Credentia

South Carolina Medication Assistant Certification Exam: **MACE®** Candidate Handbook

2024

Quick Reference

CREDENTIA EXAMINATION AND SCHEDULING SERVICES
South Carolina Medication Assistant Program: MACE®

1025 Greenwood Blvd.

Suite 401

Lake Mary FL 32746

Office Hours:

(Eastern Time Zone)

Monday through Friday 8 am – 11 p.m.

Saturday 8 a.m. – 5 p.m.

Sunday 10 a.m. – 4 p.m.

Create or Log into your CNA365 account to:
- Change your current address and phone number.
- Submit Correction Form to update name, date of birth or social security number before your exam has been scheduled.
- Obtain and submit an Examination Testing Application.
- Check Testing Application status.
- Find test sites and availability.
- Schedule, reschedule or cancel an examination.
- View exam details such as examination type, scheduled time, date, and location.
- View Score report.
- Submit and review a Grievance application for completed examination.
- Submit an Excused Absence application.

Contact Candidate Support *when*:
- Problem occurs when creating CNA365 Account.
- Did not receive activation link.
- Problem occurs when applying an assigned voucher code.
- Testing Application Issue.
- Received an error message when scheduling examination.
- Score report is not viewable in CNA365 after 24 hours from your exam.
- Call 1-888-585-6931

South Carolina Medication Assistant Registry
South Carolina Medication Assistant Program: MACE®

1025 Greenwood Blvd.

Suite 401

Lake Mary, FL 32746

Office Hours:

(Eastern Time Zone)

Monday through Friday 8 am – 5 p.m.

Create or Log into your CNA365 account to:
- Change your current address and phone number.
- Submit Correction Form to update name, date of birth, or social security number once you are on the Registry.
- Obtain and submit an application for reciprocity.
- Check Reciprocity Application status.
- Obtain and submit Renewal Registry Application for continued enrollment.

- Check Renewal Registry Application Status.
- Request and submit a Duplicate Registration Request.
- View Registration.
- Obtain a Test Application because your Medication Assistant Registration has lapsed.
- Submit an Excused Absence application.

Contact Registry Services **when**:

- Problem occurs when creating CNA365 Account.
- Did not receive activation link.
- Cannot view registry details.
- Order Candidate Handbooks.
- Call 1-888-204-2673

South Carolina
Department of Health and Human Services
1801 Main Street
Columbia, SC 29201
SCMAC@scdhhs.gov

Office Hours
Monday through Friday 8:00 a.m. – 5:00 p.m.
(Eastern Time Zone, weekdays)
The phone lines will be open between
8:00 am - 12:00 p.m. and 1:00pm - 3:00 p.m.

Please go to the SCDHHS website at https://www.scdhhs.gov/ for additional information.

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Introduction

This handbook is designed for candidates seeking Medication Assistant certification in South Carolina, leading to listing on the South Carolina Medication Assistant Registry. It describes the process of applying for and taking the Medication Assistant Certification Examination (MACE®). It is important that you read the entire handbook and keep a copy of it until you are notified of your examination results. The purpose of the Medication Assistant Certification Examination is to ensure that individuals who administer medication have the basic knowledge and skills to perform their duties. The South Carolina Department of Health and Human Services (SCDHHS) 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 Medication Assistant Certification Examination to the South Carolina Medication Assistant Registry. Completion of this Medication Assistant Certification Examination and subsequent listing on the SC Medication Assistant Registry will qualify an individual for consideration of employment in a skilled Nursing facility in South Carolina.

Medication Assistant Examination

Credentia has developed this examination to meet the Medication Assistant evaluation requirement of South Carolina state laws and regulations. The examination is a measure of medication assistant-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 Assistant.

Exam Overview

The Medication Assistant Certification Examination (MACE®) 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. The National Council of State Boards of Nursing is responsible for the content of the examination and for determining the passing score for the examination. The South Carolina Department of Health and Human Services determines who is eligible to take the examination.

Eligibility

All candidates applying to take the Medication Assistant Certification Examination in South Carolina **MUST** complete an *Application for Registration by Competency Examination* form in CNA365. The completed application, fees, and proof of passing Skills Checkoff from your training program is required for first time test takers.

When registering to test, please select the Eligibility Route that best applies to you:

M1 - South Carolina State Approved Medication Assistant Trained Candidate

For candidates who have successfully completed an approved SC Medication Assistant Training Program (MATP) requiring a minimum of (100) hours of training. This consists of sixty (60) hours of didactic training including work in a skills lab and/or simulation facility, in addition to forty (40) hours of supervised clinical practicum in a nursing home supervised by an approved Registered Nurse (RN). Additionally, the candidate must have successfully completed a skills practical assessment with the training program before taking the MACE® in CNA365.

M2 - Lapsed or Expired less than 24 months South Carolina Medication Assistant Registry Applicants

For candidates who have successfully passed an approved SC Medication Assistant Training Program (MATP) requiring a minimum of (100) hours of training. This consists of sixty (60) hours of didactic training including work in a skills lab and/or simulation facility, in addition to forty (40) hours of supervised clinical practicum in a nursing home supervised by an approved Registered Nurse (RN), and passed the skills clinical competency examination, **AND** whose South Carolina Medication Assistant certificate has not been expired for more than twenty-four (24) months. (Certificate must be in good standing).

The application will require that the candidate input the certification expiration date and upload a copy of their original certification document in the application to test.

You have three (3) attempts to pass the Medication Assistant Examination within two (2) years from the completion date of your training program to be placed on the South Carolina Medication Assistant Registry. If you do not pass the examination after 3 attempts or within two (2) years of training, you will need to repeat a training course and retake 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 https://credentia.com/test-takers/scmace.

After completing a South Carolina state-approved training course, you will create an online account with Credentia's CNA365 system. To create a CNA365 account, visit our website at https://credentia.com/test-takers/scmace, click the "CNA365 Login" button and select "Sign-Up."

- 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 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 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 1-888-585-6931.

Exam Fees

There is an examination fee of $80 each time you take the test. Payment will NOT be accepted at the test center. Examination fees are non-refundable and non-transferable. Candidates not employed in a Medicaid-certified nursing home or who have not received an offer of employment from a Medicaid-certified nursing home are permitted to pay their own examination fee. If you are not currently employed in a nursing home, you may pay the fee yourself.

Vouchers

Vouchers offer another convenient way to pay for exams. Vouchers can be purchased in CNA365 either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate voucher as the payment method and provide the voucher number. All vouchers are pre-paid. Vouchers are non-refundable and non-returnable. Vouchers expire twelve (12) months from the date they are issued. Voucher expiration dates cannot be extended.

Exam Scheduling

To schedule an exam, please create your CNA365 account first. **Note:** Because you will be using your CNA365 account throughout your career as a Medication Assistant, it is best to use an email address that you will always have access to like a Gmail, iCloud, or yahoo account.

Once your account is verified, you can begin the application process. Please feel free to review our "How to Register for an Exam" quick reference guide at https://credentia.com/storage/sc-mace/sc-medication-assistant-candidate-registration-qrg-v1.0.pdf. This and other helpful guides can be found on our SC MACE webpage at https://credentia.com/test-takers/scmace.

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.

Holiday Schedule

The examination (written and online) will not be scheduled on the following holidays or holiday weekends:

- New Year's Day / Eve
- Martin Luther King Jr. Day
- Memorial Day / Weekend
- Independence Day / Weekend
- Labor Day / Weekend
- Thanksgiving Day / Weekend
- Christmas Day / Eve

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 https://credentia.com/test-takers/scmace and click on "How to Cancel or Reschedule an Exam" in the RESOURCES section of the webpage.

Online Written 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 frame 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. However, an unexcused absence will not count as one of your 3 attempts to pass the exam.

Absence Policy

Candidates who are late or absent from an exam may submit an excused absence via CNA365 within 14 calendar days of the exam date for the following reasons:

- Illness of yourself or a member of your household
- Death in the family
- Traffic accident or ticket
- Court appearance or jury duty
- Military duty
- Weather emergency
- Incarceration

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 upload a copy of the court notice. In the case of illness, verification from a medical provider must be included in your request. Please note, a request takes approximately 3-5 calendar days to review. The decision of Credentia to approve or deny the excused absence will be final.

Lateness

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

Content Outline

National Medication Aide Certification Examination (MACE®) Content Outline

I. **Authorized Duties (16% = 8 questions)**

   A. Building Relationships

   B. Delegation

   C. Role of MA-C

   1. Permitted Duties

   2. Restrictions/Limitations

   D. Specific Legal and Ethical Issues

   E.   Location and Use of Resources and References (e.g., nurse, pharmacist, Physician, package/drug insert, drug reference manuals)

II. **Medication Administration, Observation and Reporting (60% = 30 questions)**

   A. Administering and Charting Medications

   1. Medication Orders

   2. Documentation of Medication Administration

   3. Storage

   4. Disposal

   B. Safety and Rights of Medication Administration

   C. Routes of Administration

   D. Factors Affecting How the Body Uses Medication

   E. Classifications/Categories of Medications Related to Body Systems and Actions (e.g., antimicrobials, cardiovascular, dermatological, endocrine...)

   F. Rights of Individuals

   G. Causes and Reporting of Medication Errors

   H. Reporting of Symptoms and Side Effects

   I. Reporting Any Change from Client's Normal Condition

III. **Medication Concepts and Measurements (24% = 12 questions)**

   A. Medication Concepts

   1. Terminology and abbreviations

   2. Dosage Range

   3. Actions and Implications

   4. Therapeutic and other side effects (e.g., idiosyncratic, paradoxical, antagonist)

   5. Precautions

   6. Interactions

   B. Forms of Medication

   1. Liquid

   2. Solid and semi-solids

   C. Measurements

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 take the 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, smartphone, or tablet) plugged in or nearby.
- Use a wired internet connection rather than Wi-Fi, if possible.
- If using Wi-Fi, 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.

STEP 4: Download the ExamRoom AI app.
- Download the ExamRoom AI app to your smartphone or tablet and have your CNA365 login credentials available (the username and password for your Credentia CNA365 account). This app requires you 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 https://credentia.com/online-exams to view or download detailed check-in procedures.
- How To Check-In: go to https://credentia.com/test-takers/scmace and click the "CNA365 login" button. Once logged in, find your scheduled exam, and select the **"Start Exam"** button.

Exam Day

Proper Identification

Candidates are required 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.

Primary ID (Photograph, and signature, not expired)
- Government-issued Driver's License
- U.S. Department of State Driver's License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country ID card
- Passport
- Passport Card
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

Secondary ID (Signature, not expired)
- U.S. Social Security Card
- Debit (ATM) card or Credit card
- Any form of ID on the Primary list
- Employment authorization document (EAD) photo identification card (current, 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 ten (10) calendar days before your scheduled exam. Be prepared to provide official government documentation of your name change.

- BEFORE TESTING: Log into your CNA365 account and submit a Demographics application. There, you will be required to upload the appropriate documentation as related to the information you wish to update or change.

- AFTER PASSING THE EXAM: Contact Credentia at 1-888-204-2673 if your name does not appear on the Medication Assistant Registry within 48 business hours of passing both portions of the exam.

Please be advised that if the name on your identification does NOT match the name used to register for the test, you will not be permitted to take the exam and may be required to re-pay to schedule another exam date.

Security

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 SCDHHS 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.

Testing Policies

The following policies are observed during the proctoring of each exam administered.

Lateness

If you are late for your scheduled examination, or do not bring all 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

Personal belongings such as briefcases, large bags, study materials, extra books, or papers are not permitted in the examination area.

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 South Carolina Department of Health and Human Services.

Guests/Visitors

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

Score Reporting

Exam Results

Your exam results will be available immediately following the completion of each test. Additionally, you will receive a notification email from CNA365 when a new exam score report 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 South Carolina Medication Assistant website page at https://credentia.com/test-takers/scmace. 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 Candidate Support at 1-888-204-2673.

Failing

Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to the general portions of the examination as well as information about retesting. If you fail the examination, your Score Report will provide you with information on how to re-take the examination. A new examination fee is required each time you re-take the examination.

State regulations allow you three (3) attempts to pass the examination. If you should fail three (3) times within two (2) years from the completion date of your training program, you will be required to successfully complete a state-approved training program and re-take the examination. You must take and pass the examination to be placed on the South Carolina Medication Assistant Registry.

Passing

Once you have passed the examination, your name will be included on the South Carolina Medication Assistant Registry. Once listed, you may view your name on the Registry by going to https://cna365.examroom.ai/registry/?StateCode=SCMAI. If you have any questions regarding your listing on the Registry you may contact Credentia Services Medication Assistant Registry Services at 1-888-204-2673.

Grievance Process

Each candidate has a right to file a grievance to complain or contest the result of their Medication Assistant Exam. Credentia will follow up on each grievance within ten (10) calendar days of receipt of the candidate grievance application. No grievance will be investigated if it is not submitted through CNA365.

Process

All grievances must be submitted through CNA365. The candidate must provide as much detail as possible in the grievance application to Credentia within thirty (30) days from their exam date. After receipt of the grievance application, Credentia will investigate and respond to the letter within ten (10) calendar days.

The Registry

Change of Address or Name

The South Carolina Medication Assistant Registry must be kept informed of your current address and name once you become listed on the registry.

There is no charge for changing your name or address on the Registry. You may notify the Registry of a name or address change by using the Demographics Application in CNA365. Alternately, you may call the Medication Assistant Registry at 1-888-204-2673 to change your mailing address on the Registry.

If your name changes at any time after you are placed on the Registry, you must send written notification of this change to the Registry.

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 Social Security number. All documents provided to the Registry in support of your name change **MUST** be official and legal documents. Any documents provided may be subject to verification with the issuing source.

Failure to inform the Registry of an address or name change may jeopardize your listing status. A correct address is required.

Listing Renewal

A South Carolina Medication Assistant Certificate is valid for 24 months from the date it was issued. You are also required to obtain 10 CEUs during the 24 months, and 8 hours of paid work in a 24-month period. Additionally, you must upload proof of an annual skills competency check-off on state approved form, dated, and signed by an RN. Approximately ninety (90) days before the expiration of your certification, Credentia will email you directions for renewing your certificate. **Failure to inform the Registry of an address or name change may jeopardize your listing status.** A correct address is required for you to receive notification for renewal.

Renewal Notice

Medication Assistant Renewal Forms should be submitted through your existing CNA365 account with the required documentation uploaded for Credentia's review and determination. It is your responsibility to renew by the expiration date, The date of hire on your Renewal Application MUST be a date prior to the date your listing expired.

Renewal Fee

There is **a $35** for re-listing on the South Carolina Medication Assistant Registry.

Reciprocity: Candidates seeking to obtain certification in SC and are active and in good standing on another state's Medication Assistant/Aide registry

Reciprocity is a process by which a certified Medication Assistant from another state may qualify for certification in South Carolina because of his or her certification status. You are eligible for reciprocity if you are a Medication Assistant in a state other than South Carolina and if you are currently listed on another state's Medication Assistant registry as active and in good standing. A Medication Assistant must have passed the National Medication Aide Examination (MACE®), to be placed on the South Carolina Medication Assistant Registry. It is a $35 fee to apply for reciprocity. **Please Note:** For North Carolina candidates, only Medication Aide-Nursing Home will be accepted.