROLINA MEDICATION AIDE REGISTRY FOR ADULT CARE FACILITIES

Candidate Handbook

February 2022

QUICK REFERENCE

Credentia
Registration and Scheduling Services
North Carolina Medication Aide Adult Care
North Carolina Medication Aide Adult Care NNAAP®
P.O. Box 1635
Bala Cynwyd, PA 19004
1-888-723-6773
Office Hours
(Eastern Time Zone)
Monday through Friday 8 am – 11 pm
Saturday 8 am – 5 pm
Sunday 10 am – 4 pm

CALL TO:
- Schedule, cancel, or reschedule an examination
- Ask questions about Online Registration
- Obtain information regarding your Score Report
- Obtain information regarding the examination

GO TO CREDENTIA'S WEBSITE (https://credentia.com/test-takers/ncmacare) to:
- Access your CNA365 Account to register to take the exam
- To view most current exam updates
- Download a Candidate Handbook
- View Frequently Asked Questions

North Carolina
Department of Health and Human Services
Division of Health Service Regulation
2709 Mail Service Center
Raleigh, NC 27699-2709
1-919-855-3969

Office Hours
(Eastern Time Zone, Weekdays)
8:00 am – 5:00 pm
The phone lines will be open between
8:00 am -12:00 pm and 1:00 pm - 3:00 pm

NC DHHS website https://ncnar.ncdhhs.gov/

for additional information

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INTRODUCTION

This handbook is designed for candidates seeking Adult Care Medication Aide certification in North Carolina, leading to listing on the North Carolina Medication Aide Registry. It describes the process of applying for and taking the Adult Care Examination.

It is important that you read the entire handbook and keep it book marked until you are notified of your examination results.

The North Carolina Department of Health and Human Services (NC DHHS) has contracted with Credentia, a nationally recognized leading provider of assessment services to regulatory agencies, to administer the examination. Credentia will develop, score, and report the results of the Adult Care Medication Aide Examination to the North Carolina Medication Aide Registry.

- If you are currently a Medication Aide in a nursing home facility, this does not qualify you to be a Medication Aide in an Adult Care facility.
- If you are currently a Medication Aide in Adult Care facility, this does not qualify you to be a Medication Aide in a Nursing Home.

MEDICATION AIDE EXAMINATION

Credentia has developed this examination to meet the medication aide evaluation requirement of North Carolina state laws and regulations.

The examination is a measure of medication aide-related knowledge, skills, and abilities. The purpose of the examination is to make sure that you understand and can safely perform the job of an entry-level medication aide.

EXAM OVERVIEW

The Medication Aide Examination consists of sixty (60) multiple-choice questions written in English. Sample examination questions are provided in this handbook. The examination will be administered as an online proctored exam. The examination is scored immediately after you complete it. NC DHHS is responsible for the content of the examination and for determining the passing score for the examination, as well as for decisions regarding who is eligible to take the examination.

REGISTRATION AND SCHEDULING

ONLINE REGISTRATION AND SCHEDULING

With the Credentia CNA365 system, online registration is quick, convenient and an environmentally responsible way to register for your examination. A detailed step-by-step reference guide on how to create a CNA365 account and register for exams can be found at www.credentia.com/test-takers/ncmacare.

After completing a North Carolina state-approved training course, you will create an online account with Credentia's CNA365 system. To create a CNA365 account, click the "CNA365 Login" button on the top of the North Carolina registry adult care website page at www.credentia.com/test-takers/ncmacare.

- Payment is in the form of a credit card or pre-paid credit card (American Express, MasterCard, Visa, ACH/ electronic check, or electronic voucher). Fees are non-refundable and non-transferable once submitted.
- For Written (or Oral) online exams, you may schedule an exam as early as the following day depending on exam availability.
- You are responsible for completing an online application in CNA365. You may ask someone from your nurse aide training program or facility employer for assistance in completing the application. If you need help or have any questions about the application process, contact a support representative at Credentia.

EXAM FEES

There is an examination fee of $25. Examination fees are non-refundable and non-transferable.

EXAM SCHEDULING

Once your online application has been approved, you will be able to schedule the exams in CNA365. A detailed step-by-step reference guide on how to schedule exams can be found at www.credentia.com/test-takers/ncmacare. When completed, you will receive a Confirmation Notice and Receipt of Payment via email.

Accommodations

Credentia complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Credentia provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

Please visit www.credentia.com/accommodations to review the accommodation process and required supporting documentation.

CANCELLATION AND RESCHEDULING

You may cancel or reschedule an examination online in your CNA365 account. For details on how to cancel or reschedule an examination, visit www.credentia.com/test-takers/ncmacare and click on "How to Cancel or Reschedule an Exam" in the Resources section of the webpage.

Online Written (or Oral) examinations must be canceled or rescheduled at least 48 hours before the scheduled examination time.

If you do not cancel or reschedule your examination within the required time frames and do not show up for your scheduled examination, you will be responsible for the examination fee. Your fee will not be refunded and cannot be transferred to a new examination date, and you may not give your examination date to another person.

If you do not report to an examination at your scheduled time, you will be considered a "no-show" and fees paid will be forfeited.

ABSENCE POLICY

Candidates who are late or absent from an exam may call 1-888-723-6773 within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of yourself or a member of your immediate family
- Death in the family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

A case number will be assigned, and instructions provided for emailing supporting documentation. Your request must include documentation or verification for the cause of the absence. For example, if you are absent because of jury duty, you must supply a copy of the court notice. In the case of illness, a verification from your medical provider must be included in your request.

LATENESS

If you are late for your scheduled examination, or do not bring all of your required items (see What to Bring), you will NOT be allowed to test and your examination fee will NOT be returned.

EXAM DAY (ONLINE EXAM)

A live proctor will monitor you through the webcam on your workstation to provide a secure exam experience.

Please visit www.credentia.com/online-exams for information on what to expect and how to best prepare for your online exam. We also recommend that you click on the "Policies & Procedures" link on this webpage to review detailed exam rules and procedures.

WHAT YOU'LL NEED

- A properly equipped computer, a desktop, laptop, or Chromebook with a single monitor (no smartphones or tablets). Visit www.credentia.com/online-exams to view or download system requirements.
- A private room - if you don't have access to a private room, check with your training program or local library for availability.
- A mobile device - to complete a 360 degree room scan, you'll need a smartphone or tablet (Apple or Android) that can download our free app.

BEFORE EXAM DAY

- Perform a system test – make sure to do the required system test and exam simulation before exam day. Visit www.credentia.com/online-exams and select the "Run System Test" button.
- Find your testing space – Find a quiet, distraction-free area in your home or office to take the exam.
- Get your ID ready - You are required to bring two (2) forms of official, signature-bearing identification (one of which must be a photo identification). Photocopies of identification will NOT be accepted.

The name on your identification must be the same as the name you used on the application to register for the examination. If you do not have proper identification, you will not be allowed to test and your examination fee will not be refunded.

ON EXAM DAY

STEP 1: Prepare your testing space

- Quiet: no background noise and inform members of your household you are taking an exam.
- Well lit: Online proctors must be able to see you and your testing space.
- Privacy: no one else in the room.
- Remove Prohibited Items: clear workstation area to expedite room scan.
- Restroom/Beverages: use restroom and prepare beverages before exam.

STEP 2: Have your ID ready

- Have your government issued photo ID with you (see list or proper identification in section above).

STEP 3: Prepare your computer

- Disconnect any additional monitors and close all other open applications.

- Have your chargers (laptop, smart phone or tablet) plugged in or nearby.
- Use a wired internet connection rather than WiFi, if possible.
- If using WiFi, we recommend at least 3Mbps and ask that other household members do not use the internet during your exam.
- Disconnect any VPNs or firewalls if you have them.
- If taking an Oral Exam you must use a wired headset.

STEP 4: Download the ExamRoom 360 app

- Download the ExamRoom 360 app to your smartphone or tablet and have your CNA365 login credentials available (the user name and password for your Credentia CNA365 account). This app is required to complete a 360 degree room scan.

STEP 5: Check-in for your exam

- When To Check-In: you can begin the check in process up to 30 minutes prior to your appointment. Your onboarding agent will make sure everything is ready for your exam before introducing your proctor. Visit www.credentia.com/online-exams to view or download detailed check-in procedures.
- How To Check-In: go to www.credentia.com/test-takers/nc and click the "CNA365 login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.

EXAM DAY (TEST CENTER EXAM)

PROPER IDENTIFICATION

Candidates Candidates are required to to bring two (2) forms of current, not expired official U.S. government-issued signature-bearing identification (one of which must be photo-bearing) to the test site. Photocopies of identifications will not be accepted.

- One form of identification must be a U.S government-issued Social Security (SS) card, signed and not laminated.
- A second form of identification must be any of the items listed below and must be photo-bearing.
  - Current, non-expired driver's license
    - Candidates who do not have their new license by exam day must bring their expired driver's license and their temporary permit.
  - Current, non-expired learner's permit
  - Military Identification
    - Sponsor military identification and a dependent military identification may be used when present with a valid SS card.
  - State- or federal-issued identification card
  - Passport (US or foreign, current, non-expired)
  - Alien registration card
  - Employment authorization document (EAD) photo identification card (curent, non-expired, federal-issued)

If a Candidate fails to present proper identification, then he or she will not be allowed to take the exam and the exam fee will not be refunded.

The name listed on the identifications must be the same as the name used to register for the exam, including suffixes and hyphens. If your name has changed, then you must complete the steps below at least nine (9) calendar days before your scheduled exam. Be prepared to provide official government documentation of your name change.

- Contact Credentia at 1-888-723-6773 if you are not on the North Carolina Nurse Aide I Registry.
- Contact Credentia at 1-888-723-6773 if you have already scheduled an exam.
- Contact the North Carolina Department of Health and Human Services at 1-919-855-3969 if you are on the North Carolina Nurse Aide I Registry.

SECURITY & CHEATING

If you give help to or receive help from anyone during the examination, the examination will be stopped. The incident will be reported to the NC DHHS for review, and your examination will not be scored (see Testing Policies). Please note that all examination questions, each form of the examination, and all other examination materials are copyrighted by and the property of Credentia. Consequently, any distribution of the examination content or materials through any form of reproduction, or through oral or written communication, is strictly prohibited and punishable by law.

LATENESS

If you are late for your scheduled examination, or do not bring all of your required materials, you will NOT be allowed to test and your examination fee will NOT be returned.

If you are late or do not bring all your required materials, you will NOT be allowed to test and you will be required to re-apply and pay another examination fee (see Cancellation for more details).

STUDY AIDS

You are not permitted to take personal belongings such as briefcases, large bags, study materials, extra books, or papers into the examination room.

EATING/DRINKING/SMOKING

You are not permitted to eat, drink, or smoke during the examination.

MISCONDUCT

If you are discovered causing a disturbance of any kind or engaging in any kind of misconduct, you will be dismissed from the examination and the incident will be reported to the North Carolina Department of Health and Human Services.

GUESTS/VISITORS

No guests, visitors, pets, or children are allowed.

SAMPLE QUESTIONS

1. **A resident has an order for a drug to be given subcutaneously. The abbreviation for subcutaneous is sq. This means the drug should be given:**
   (A) in the eyes
   (B) in the rectum
   (C) under the skin
   (D) by mouth

2. **One of the easiest and most important ways to prevent the spread of germs or infection is:**
   (A) Wear a mask and gown
   (B) Wash your hands

3. **A medication ordered q8h would be given at:**
   (A) 6:00a.m., 2:00 p.m. and 10:00 p.m.
   (B) 8:00 a.m. and 8:00 p.m.
   (C) 9:00 a.m., 1:00 p.m., and 7:00 p.m.
   (D) 8:00 a.m., 4:00 p.m. and 10:00 p.m.

4. **When applying a transdermal patch, you should:**
   (A) apply to the same site the previous patch was removed
   (B) apply the patch to an area that the resident moves a lot
   (C) apply the patch to an area of the body that is hairless

5. **When should a medication aide report a medication error to the supervisor?**
   (A) before the next medication is due
   (B) during the end of shift report
   (C) as soon as the error occurs
   (D) after calling the physician

Answer Key: 1(C); 2(B); 3(A); 4(C); 5(C)

SCORE REPORTING

EXAM RESULTS

You will receive a notification email from CNA365 when a new exam score has been posted to your online account. To access your score report, please login to your CNA365 account by clicking the "CNA365 Login" button on the top of the North Carolina nurse aide website page at www.credentia.com/test-takers/ncmacare. Score reports are generally available within a few hours after a testing event is completed for the day. If it has been more than 24 hours and you are unable to view your score report in CNA365, please contact customer service at 1-888-723-6773.

FAILING

Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to the examination. The score report will also include information about re-taking the examination. A new examination fee is required each time you re-take the examination.

PASSING

Once you have passed the examination, your name will be submitted to NC DHHS to be added to the Medication Aide Registry. Once listed, you may view your name on the Medication Aide Registry at https://ncnar.ncdhhs.gov/. If you have any questions regarding your listing, you may contact NC DHHS at 1-919-855-3969, Monday through Friday.

THE REGISTRY

CHANGE OF ADDRESS OR NAME

NC DHHS must be kept informed of any name or address changes.

There is no charge for changing your name or address on the registry. You may notify NC DHHS of a name or address change by submitting the Name and Address Change Form at https://ncnar.ncdhhs.gov/. Alternatively, you may call NC DHHS at 1-919-855-3969 to change your mailing address on the Medication Aide Registry.

If your name changes at any time after you are placed on the Medication Aide Registry, you must send written notification of this change to NC DHHS. If you change your name, you MUST provide official documentation along with your notification. Please remember, however, that if you changed your name, you **MUST** provide official documentation along with your notification. Written documentation must include 1) a COPY of your signed social security card with the new name on it, AND 2) a COPY of a court-issued marriage certificate, divorce decree, or other legal document that demonstrates the name change. Your notification must include your previous name, current name, mailing address, phone number, and the last four (4) digits of your Social Security number. All documents provided to the registry in support of your name change **MUST** be official and legal documents.

Failure to inform the registry of an address or name change may jeopardize your listing status.