



West Virginia Approved Medication Assistant Personnel (AMAP)

Certification Examination Candidate Handbook

April 2022

Quick Reference

West Virginia Office of Health Facility Licensure & Certification

408 Leon Sullivan Way
Charleston, WV 25301
(304) 558-0050
(304) 558-2515 (fax)

<https://ohflac.wvdhhr.org/Programs/AM.html>

Hours of Operation:

*Monday – Friday 8:00 a.m. – 5:00 p.m.
(Eastern Standard Time)*

Pearson VUE®

West Virginia MACE
Attn: Regulatory Program
5601 Green Valley Dr.
Bloomington, MN 55437
(888) 304-3691

Hours of Operation:

*Monday – Friday, 6:00 a.m. – 9:00 p.m.
Saturday, 6:00 a.m. – 3:00 p.m.
Sunday, 8:00 a.m. – 2:00 p.m.
(Mountain Standard Time)*

Call Pearson VUE to:

- Schedule, reschedule or cancel an examination
- Obtain information regarding an examination

Go to Pearson VUE's website

(www.pearsonvue.com/mace/ut) to:

- Download a Candidate Handbook
- Schedule an examination.

Reservations Overview

Before making an exam reservation, candidates should thoroughly review this handbook, which contains examination content outlines and important information regarding eligibility and the examination and licensing application process. For more detailed information, please go to page 3.

Making an exam reservation

Candidates must apply to the West Virginia Office of Licensure & Certification to obtain an authorization to test.

Candidates will be notified by email from PearsonVUE of their approval (authorization to test) and will receive instructions for next steps in scheduling their exam through PearsonVUE.

Candidates may make a reservation by:

- Visiting the website at **www.pearsonvue.com/mace/wv**
- Calling (888) 304-3691

Candidates should make a reservation online or by phone at least forty-eight (48) hours before the desired examination date. **Walk-in examinations are not available.**

Candidates are allowed three attempts to pass their exam within a six-month period.

Schedules & Fees

Test Center locations

A list of test centers appears on page 4 of this handbook. Candidates should contact Pearson VUE to confirm specific locations and examination schedules.

Exam fees

The examination fee is \$120 and must be paid at the time of reservation by credit card, debit card, or voucher. **Fees will not be accepted at the test center. Examination fees are non-refundable and nontransferable, except as detailed in the *Change/Cancel Policy* (page 6).**

Exam Day

What to bring to the exam

Candidates should bring to the examination proper identification. The identification should exactly match the candidate's name in the Pearson VUE system. A complete list of acceptable forms of identification appears on page 11.

Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins to complete registration. The time allotted for the examinations is 2 hours. Each candidate will leave the test center with an official score report in hand.

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Introduction

This handbook is designed for candidates seeking the Approved Medication Assistant Personnel (AMAP) in West Virginia. It describes the process of applying for and taking the Approved Medication Assistant Personnel Examination.

The Medication Aide Competency Examination (MACE) supports Approved Medication Assistive Personnel (AMAP) for nursing homes in West Virginia. The term Medicaid Aide or Medication Assistant have the same meaning as AMAP. This handbook will use the term MACE and Medication Aide.

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 West Virginia Office of Health Facility Licensure and Certification has contracted with Pearson VUE®, a nationally recognized leading provider of assessment services to regulatory agencies and national associations, to administer the examination. Pearson VUE along with the National Council of State Boards of Nursing (NCSBN) will develop, score, and report the results of the Medication Aide Examination to the West Virginia Office of Health Facility Licensure and Certification.

Completion of this medication aide examination and endorsement through the West Virginia Office of Health Facility Licensure and Certification will qualify a nursing assistant-certified with a medication assistant endorsement for consideration of employment to administer medications and nursing commission-approved treatments to residents in nursing homes, under the direct supervision of a designated registered nurse.

Medication Aide Examination

The Medication Aide Certification Examination (MACE) is a national medication aide certification examination typically administered to nursing assistants who choose to receive additional training to become certified medication aides. NCSBN develops the MACE examination and administers the computer-based exam with the contractual assistance of Pearson VUE.

Exam Overview

The Medication Aide Examination consists of fifty (50) multiple choice questions written in English and ten (10) pretest questions. An examination outline is located on the following pages. The examination will be administered on an electronic testing system. The examination is scored immediately after you complete it, and you will leave the test center with your score report.

Scheduling

You may schedule your examination using the following options:

Online Reservations

Once you have received your authorization to test, you should log into Pearson VUE <https://home.pearsonvue.com/mace/wv> and complete your profile. From there, you can schedule your exam appointment online.

Online reservations are the most efficient way for candidates to schedule their examination. Candidates must go to www.pearsonvue.com/mace/wv to make an online reservation for an examination. First-time users are required to create an account. The candidate will need to fill in all required fields, which are preceded by an asterisk (*), on the online form in order to create an ID and be assigned a password. Step-by-step instructions will lead the candidate through the rest of the examination reservation process. Candidates must make an online reservation at least twenty-four (24) hours before the desired examination date.

Phone Reservations

Walk-in examinations are not available. Candidates may contact the Pearson VUE Reservation Unit at (888) 304-3691 to make an examination reservation.

Pearson VUE Hours

Monday – Friday 6 AM – 9 PM

Saturday 6 AM – 3 PM

Sunday 8 AM – 2 PM

Mountain Standard Time

Before calling, candidates should have the following:

- Legal name, address, daytime telephone number, and date of birth
- The name of the examination
- The preferred examination date and test center location

A Pearson VUE representative will help candidates select a convenient examination date and location, and will answer questions.

Candidates should make a reservation at least twenty-four (24) hours before the desired examination date, as availability allows.

Testing Locations

Testing is available throughout West Virginia, in surrounding states, and nationwide. For more information, please go to <https://home.pearsonvue.com/mace/wv> and choose “Find a Test Center.”

Pearson Professional Centers	Charleston, WV
Pearson Professional Centers-Morgantown WV	Morgantown, WV
Blue Ridge Community and Technical College	Martinsburg, WV
Athena Training	Hurricane, WV
West Virginia Northern Community College	Wheeling, WV
Marshall County Schools	Moundsville, WV
Metro Community FCU	Huntington, WV
WVU Beckley	Beckley, WV
Mountwest Community and Technical College	Huntington, WV
New River Community and Technical College	Beaver, WV
WVU Parkersburg Riverhawk Resource Tutoring Center	Parkersburg, WV
nCompass Networks	Huntington, WV
Karen Preservati Center	Princeton, WV
Citynet LLC	Bridgeport, WV

Holiday Schedule

The examination 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

Exam Confirmation Number

Once scheduled, candidates will receive via email an order confirmation of their scheduled appointment.

The confirmation of exam appointment will be on the order confirmation, as well as additional details about testing rules, and test center information.

Exam Fees

There is an examination fee of \$120 each time you test. Payment must be paid at the time of reservation by credit card, debit card, or voucher. Appointments may be made up to twenty-four (24) hours in advance.

Payment will NOT be accepted at the test center. Examination fees are non-refundable and nontransferable except as detailed in Change/Cancel Policy on page 4.

Vouchers

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at www.pearsonvue.com/vouchers/pricelist/ilmace.asp by credit card 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. The exam must be taken by the expiration date printed on the voucher.

Cancellation and Rescheduling

Change/Cancel Policy

To change or cancel your examination reservation without monetary penalty, you must notify Pearson VUE by phone at least 48 hours before your scheduled examination. If you call at least 48 hours before your scheduled examination, the fee from your first reservation will be applied to your new reservation.

See the following pages for specific circumstances. Pearson VUE Customer Care Representatives are available at (888) 304-3691 from:

Monday – Friday 6 AM to 9 PM
Saturday 6 AM to 3 PM
Sunday 8 AM to 2 PM
Eastern Standard Time

If you call Pearson VUE less than 48 hours before your scheduled examination, you will forfeit the full examination fee for the canceled reservation and you must pay another fee for a new reservation.

Absence

Since unexpected situations occasionally occur, Pearson VUE will consider excusing an absence from a scheduled examination in certain situations.

Acceptable reasons for re-scheduling are as follows:

- 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

Requests for excused absences must be made in writing and received **within fourteen (14) calendar days** following the scheduled examination. This request must include verification of your absence from an appropriate source. For example, if you had jury duty, you must supply a copy of your court notice.

The decision of Pearson VUE will be final regarding whether an absence is excused and whether you must pay the examination fee if you are absent.

Lateness

Plan to arrive about thirty (30) minutes before the examination starts. 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.

Candidates who are absent from or late to an examination and have not changed or canceled the reservation according to the Change/Cancel Policy will not be admitted to the examination and will forfeit the examination fee. Written verification and supporting documentation for excused absences must be submitted to Pearson VUE within fourteen (14) calendar days of the original examination date.

Weather Emergencies

Examinations will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the examination will be delayed or cancelled. Candidates may call Pearson VUE at (888) 304-3691 for details on weather delays and cancellations. If the examination has been cancelled, you will be rescheduled for the next available examination at that site.

Accommodations

Pearson VUE 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. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own

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

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <http://pearsonvue.com/accommodations>, and then select your test program sponsor from the alphabetized list. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at:

accommodationspearsonvue@pearson.com.

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

Proper Identification

All candidates are required to bring identification that is deemed acceptable, as listed under *Acceptable Forms of Candidate Identification* (below), to the test center on the day of examination.

Candidates who do not present the required items will be denied admission to the examination, will be considered absent, and will forfeit the examination fee.

Acceptable Forms of Candidate Identification

Candidate must present **one (1)** form of current (not expired) signature identification. The name on the identification must exactly match the name on the registration. The identification must be government-issued, photo-bearing with a valid signature. Identification must be in English. Photocopies of identification will NOT be accepted.

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)

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID or Secondary ID list that contains a visible signature. Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

Exam Procedures

Candidates should report to the test center thirty (30) minutes before the examination and check in with the test center administrator. The candidate's identification will be reviewed

After the manager gathers your information, he or she will take your photograph, which will be printed on your score report.

Candidates are required to review and sign a ***Candidate Rules Agreement*** form. If the ***Candidate Rules Agreement*** is not followed and/or cheating or tampering with the examination is suspected, the incident will be reported as such and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action, such as prohibiting re-tests for a designated amount of time.

After registration, the test center manager will assign you a seat and assist you with the testing unit. You will have an opportunity to go through a tutorial on the testing system. The time spent on the tutorial will not reduce the examination time. The examination administrators will answer questions, but candidates should be aware that the administrators are not familiar with the content of the examinations nor with the state's licensing requirements. Examination administrators have been instructed not to advise candidates on requirements for licensure. Candidates may begin the examination once they are familiar with the PC. The examination begins the moment a candidate looks at the first examination question.

You will be given two (2) hours to complete the examination. After the examination time has expired, the testing unit will automatically turn off. Under no circumstances will you be permitted to work beyond the allotted time. Official scoring of your examination will take place immediately. You will leave the test center with your official score in hand.

Review of Exams

For security reasons, examination material is not available to candidates for review.

Test Center Policies

The following policies are observed at each test center. **Candidates who violate any of these policies will not be permitted to finish the examination and will be dismissed from the test center, forfeiting the examination fee.**

- **No personal items are allowed in the testing room.** Personal items include but are not limited to the following: cellular phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats, bags, coats, books, and/or notes, pens, or pencils.
- Candidates must store all personal items in a secure area as indicated by the administrator, or return items to their vehicle. All electronic devices must be turned off before storing them in a locker. **The test center is not responsible for lost, stolen, or misplaced personal items.**
- Studying is **not** allowed in the test center. Visitors, children, family, and/or friends **are not** allowed in the test center.
- Dictionaries, books, papers (including scratch paper), and/or reference materials are not permitted in the examination room (unless permitted by the exam sponsor), and candidates are strongly urged not to bring such materials to the test center. When the candidate enters and is seated in the testing room, the test administrator will provide the candidate with materials to make notes or calculations and any other items specified by the exam sponsor. **The candidate may not write on these items before the exam begins or remove these items from the testing room.**
- Eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Any candidate discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes from the examination room—will be summarily dismissed from the examination and will be reported to the state licensing agency. Decisions regarding disciplinary measures are the responsibility of the state licensing agency.

Score Report

To access your score report, please visit your Pearson VUE account at <https://home.pearsonvue.com/mace/wv>

Medication Aide Certified

Please go to the below listed link to to apply for certification. Please make certain you include your Examination Identification number on your application.

<https://ohflac.wvdhhr.org/Programs/AM.html>