Credentia

North Carolina Medication Aide Program (Nursing Home Program)

Quick Reference

CREDENTIA EXAMINATION AND SCHEDULING SERVICES

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 Customer Service 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 888-204-6249

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

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.

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

for additional information

Table of Contents

Introduction

This handbook is designed for candidates seeking 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 Medication Aide Examination. 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 Aide Examination is to ensure that individuals who administer medication have the basic knowledge and skills to perform their duties. The North Carolina Department of Health and Human Services (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 Medication Aide Examination to the North Carolina Medication Aide Registry. Completion of this medication aide examination and subsequent listing on the NC Medication Aide Registry will qualify an indi- vidual for consideration of employment in a skilled Nursing facility in North Carolina. It will not qualify an individual in an adult care home. Individuals who wish to work as a medication aide in an adult care home should contact the NC Division of Health Service Regulation at 1-919-855-3765 for information on medication aide testing required for work in an adult care home.

Medication Aide Examination

Credentia has developed this examination to meet the medication aide evaluation requirement of North Carolina state laws and regu- lations. 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 admin- istered 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.

Eligibility

All candidates applying to take the Medication Aide Examination in North Carolina **MUST** be active and have a non-expired Nurse Aide listing on the North Carolina Nurse Aide Registry. Candidates also **MUST** complete an Application for Registration by Competency Examination form. The completed application, fees, and signed COPY of your training completion certificate must be submitted.

You have three (3) attempts to pass the Medication Aide Examination within two (2) years from the completion date of your training pro- gram in order to be placed on the North Carolina Medication Aide 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 www.credentia.com/test-takers/ncma

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 on the top of the North Carolina Med Aide (Nursing Home) website page at www.credentia.com/test-takers/ncma, 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 nurse aide train- ing 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 888-204-6249

Exam Fees

There is an examination fee of $59 each time you test. Payment will NOT be accepted at the test center. Examination fees are non-refundable and non-transferable. Under federal and North Carolina state laws, candidates employed in nursing homes that participate in Medicaid/Medicare programs are prohibited from paying their examination fees. Employers must pay the examina- tion fee and any re-test fee for those candidates in their employ as nurse aides or candidates who have a written commitment or signed acceptance of employment on file in a Medicaid-certified nursing home. 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.

Exam Scheduling

For more information about scheduling, or on how to register for the examination online, please

visit: http://www.credentia.com/nc/test-takers/ncma

Accommodations

Credentia complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodation 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/ncma and click on "How to Cancel or Reschedule an Exam" in the Resources sec- tion 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 frames and do not show up for your scheduled exami- nation, you will be responsible for the examination fee. Your fee will not be refunded and cannot be transferred to a new examina- tion 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. An unexcused absence will also 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 of your required items (see What to Bring), you will NOT be allowed to test and your examination fee will NOT be returned.

Content Outline

I. AUTHORIZED DUTIES *(10% of test content)*

A. Roles, responsibilities, legal aspects and limitations of Medication Aides
  1. Authorized duties for a Medication Aide, including:
     a. Permitted routes of medication administration: oral, eye, ear, nasal, inhalant, transdermal, topical, vaginal and rectal
     b. Prohibited routes: subcutaneous, intradermal, intramuscular, and intravascular injections and medications via tubes and ostomies
  2. Medication Aide's responsibility for reporting to a nurse
  3. How to address conflict with role and authorized duty issues
  4. Medication Aide role under state regulations
     a. Completed an NC Board of Nursing approved course
     b. Completed a state-approved competency examination
     c. Listed on NC Medication Aide Registry

II. MEDICATION ADMINISTRATION *(80% of test content)*

A. Administering and charting medications
  1. Medication packaging
  2. Preparation and administration of medications by approved routes
  3. Special Circumstances for administering medications
     a. Liquid medication
     b. Cutting medications
     c. Crushing medications
     d. Difficulty swallowing
     e. Administering medications to children
     f. Allergies
  4. Correct medication administration procedure (Six rights)
     a. Right client
     b. Right medication
     c. Right dose
     d. Right route
     e. Right time
     f. Right documentation
  5. Client medication rights, including the right to confidentiality and the right to know and refuse medications
  6. Client safety and error prevention
  7. Appropriate communication with supervising licensed nurse
  8. Infection control procedures including standard precautions
  9. Use of Medication Administration Record (MAR) to:
     a. Administer medications; and
     b. Document medication administration
  10. Medication errors and reporting techniques
  11. Auditing and inventory systems
     a. Controlled substance counts
     b. Disposition of unused or contaminated medications

III. MEDICATION CONCEPTS *(10% of test content)*

A. Concepts in administration of medications
  1. Commonly used abbreviations
  2. Terminology and definitions

Sample Questions

The following questions are samples of the kinds of questions that you will find on the Examination. Check your answers to these questions in the box below.

1. **Information that should be located on the MAR includes:**
   (A) medication dose
   (B) client's next of kin
   (C) medication side effects
   (D) agency medication administration policies

2. **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

3. **One teaspoon of an elixir is equal to:**
   (A) 10 milliliters
   (B) 5 milliliters
   (C) 1 ounce
   (D) 1 pint

4. **A symptom of anaphylaxis, a life-threatening allergic reaction, is:**
   (A) high blood pressure
   (B) quiet breathing
   (C) slow heart rate
   (D) wheezing

5. **The site selected for applying a transdermal patch should be:**
   (A) cold
   (B) warm
   (C) hairless
   (D) odor free

Correct Answers

1. A   2. C   3. B   4. D   5. C

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.

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 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 appoint ment. Your onboarding agent will make sure everything is ready for your exam before intro ducing 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/ncma and click the "CNA365 login" button. Once logged in, find your scheduled exam and select the "Start Exam" button.

Exam Day

What To Bring

You MUST have the following items with you when you take the NNAAP Examination:

- Two (2) forms of official (current, not expired), legible, signature bearing identification, one of which must be photo identification
- Three (3) No. 2 pencils (sharpened)
- Eraser
- Analog watch with a sweeping seconds hand (not a digital or Smartwatch)

No other materials will be allowed.

Proper Identification

Candidates are required to to bring two (2) forms of current, not expired official 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 presented 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 **ten (10)** 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

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.

Testing Policies

The following policies are observed at each test center.

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

Personal belongings such as briefcases, large bags, study materials, extra books, or papers are not permitted in 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 North Carolina Department of Health and Human Services.

Guests/Visitors

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

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/ncma. 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 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 any part of 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 North Carolina Medication Aide Registry.

Passing

Once you have passed the examination, your name will be submitted to the North Carolina Medication Aide Registry. Once listed, you may view your name on the Registry by going to https://ncnar.ncdhhs.gov If you have any questions regarding your listing on the Registry you may contact the North Carolina Division of Health Service Regulation, Monday through Friday from 9:00 a.m. to 3:00 p.m. at 1-919- 855-3969 (Eastern Time Zone, weekdays).

Grievance Process

Each candidate has a right to file a grievance to complain or contest the result of their Medication Aide Exam. Credentia will follow up on each grievance within ten (10) calendar days of receipt of the candidate grievance letter. No grievance will be investigated if it is not received in writing.

Process

All grievances must be in writing. The candidate must provide as much detail as possible in the grievance letter and forward it to Credentia within thirty (30) days of their exam date. After receipt of the grievance letter, Credentia will investigate and respond to the letter within ten (10) calendar days. Credentia's address is located on the inside front cover of this handbook.

The Registry

Change of Address or Name

The North Carolina Medication Aide 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 Address or Name Change Reporting Form on the Medication Aide Registry website (https://ncnar.ncdhhs.gov). Alternately, you may call the Medication Aide Registry at 1-919 855-3969 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

Medication aides on the Medication Aide Registry must renew their registry listing to remain eligible for employ- ment as a medication aide. To be eligible for renewal based on employment, you must work for pay as a medication aide for at least eight (8) hours every twenty-four (24) months. This employ- ment must be documented and reported to the Medication Aide Registry prior to each listing expiration date. The listing expira- tion date is 24 months from either the date of your last successful competency examination or your last reported date worked, which- ever is more recent. If your listing expires, you will be required to complete a NC Board of Nursing-approved training program and a new competency examination to be re listed on the Registry.

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. If you work in a skilled nursing facility as a medication aide, you must also maintain a current listing on the Nurse Aide I Registry.

Renewal Notice

Medication Aide Renewal Forms may be completed online at https://ncnar.ncdhhs.gov/ under Medication Aide – Nursing Home. The renewal form is to be completed by the Medication Aide and the Employment Verification Form is to be completed by a Registered Nurse for Renewal. 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 **no fee** for re-listing on the North Carolina Medication Aide Registry.