

### FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to <https://www.provexam.com/schedule>. You may also call us at 866-720-7768. [Click here](#) for more information about registering.
2. **WHERE CAN I TEST?** You may test at any one of Prov's testing centers. [Click here](#) for a current list and directions to each of our testing centers.
3. **HOW MUCH DOES IT COST?** Each certification exam costs \$80.00 per testing attempt.
4. **WHEN DO I GET MY TEST RESULTS?** Exam results are available at the testing center once you complete your exam.
5. **WHAT IS ON THE TEST?** [Click here](#) for information about the available examinations.

### MORE QUESTIONS

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

For Application and Certification Questions:  
**New Mexico Board of Nursing**  
6301 Indian School Rd NE # 710  
Albuquerque, NM 87110  
Ph: (505) 841-8340  
<http://nmbon.sks.com/>  
Office Hours: 8 a.m. to 5 p.m.

For Testing Questions:  
**Prov**  
5200 NW 43rd Street  
Suite 102-167  
Gainesville, FL 32606  
Phone: (866) 720-7768  
Fax: (386) 518-6419  
[www.provexam.com](http://www.provexam.com)  
8 a.m. to 6 p.m. ET

### GENERAL TESTING INFORMATION

The New Mexico Board of Nursing has contracted with Prov, Inc. to administer certification exams for state Certified Hemodialysis Technician I, Certified Hemodialysis Technician II, Certified Medication Aide I, and the Certified Medication Aide II exams. This bulletin has been developed to help explain the rules and processes you will need to undertake to complete the testing requirement for your New Mexico Board of Nursing Certificate.

Prov is not authorized to make the determination of which exam(s) candidates must take. If a candidate is unsure which exam is needed for the certificate being sought of if they would qualify for certification once the testing is complete, they must call the New Mexico Board of Nursing office at **(505) 841-8340**.

### EXAMINATION CATEGORIES & COST

Candidates seeking to be certified with New Mexico Board of Nursing must complete a certification examination; either for the Certified Hemodialysis Technician I, Certified Hemodialysis Technician II, Certified Medication Aide I, or the Certified Medication Aide II exams.

Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

The cost for the examination is \$80.00, both for your initial testing attempt, and then \$80.00 for each subsequent retake if necessary.

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TESTING WITH PROV

Your exam will be administered by computer at one of Prov’s testing centers. Prov’s testing system is easy to use and requires no specific computer experience to take the test.

The following link will take you to a short video that demonstrates Prov’s testing system:  
<https://youtu.be/h3T9svnldLY>.

TESTING TIMEFRAME

Once you have applied and qualified to take an exam, you will have a time limit for taking it. *Certified Hemodialysis Technician I* applicants have up to six (6) months from the completion of the approved training program. *Certified Hemodialysis Technician II, Certified Medication Aide I and II* applicants have up to six (6) months from the application date.

WHERE TO TAKE YOUR EXAM


Prov has established eleven (11) testing centers within New Mexico where candidates can take their exams. Site addresses, testing availability, and drive directions are provided at the end of this bulletin.

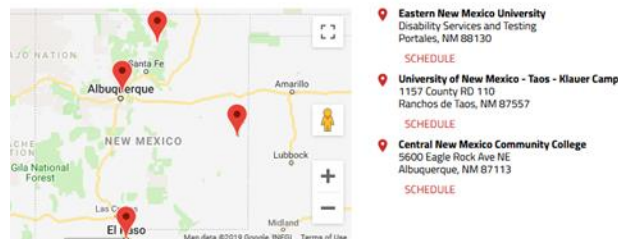
HOW TO SCHEDULE ONLINE

1. To schedule online, navigate to the following URL:  
<https://www.provexam.com/schedule>
2. Enter your identifying information into the system. The State has already shared your testing information with Prov. We need to locate your information within our system.

Follow the on-screen fields to enter your Known Candidate ID and your Last Name. The Candidate ID will be your social security number. Please enter all of the numbers.

Then, enter your last name and select the **Retrieve Details** button.

3. On the Welcome Screen, you will schedule a Date, Time, and Location for your exam by selecting the link labeled:  
 [Find suitable time and venue](#)
4. The scheduling system will display a map showing where the testing centers are located. Select a testing center from the list at the right of the map.
5. Select the SCHEDULE link to check the calendar for the testing center.



6. Select the SCHEDULE hyperlink to check the calendar for the testing center.
7. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time and select **Add to Cart**.

8. Proceed to payment. If you have provided an email address, the invoice for your exam payment will be automatically emailed to you.

If you have any problems with online scheduling, give us a call at (866) 720-7768.

#### SCHEDULING BY PHONE

To schedule an exam by phone, you should contact Prov toll free at 866-720-7768. Prov's scheduling staff is available 8:00 a.m. through 6:00 p.m. ET, Monday through Friday.

Please be prepared to provide the scheduling staff with your name, social security number and address. Once registered in the database, Prov's staff will search for the next available testing session at the preferred location and will provide any alternate locations available. Once scheduled, you will receive a confirmation email.

#### CANCEL/RESCHEDULING POLICY

If you need to change or cancel your testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

#### PREPARING FOR YOUR EXAMS

The certification exams that candidates will take are designed to test what qualified technicians or aides should know as they begin operations in their fields. The test questions used on the examinations have been prepared by Subject Matter Experts and cover the wide range of topics candidates would normally encounter as a technicians or aides.

Prov recommends that you prepare for your exam by familiarizing yourself with the subject areas listed in each exam description.

### EXAM DESCRIPTIONS

#### Certified Hemodialysis Technician I (CHT I)

Number of Questions	100
Time allowed (hours)	2
Subject Area	# Quest.
Anatomy and Physiology	3
Fluid and Electrolyte Balance	11
Renal Failure/Uremia	6
Principles of Hemodialysis	8
Vascular Access	14
Machine/Water Treatment	11
Dialysis Therapy	13
Laboratory Values	4
Infection Control	5
Emergency and Safety Procedures	9
Cardiopulmonary Resuscitation	3
Dietary	1
Medications	6
Psychosocial Aspects of ESRD	3
Certification Requirements and Authority to Practice	3

#### Certified Hemodialysis Technician II (CHT II)

Number of Questions	50
Time allowed (hours)	2
Subject Area	# Quest.
Access Choices	6
Anatomy and Physiology	1
Indication for Use of a Catheter	3
Complications	15
Infection Control	8
Management of a Central Venous Catheter	8
Heparinization	2
BON Rules and Regulations in regards to the CHT II	7

#### Certified Medication Aide I (CMA I)

Number of Questions	100
Time allowed (hours)	2
Subject Area	# Quest.
Medications and Their Impacts on Body Systems	23
Anatomy and Physiology	9
Legal Aspect of Medication Administration	12
Pharmacology	16
Population Specific Care	5
Practical Skills	20
Medication Terms and Abbreviations	5
Emergency Care/First Aid Procedures	3
PRN Medication Administration Requiring Judgment/Client's Condition	3
Understanding That Medical Errors Are Serious and Jeopardize a Person's Well Being	4

#### Certified Medication Aide II (CMA II)

Number of Questions	50
Time allowed (hours)	2
Subject Area	# Quest.

Medications and Their Impacts on Body Systems	1
Anatomy and Physiology	12
Legal Aspect of Medication Administration	6
Pharmacology	9
Population Specific Care	3
Practical Skills	11
Medication Terms and Abbreviations	1
Emergency Care/First Aid Procedures	1
PRN Medication Administration Requiring Judgment/Client's Condition	4
Understanding That Medical Errors Are Serious and Jeopardize a Person's Well Being	2

### TEST DAY RULES AND PROCEDURES

#### **Check-in Deadline**

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE TURNED AWAY, will forfeit your exam fees, and will be required to reschedule for a future testing date.

#### **Proof of Identity**

Upon arriving at the testing center, you will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. You will also be required to sign a test center log and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

If you do not have a photo ID, you may still present a valid State driver's license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate.

#### **Prohibited Items**

No cameras, recorders, cell phones or other communication devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

#### **Visitor Policy**

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

#### **Unethical Conduct Policy**

Any individual caught giving or receiving assistance during or after the exam or caught using unauthorized materials during the exam will be reported directly to the Department. Those caught in the act of cheating will be dismissed from the exam and their testing results will be frozen. Furthermore, the candidate will forfeit the testing fees paid. Finally, anyone caught with test questions in their possession, either during or following the exam will be prosecuted by Prov for theft of copyrighted material.

### RESULTS REPORTING

Upon completion of an exam, your test will be scored, and you will be provided with a score result while at the testing center. There is no charge for the on-site scoring. The State will be notified of your results automatically.

All exams will be scored and graded against a cut-score of 80%. Because the examination process is a requirement for licensure with the New Mexico Board of Nursing, candidates automatically consent to permit Prov to share their test results with the Board.

### RETESTING POLICY

In the event of a failed exam, the candidate must submit a re-examination application to the New Mexico Board of Nursing. CHT I candidates may repeat the exam one time within a 2-month period from the first attempt and within 6 months of completion of the training program. CMA I candidates may attempt the exam a total of 3 times with a period of 2 months between attempts. CHT II and CMA II candidates may repeat the exam one time within a 2-month period from the first attempt.

Candidates cannot retake an exam once they have passed that exam.

### EXAM CHALLENGE PROCESS

If during an exam, candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to submit an Exam Comment form to Prov detailing why they feel the question is in error. Candidates testing on computer may make their comments in the testing system.

Prov staff will review each comment within two weeks of receipt by Prov and will make scoring adjustments

should any comment result in a change to a test question.

#### HAND SCORE REQUEST

Prov ensures the accuracy of our exam results. Our computer system is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your examination administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the exam key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is \$25.00 (includes tax).

#### PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to: Prov, Inc., 5200 NW 43<sup>rd</sup> St., Suite 102-167, Gainesville, FL 32606.

#### SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If you feel you qualify for a special accommodation during testing, you should contact Prov at (866) 720-7768. We will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then make the necessary accommodations.

#### TESTING SITE AVAILABILITY

The following are the existing testing sites and testing days of the week. Note that sites and schedules may change as needed. Please refer to the current online scheduling.

- Central New Mexico Community College  
Workforce Training Center**  
5600 Eagle Rock Ave NE  
Albuquerque, NM 87113  
Availability: Computer tests are administered  
Tues. through Sat., 8:30am and 12:30pm
- New Mexico State University – Alamogordo  
Academic Support Center**  
2400 N Scenic  
Alamogordo, NM 88310  
Availability: Computer tests are administered  
Tues. & Thurs., 8:30am & 12:30pm
- New Mexico State University - Alamogordo  
ProTech Testing Center**  
2400 N Scenic, Room 134  
Alamogordo, NM 88310  
Availability: Computer tests are administered  
Mon., Wed. & Fri., 8:30am & 12:30pm
- New Mexico State University – Carlsbad  
Academic & Success Center**  
1500 University Drive  
Carlsbad, NM 88220  
Availability: Computer tests are administered  
Tues. through Sat., 8:30am and 12:30pm
- Clovis Community College  
Testing Center**  
417 Schepps Blvd., Room 109

Clovis, NM 88101

Availability: Computer tests are administered  
Tues. through Thurs., 9:00am and 1:00pm

6. **San Juan College**

**Testing Services**

4601 College Blvd.

Farmington, NM 87402

Availability: Computer tests are administered  
Tues. through Thurs., 9:30am and 1:30pm

7. **New Mexico State University – Grants**

**Martinez Hall Testing Center**

1500 3rd Street, 2nd Floor, Room 125

Grants, NM 87020

Availability: Computer tests are administered  
Tues. through Thurs., 9:30am and 1:30pm

8. **Eastern New Mexico University**

**Disability Services and Testing**

1500 South Ave K, Station 34, SAS Room 186

Portales, NM 88130

Availability: Computer tests are administered  
Mon. through Thurs., 9:00am and 1:00pm

9. **Santa Fe Community College**

**Testing Services**

6401 Richards Avenue

Santa Fe, NM 87508

Availability: Computer tests are administered  
Monday & Fridays, 9:00am and 12:00pm

10. **University of New Mexico - Taos Klauer  
Center for Academic Success & Achievement**

1157 County Road 110

Ranchos de Taos, NM 87557

Availability: Computer tests are administered  
Mon. through Thurs., 9:00am and 1:00pm

11. **University of the Southwest  
Scarborough Memorial Library**

6610 Lovington Highway, T-30

Hobbs, NM 88240-9129

Availability: Computer tests are administered  
Mon., Wed., & Fridays, 8:30am & 12:30pm