



**National Performance Specialists
Certification Governing Committee
(NPS-CGC)**

**Certification Programs
Candidate Handbook**

Last edited: 11/26/24

Table of Contents

1. General Information	4
Purpose of this Handbook	4
Purpose of the NPS Certification Programs	4
Scope of the NPS Certification Programs	5
NPS-CGC Authority and Governance	5
NPS Mission	5
NPS Non-Discrimination Policy	5
Statement of Confidentiality	6
NPS-CGC Impartiality Statement/Conflict of Interest	6
2. Application Process	7
Eligibility Requirements	7
Detailed Exploration of NPS Certification Prerequisites	8
Enrollment Period	10
Special Accommodations	11
Exam Registration	11
Attestation	12
Passing the Exam	13
Failing the Exam	14
3. Exam Fee Information	14
4. Exam Preparation	15
5. Exam Administration	16
6. Mode of Delivery	16
Cheating and Inappropriate Behavior	16
7. Certification Exam Results	17
8. Certification Exam Retakes	17
9. Use of Credential	18
10. Recertification	18
Purpose	19
Continued Competence	19
Recertification Requirements	19
Recertification Options and Fees	20
Continuing Education Reporting Forms	21
Continuing Education Submission Guidelines	21
CEU Category Requirements	22
11. Certification Appeals and Exam Challenges	23
Appeals Definition	23
Exam Eligibility Appeal	23
Exam Appeals	24

Recertification Appeal	24
12. Certification Professional Misconduct, Code of Content	25
Professional Misconduct and Complaints	25
Professional Misconduct Procedures	25
Professional Misconduct Sanctions	25
Code of Ethics	26
13. Test Development	27
Content Outline/Exam Blueprint	27
Exam Specifications	27
Scoring	27
Appendix 1: Age Waiver Form	29
Appendix 2: Special Accommodations Form	31
Instructions for Documentation	31
NPS-CGC Request for Special Accommodations Form	33
Appendix 3: Certification Exception Request/Appeal Form	35
Appendix 4: Certification Renewal Form	36
Appendix 5: NPS-CGC Certification Exam Content Outlines	38

1. General Information

Purpose of this Handbook

The National Performance Specialists (NPS) Certification Governance Committee (CGC) is an independent governing body established to create and oversee the policies and procedures governing NPS certification programs. The NPS-CGC Certification Programs Handbook serves as a comprehensive guide, providing information on certification processes, eligibility requirements, application procedures, exam development and administration, and recertification/certification maintenance. Please note that the policies, procedures, and fees outlined in this publication are subject to change at the discretion of the NPS-CGC, without prior notice. The issuance of this Handbook does not confer any rights to certification candidates or certificants.

The NPS certification programs covered under this handbook are as follows:

Certification Designation

Certified Clinical Medical Assistant (CCMA)
Certified Phlebotomy Technician (CPT)
Certified EKG Technician (CPT)
Certified Patient Care Technician (CPCT)
Certified Medical Administrative Assistant (CMAA)
Certified Behavioral Health Specialist (CBHS)

All correspondence and requests for information concerning the administration of the NPS Certification programs should be directed to:

National Performance Specialists
1717 Pennsylvania Avenue, Suite 1025
Washington, DC 20060
Phone: (866) 319-7052
Email: support@npscerts.com
Website: <https://npscerts.com/>

Purpose of the NPS Certification Programs

NPS certification programs have been developed to recognize those individuals who have demonstrated competent knowledge and skills needed to perform within their profession. Potential candidates eligible to sit for the NPS certification programs would be those individuals with the appropriate educational and/or experience background that meets the requirements of any given NPS certification program. Individuals who earn an

NPS credential have demonstrated an understanding of the content domains that encompass the tasks and knowledge required of credential holders.

By meeting the eligibility criteria and successfully completing an NPS certification exam, certificants are able to display their aptitude to be able to perform within their profession.

Scope of the NPS Certification Programs

NPS certification programs assess the knowledge, skills, and abilities required for entry-level practice in the respective field corresponding to the NPS certification program. The scope of the certification programs are based on exam content outlines defined in appendixes X-X in this handbook.

Likely candidates to sit for these certifications would be individuals versed in performing in the role of the corresponding NPS certification program or in training to do so.

NPS-CGC Authority and Governance

The scope of authority of NPS-CGC is set forth in its Policies and Procedures. The NPS-CGC functions autonomously from National Performance Specialists (NPS) with regard to the establishment and refinement of all essential decisions governing the NPS certification programs. This includes but is not limited to, certification eligibility requirements, recertification requirements, disciplinary determinations, examination administration, examination scoring, and selection of subject matter experts. The NPS-CGC shall function autonomously with respect to its credentialing criteria, policies and procedures, administration, time, place, and frequency of its meetings, the election of officers and members, and all other lawful activities.

The NPS-CGC shall have no role in developing exam review materials, and educational resources or conducting educational programs that may be used by candidates pursuing successful completion of the certification programs.

All NPS certification programs have been developed within the guidelines set forth by the NPS-CGC.

NPS Mission

The mission of NPS is to provide an ongoing benefit to the general public by granting and recertifying the NPS certification credentials while upholding the credentials as a standard of excellence for ethical, valued, and competent practice.

NPS Non-Discrimination Policy

In accordance with federal and state laws, NPS does not discriminate among individuals based on color, race, religion, sexual orientation, gender, national origin, gender identity, age, genetic information, disability, veteran status, or any other protected characteristic.

NPS and the NPS-CGC adhere to principles of fairness and due process and endorse the principles of equal opportunity. In administering the certification programs, neither NPS nor NPS-CGC will discriminate or deny opportunity to anyone on the basis of race, color, creed, age, gender, national origin, religion, disability, marital status, parental status, ancestry, sexual orientation, military discharge status, source of income, or any other status protected by applicable law. All certification candidates and certificants will be judged solely on the published eligibility and/or re-certification requirements as determined by NPS-CGC.

Statement of Confidentiality

NPS and the NPS-CGC are committed to protecting confidential or proprietary information related to applicants and certificants as well as having the same commitment regarding exam development, maintenance, and administrative processes. Neither NPS or the NPS-CGC will not disclose any confidential applicant/certificant information outside the course of its business unless authorized in writing by the individual or as required by law.

Certification candidate and certificant information including their demographics, exam registration, and testing information are confidential, with the exception of whether he or she has a current/active certification, i.e., "certification status". Written authorization by the candidate or certificant is needed to release his or her information (excluding certification status).

NPS-CGC Impartiality Statement/Conflict of Interest

NPS management and its employees, volunteers, and contractors understand the importance of impartiality and the consideration of any potential conflicts of interest in carrying out its certification activities. The NPS-CGC shall manage conflicts of interest and ensure the objectivity of its activities related to certification. The NPS-CGC shall act impartially in relation to its applicants, candidates, and certificants.

Certification of individuals is based on objective evidence obtained by the NPS-CGC through a fair, valid and reliable exam development process that is not influenced by other interests or parties.

The NPS-CGC is committed to identifying and assessing risks in all related certification activities which may result in a conflict or pose a threat to impartiality.

2. Application Process

Eligibility Requirements

Applicants are required to pass a certification examination to demonstrate that they have the entry level-knowledge, skills, and abilities required to provide safe and competent evidence-based services as defined by the examination content outlines.

To be eligible to take a certification exam and obtain an NPS credential, candidates must satisfy the following eligibility requirements and one of the two eligibility options listed below:

Possess a high school diploma or the equivalent: Equivalency would include proof of HS completion through a General Education Development (GED) test or other equivalency test recognized by the candidate's state of residency, or a diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education. Documents are accepted in English only.”

Age Waiver: Age Waiver: Candidates must be at least 18 years of age or have completed and received a high school diploma or equivalent. Those under 18 wishing to register are required to submit the Age Waiver Form in Appendix 1.

Eligibility Option 1: Successful Completion of an NPS approved Educational or Employer-based Program with or without Externship Training or Apprenticeship

Candidates applying for certification using this eligibility option must:

- A. Successfully complete an educational program offered by an accredited or state-recognized institution or provider¹, or employer program that may or may not include training, externship, or apprenticeship in the health field covered by the NPS certification exam, or
- B. Successfully complete an educational or employer-based program that is registered pursuant to the guidelines of the US Department of Labor, or
- C. Successfully complete formal medical services training offered by any branch of the US Military Training.

¹ **1 Note regarding educational programs which may require additional training, externship, or apprenticeship:** Upon completion of classroom activity (coursework) and completion of a signed agreement between the educational provider and NPS, candidates participating in an education program which may require additional training, externship, or apprenticeship, can still sit for the exam prior to completion of these activities. Candidates successfully sitting for the exam during this time will not be granted certification until all additional eligibility criteria has been successfully completed and recorded. Candidates have one hundred and eighty (180) days from the purchase date to (i) complete the externship, (ii) ensure that their educational institution/employer has all the necessary paperwork needed for completion of the institution's/employer's program and (iii) have the institution/employer notify the NPS that the candidate has successfully completed the entire training program.

Eligibility Option 2: Meet NPS Experience Requirements

Candidates applying for certification using this eligibility option must:

- A. Have either a minimum of one (1) year of supervised work experience in the last three (3) years, or two (2) years of supervised work experience in the last five (5) years.
- B. Have work experience in the health field covered by the NPS certification.

NPS Instructor Eligibility:

All NPS Certified Instructor programs require that candidate meet the above criteria, hold the corresponding initial certification, and meet one of the following:

- A. A minimum of 5 years experience working in the field related to the NPS certification program within the past 10 years.
- B. At least one year of experience in a teaching or training capacity related to the NPS certification program within the past 3 years.

In most cases, certification does not guarantee any candidate's ability to meet regulatory requirements set forth by any state or government agency nor does certification guarantee gainful employment.

Detailed Exploration of NPS Certification Prerequisites

National certification exams have specific requirements that candidates must meet to be eligible. Understanding these prerequisites is crucial for both instructors and students. Each certification offered by NPS has its unique set of prerequisites, reflecting the specific demands and responsibilities of the role. All NPS certification programs require either successful completion of a formal training program, one year of on-the-job experience, or current employment in the field of the desired certification:

- **Certified Clinical Medical Assistant (CCMA):** Candidates must have completed a medical assistant program accredited by a recognized body or have equivalent clinical experience. This ensures that the candidate has a foundational understanding of medical terminology, patient care, basic pharmacology, and administrative tasks.
- **Certified Phlebotomy Technician (CPT):** Requires completion of a phlebotomy training program or practical experience in the field. The training should cover aspects like venipuncture techniques, handling and transportation of specimens, and understanding of safety and compliance standards. In order to become

qualified to sit for the national CPT certification exam, a candidate must successfully complete at least 10 capillary sticks and 30 venipunctures.

- **Certified Electrocardiograph Technician (CET):** Applicants need to have completed EKG technician training or have relevant experience. The training should encompass an understanding of cardiovascular anatomy and physiology, EKG electrode placement, and interpretation of EKG readings. In order to become qualified to sit for the national CET certification exam, a candidate must successfully complete at least 10 live EKGs.
- **Certified Patient Care Technician (CPCT):** Candidates must have completed a patient care technician program or have equivalent experience. This includes training in areas such as basic patient care (bathing, feeding, and grooming), monitoring vital signs, and assisting with medical procedures. Patient care candidates also will be required to have fundamental knowledge in the fields of phlebotomy and electrocardiography. In order to become qualified to sit for the national CPCT certification exam, a candidate must successfully complete at least 10 capillary sticks, 30 venipunctures, and 10 live EKGs.
- **Certified Medical Administrative Assistant (CMAA):** Requires formal training or relevant work experience in medical administration. This includes knowledge of healthcare systems, medical billing and coding, and office management skills.
- **Certified Behavioral Health Specialist (CBHS):** Candidates should have specific training in mental health care. This includes an understanding of mental health disorders, crisis intervention techniques, and therapeutic communication skills.
- **Allied Health Instructor:** The Allied Health Instructor program applies to all instructor certifications offered by NPS; and is the standard method of earning a field specific instructor certification. Eligibility requirements for the AHI program include a minimum of 5 years of experience in the field or one year of experience in a training/teaching capacity related to the certification program, and a valid initial certification matching the field of the desired instructor certification. Candidates will be required to submit the correlating fees and candidate application for each of the instructor certifications they wish to obtain.

Role of Prerequisites in Career Advancement

Meeting these prerequisites is not only essential for certification but also plays a crucial role in career advancement. Each prerequisite is designed to ensure that the healthcare professional is equipped with the necessary skills and knowledge to perform effectively in their role. By fulfilling these prerequisites, candidates demonstrate their commitment to professional growth and readiness to take on more complex responsibilities in the healthcare sector.

Guidance on Fulfilling Prerequisites

Instructors should provide guidance on how students can fulfill these prerequisites. This could include advising on accredited programs, tips for gaining relevant experience, and resources for additional learning. Instructors can also help students identify areas where they may need further development to meet the prerequisites. Instructors may be responsible for ensuring that students meet the clinical requirements to sit for the national certification exam.

Prerequisite Proof and Documentation

As you guide your students toward achieving their goals in allied healthcare through National Performance Specialists (NPS) certification exams, it is crucial to emphasize the importance of proper documentation. This documentation is a pivotal part of the certification process, and its accuracy and completeness directly impact the eligibility and progression of your students' certification journey.

Key Documentation Requirements

Transcripts and Proof of Training: Ensure that your students provide official transcripts or other formal documentation that verifies their completion of the required training for the specific certification they are pursuing (e.g., CCMA, CPT, CET, CPCT, CMAA, CBHS).

Remind students that the training evidence should clearly outline the scope and duration of their program, including any practical components.

Legal Documents: Legal documentation, such as government-issued identification, is necessary to confirm the identity of the candidate. This may include a driver's license, passport, or state-issued ID.

In some cases, additional legal documents might be required, depending on the specific certification or state regulations.

Verification of Identity/Eligibility

Test taker identity verification will be performed by the chosen KYC vendor and facial recognition will be performed at the time of NPS certification examinations. Verification of eligibility will be conducted through the NPS application process.

Enrollment Period

Candidates of NPS initial/recertification programs have up to 12 months to sit for their exams from the date they register and submit their payment for the certification

program. This period can be extended for an additional 12 months for the cost of the certification program with a 10% discount.

Candidates of NPS instructor programs have up to 24 months to sit for their exams from the date they register and submit their payment for the certification program. This period can be extended for an additional 24 months for the cost of the certification program with a 10% discount.

Special Accommodations

NPS and NPS-CGC comply with the Americans with Disabilities Act of 1990 (ADA) and other applicable laws and regulations. Upon request, NPS shall make reasonable accommodations to assist a candidate with disabilities. Special accommodations can be provided for an individual with documented disabilities by completing and submitting the NPS Request for Special Accommodations form (Appendix 2). A current (within two (2) months of the application) letter from a healthcare specialist knowledgeable of the candidate's disability stating the specific disability and his or her specific prescription for accommodations must accompany the completed application and letter of request form. Requests for accommodations must minimally include:

- Documentation of the disability
- Accommodations requested for the examination
- Descriptions of past accommodations provided for in other educational or testing situations
- A current letter from a physician or other appropriate diagnostic health care specialist confirming the diagnosis of the disability and a prescription for specific accommodations

Accommodations are provided to qualified candidates with disabilities to the extent that such accommodations do not fundamentally alter the examination or cause an undue burden to the certification program or the test administration vendor.

Examples of requests for special testing accommodations that may be granted include modification of seating, time extensions, larger print screens, or other physical arrangements in the testing facility, providing for the examination to be taken in an accessible location, providing for reasonable accommodations, etc.

The certification exams are written in the English language. NPS candidates have the capability to translate their exam content using a built-in Google Translate feature in the NPS learning management system (LMS). NPS is not responsible for errors in translation or interpretation of exam items and candidates accept responsibility for translation errors that may occur. Interpreters are not permitted to translate NPS exams. English as a second language is NOT considered a disability requiring special testing accommodations.

Exam Registration

The following outlines the policies and procedures that candidates are expected to follow when registering to sit for an NPS certification exam:

- Visit the registration page for the certification program on NPS's [website](#)
- Create a new individual account
- Pay appropriate fees
- Complete your individual profile information
- Complete proof of eligibility requirements
- Read and sign attestation
- Complete identity verification (KYC)

Attestation

Upon completion of your application, you are required to attest to meeting a series of requirements. This includes all eligibility requirements and acknowledgment and understanding of NPS-CGC's confidentiality and testing policies, including policies concerning misconduct, and the disciplinary recourse for violating those policies. Candidates are bound by this Attestation made at the time of registration.

Regarding eligibility requirements, for both Eligibility Option 1: Successful Completion of an NPS approved Educational or Employer-based Program with or without Externship Training or Apprenticeship or Eligibility, and/or Eligibility Option 2: Meet NPS Experience Requirements, candidates must attest that they have met the appropriate requirements in accordance with the conditions as outlined in the Candidate Handbook.

You must attest to the following statements in the application found within your NPS certification program:

- I declare that the below statements are true and accurate to the best of my knowledge.
- I hereby certify that all of the information provided on this application is accurate personal information.
- I am the actual candidate registering for the exam, and no other person is completing the registration on my behalf.
- I possess a high school diploma or equivalent.
- I have met one of the following eligibility pathways: Eligibility Option 1 (Educational), Eligibility Option 2 (Employment), or Eligibility Option 3 (Future Experience) in accordance with the conditions set forth in the Candidate Handbook.
- I have read the NPS-CGC Certification Handbook and attest that I meet all of the examination's eligibility requirements.
- I agree to abide by NPS's Code of Ethics, testing conduct requirements and all other rules and policies described in the Candidate Handbook.
- I understand that all assessment items and exam materials I might be privy to are the copyrighted property of NPS-CGC. Removal could result in civil and criminal penalties.

- I certify that I will not cheat or violate the confidentiality of the exam in accordance with the conditions set forth in the Candidate Handbook.
- I understand it is my responsibility to receive the required hands-on training within the allotted time frame, no later than 180 days after taking the certification exam if no prior experience exists, and that NPS is only a competency testing agency. Failure to complete the required clinical experience within the allotted time will result in a forfeited exam attempt.
- I understand that it is my responsibility to ensure my test-taking environment and equipment meet the requirements required by NPS Remote Proctoring.
- I attest that my exam session will be terminated if I fail to maintain consistent webcam connection during the duration of the examination session.
- I attest to all of the NPS Terms & Conditions.
- I understand that upon passing my exam, the system will issue my certification automatically after 1 hour has passed and if there are no incidents reported by the remote proctoring system.

After Submitting Registration Form and Payment:

If Accepted: After successfully completing their registration form and signing the attestation within the candidate's application. Candidates can view their individual account and sit for their exam.

If Denied: Candidates who are denied their request to sit for their exam will need to go back to their individual account and correct/fix the information they supplied in their initial registration before they can schedule their appointment. Those candidates denied of their request can contact NPS via email at support@npscerts.com.

Candidates who have submitted payment to retake a certification exam but are ineligible, must request a refund within 30 days of payment to be considered eligible.

All NPS purchases are final & non-refundable.

A dispute of any payment made to NPS will result in the immediate suspension of the candidate's account access and/or access to any NPS services, including, but not limited to, certification verifications, transcripts, exam results, program access, and eligibility to sit for additional NPS certification exams. In the event of a candidate dispute, all NPS certifications held by the candidate will be revoked, and the revoked certification status will be publicly displayed in the NPS Verification Portal.

Passing the Exam

Passing candidates are able to obtain their pass/fail status through their individual account approximately 1 hour after they have sat for their exam. Upon successful completion of the exam, candidates can view/print their score report and generate their certification from their Individual Account.

Failing the Exam

Failing candidates are able to obtain their status approximately 1 hour after they have sat for their exam through their Individual Account. If a candidate does not receive a passing score, they can print their score report. This report will provide them with performance data to show areas needing more attention should they wish to retake the exam.

3. Exam Fee Information

The following provides pricing information for initial certification and certification renewal:

Initial Certification Fee

- Registration Fee: \$200
 - Includes:
 - 12 month program access
 - 3 certification exam attempts
 - Comprehensive study materials
 - Unlimited practice exams
 - Two-year certification

Recertification Fees

- Recertification Fee: \$200
- Late Renewals (Up to 30 Days Late):
 - \$50 Late Fee Applies
- Late Renewals (Over 30 Days Late):
 - \$100 Late Fee Applies

4. Exam Preparation

There are numerous ways candidates can help prepare themselves for their certification exam.

Familiarity of the Exam Content Outline: Candidates anticipating sitting for their certification exam should have a good understanding of the concepts within the domains, tasks, and knowledge as presented in the Certification Exam Content Outlines (Please refer to Appendix 5 in this Handbook). Only those concepts covered in the Content Outlines will be reflected on the exam.

Certification Exam Study Guide: NPS includes an Exam Study Guide for free with the initial certification fee. NPS-CGC does not endorse this or any exam preparation materials or courses for candidates wishing to sit for the exam. This Study Guide can be used as one of many tools to help candidates prepare for the exam. However, it is not required reading in order to sit for the exam, nor does it guarantee a passing grade on the exam.

Practice Exams: NPS also provides Practice Exams included in the initial certification fee. The NPS-CGC does not endorse this or any Practice Exams for candidates wishing to sit for the exam. The Practice Exams can be used as one of many tools to help candidates prepare for the exam. However, successful completion of any Practice Exams is not required in order to sit for the exam, nor does it guarantee a passing grade on the exam.

Training Courses, Exam Preparation Materials: There are numerous educational exam preparation packages candidates may use to help them prepare for the exam. It should be noted that the NPS-CGC does not endorse, participate in or support any exam preparation packages. Participation in or completion of any exam preparation material is not required in order to be eligible to sit for the certification exam, nor do they guarantee a candidate a passing grade on the exam.

5. Exam Administration

Ongoing NPS certification exams consist of 100, four-option, scored multiple-choice items. The statistical data gathered from the exam items help determine their psychometric integrity.

Candidates have 2 hours to complete the exam.

All exams are administered remotely through the NPS Remote Proctoring system.

6. Mode of Delivery

All certification exams are delivered remotely outside a fixed test center environment. Remote exam administration enables test takers to take the certification exam outside a fixed test center environment. Testing locations for the remotely proctored exams can be anywhere that meets NPS Proctoring system requirements (including webcam and internet connectivity) and environmental requirements for a secure test event. A typical test location for candidates would be their place of residence. In order for candidates to be able to sit for NPS's certification exams, they must have access to their own personal computer equipment, webcam, and internet connectivity while being able to meet the necessary system requirements to enable a successful event.

Review The Secure Browser Hardware Requirements Here:
<https://npscerts.com/safe-exam-browser/>

**NPS does not support testing from Android devices at this time.*

Clean & Secure Workspace Requirements

You will be asked to agree to facial recognition prior to accessing the exam. Please ensure that you are in a well-lit room so that your testing area can be reviewed – artificial lighting is recommended. Please ensure your desk space is clear and clean of prohibited items. Please ensure that there are no notes, paper/pencil, calculator, or other materials on the desk, and, overall, no items or information in the room that could be considered cheating materials. Items in the background are fine if they are not accessed during the test. For example, having books in a bookcase in the background is not a problem, provided that you do not access them.

Cheating and Inappropriate Behavior

At no time during the exam may a candidate give or receive help to or from another or communicate with another in any way. The NPS Proctoring system has the authority to remove a candidate suspected of cheating or other inappropriate behavior from the exam room, at which time scores are canceled, and disciplinary action may be pending.

Inappropriate behavior includes:

- Creating a disturbance/diversion
- Termination of webcam or internet connection
- Receiving aid from someone in the room or some sort of reference during the test administration.
- Any attempt to remove, copy, buy, sell, or reproduce exam materials
- Unauthorized possession of exam materials
- Impersonation of another candidate

NPS shall maintain strict policies to safeguard the security of the exam administration. Any individual who cheats or is responsible for inappropriate behavior is subject to prosecution in addition to sanctions by NPS. Sanctions may include the removal of certification and restrictions on future access to the certification exam and revocation of other certifications held by the candidate.

7. Certification Exam Results

Upon completion of the exam, candidates will receive their score reports within 1 hour through their portal. For more detailed information on how exams are scored, please refer to “Scoring” pages 27-28 of this Hand Book. Exam scores are Pass/Fail. Candidates that pass the exam will receive a report notifying them that they passed the exam along with the cut score needed in order to pass the exam. Failed candidates will receive the passing score standard along with their actual score and performance information by content area/domain in order to help them better prepare for the exam should they wish to sit for it again in the future. The performance information provided will not calculate the candidate’s failed score.

8. Certification Exam Retakes

Failed candidates are provided with information that allows them to focus on those content areas which may require additional attention. The information shows performance in each of the examination content areas. It is intended to be used as a resource for preparation should the candidate wish to re-sit for the exam again in the future. It should be noted that these qualitative indicators provided to failed candidates may result in less stability in the numerical results. Thus, candidates are advised to review all content areas prior to retaking the exam, including areas in which performance was good.

In the event a candidate fails their exam, they may test up to 2 additional times. There is a waiting period of 7 days for re-testing after the 2nd failed attempt. After failing a third

exam attempt, the candidate is required to wait 12 months to test again or prove that they have completed a minimum of 10 hours of continuing education in the respective field.

Certification candidates have a 12-month testing window to initially sit for the exam or utilize their retakes should they fail. This 12-month testing window starts on the date the initial registration and payment is submitted. Candidates failing the exam wishing to retake it must do so within this initial 12-month testing window in accordance with the waiting period schedule above.

9. Use of Credential

The use of the certification trademark is in accordance with the NPS-CGC's Policies and Procedures and cannot be used in a misleading or fraudulent manner. The Certification Board shall take all appropriate steps, including legal or other action, such as suspension or revocation of the certification, in order to protect its rights regarding the use of the trademark.

Only those individuals obtaining certification through NPS by successfully passing the examination may use the certification trademark in a manner consistent with the scope for which the certification was granted.

After meeting all eligibility requirements and passing the examination, individuals may use their NPS credential in all correspondence and professional relations. The credential is typically used after certificants' names following any academic degrees and licensure designations.

Examples

Terminal Degree Only:

John Doe, PhD

Terminal Degree Plus License: John Doe, PhD, ATC

Terminal Degree Plus License Plus Certification: John Doe, PhD, ATC, CCMA

The certification mark(s) may be used as long as the certificant's certification remains valid and the certificant remains in good standing. The certification mark and logo are the property of NPS. Permission to use the certification mark or logo is granted to credentialed persons at the discretion of the NPS, for permissible uses only.

Any misuse of credentials will be investigated. The NPS-CGC has the right to suspend or revoke its certification credentials. The NPS-CGC reserves the right to report any violations to third parties which may include but are not limited to a certificant's school or employer, any licensing body, or law enforcement.

10. Recertification

Purpose

The purpose of the NPS Recertification Program is to ensure that certification credential holders are able to maintain their credential and commitment to the profession through life-long continuing education. NPS defines recertification as “Requirements and procedures established as part of a certification program that a certificant must meet to maintain competence and renew his or her certification.”

The Recertification Program adheres to this definition as certificants participating in the program are required to demonstrate that their skills and knowledge remain current in order to assure that they are able to continue to practice successfully within their profession. It is required that all certification credential holders participate in the Recertification Program in order to maintain active certification.

Certification holders are required to keep their certification current by completing various NPS-approved continuing education activities.

Continued Competence

NPS understands the importance of practitioners remaining competent in their field throughout their careers. NPS defines continued competence as “Demonstrating specified levels of knowledge, skills, or abilities not only at the time of initial certification but throughout an individual’s professional career.”

NPS recertification requirements adhere to this definition by requiring a certification credential holder to participate in continuing education activities related to the profession or retaking the exam in order to maintain his or her status in good standing. Continued competence is documented through participation in the NPS’s Recertification Program

Recertification Requirements

NPS certifications are valid two (2) years from the date of successful completion of the certificant’s initial examination. Certification holders must renew their certification every two (2) years in order to maintain their credential and remain in good standing. It is important that credential holders renew their credentials prior to their expiration.

Credential holders may renew their credential by sitting and passing the certification exam prior to the expiration of their credential. They may also submit Continuing Education Units as defined in the section below.

To maintain active certification status in good standing through recertification, credential holders must:

- Abide by the Professional Code of Ethics and re-attest on bi-annual basis.
- Sit for and successfully pass the NPS certification exam, OR
- Complete and submit proof of obtaining CEUs in accordance with the NPS Documenting Continuing Education Recertification Requirements as noted in the Continuing Education Submission Guidelines and the CEU Category Requirements sections in this handbook.
- Submit the completed recertification application along with the appropriate fee(s).

Any applicant who does not meet the recertification requirements will be notified within 30 days of receipt of their application that his or her recertification has been denied. The reason(s) for the denial shall be indicated in the notification.

Recertification Options and Fees

Recertification by Examination Option:

Completed application for renewal must be submitted prior to the expiration of the credential. Certificants have the option of sitting for and passing the certification exam to obtain recertification. Should the credential expire prior to submission for renewal, certificants are allowed a 30-day grace period to submit their renewal information. With this fee, certificants will have an additional 30-days from the date of their expired certification to complete their recertification requirements.

PLEASE NOTE: Once the 30-day period has passed, credentials are considered expired. In order to be reinstated or become certified again, individuals will have to pay the appropriate recertification cost and late fee and successfully pass the exam again.

The cost for certification renewal by re-examination is as follows: Registration fee to sit for the exam: \$200; Late fee charge of \$50 if the completed renewal application is received 1-30-days beyond the expiration of the credential. A late fee of \$100 will be charged after 30 days.

The following is a summary of fees for certificants wanting to take the recertification by examination option:

- Registration fee to sit for an exam \$200
- Late charge (within 30 days of exp.) \$50
- Late charge (after 30 days of exp.) \$100

Recertification by Obtaining Continuing Education Unit (CEUs) Option:

The Recertification By CEUs Option is only available to holders of an NPS certification. Certifications from other institutions may not be transferred to, or renewed by NPS. If an

individual is certified with another institution/agency and wishes to obtain NPS certification, they must follow the Recertification By Examination Option listed above.

As with the Recertification By Examination Option above, completing and submitting the application for renewal using CEUs to meet the requirement must be done prior to the expiration of the credential.

The processing fee for requesting recertification by submitting CEUs is \$200.

PLEASE NOTE: ALL CEUs REPORTED MUST HAVE BEEN OBTAINED DURING THE TWO YEAR TIME PERIOD IN WHICH THE CREDENTIAL WAS ACTIVE OR WITHIN 30 DAYS OF EXPIRATION. YOU MUST SUBMIT YOUR CEUs AND BECOME RECERTIFIED WITHIN 12 MONTHS OF YOUR RENEWAL PAYMENT OR YOU WILL BE REQUIRED TO SUBMIT THE APPROPRIATE PAYMENT AND SIT FOR THE CERTIFICATION EXAM TO RECERTIFY.

Should a credential expire prior to submission for renewal, certificants are allowed a 30-day grace period to submit proof that they have completed the NPS-CGC's renewal process using CEUs. An additional late fee of \$50 will be applied to any recertification application postmarked less than 30 days after the date the credential expires. With this fee, certificants will be allowed an additional 30-days from the date of their expired certification to submit CEUs.

Once the 30-day period has passed, credentials are considered expired. In order to be reinstated or become certified again, individuals will have to purchase and successfully sit for the exam again.

Continuing Education Reporting Forms

Certification Renewal Form:

There are numerous opportunities for certificant holders to meet CEU requirements for recertification (credential-related continuing education courses, workshops, events, etc.). CEU information can be recorded by completing and submitting the "Certification Renewal Form" (Appendix 4) which is located in this Certification Candidate Handbook.

Continuing Education Submission Guidelines

Defining CEUs:

Check for the required amount of CEU's for each particular certification program:

- CEUs are based on contact hours
- Contact hours are defined as the number of clock hours spent in direct participation in a structured educational format

- Two (2) contact hours is equal to one (1) NPS CEU.

Documenting Continuing Education Information:

It is the sole responsibility of the certification credential holder to document continuing education activities.

Reporting Continuing Education Information:

Certificants can submit their continuing education reporting form up to 6 months prior to credential expiration.

How to List and Report CEUs:

Information should be recorded directly on the Certification Renewal Form (Appendix 4) in this Candidate Handbook. It is recommended that information be recorded on an ongoing basis (i.e. as soon as an activity is successfully completed):

- Proof of appropriate documentation must be submitted with the completed Certification Renewal Form.
- In providing the date of an activity, the month, day, and year must be included. CEUs will be awarded only for activities that are completed within the relevant recertification period.
- CEUs in excess of the amount required for the continuing education reporting period cannot be carried over for credit in future reporting periods.
- The Certification Renewal Form must be signed to be recognized as valid.

CEU Category Requirements

Acceptable Content Areas for CEUs:

Certificants should report CEUs for only those activities relevant to practice as defined by the current exam content outline. When completing the Certification Renewal Form, certificants should reference the content outline domain in which the activity falls under. The content outlines for the NPS certification programs can be found in Appendix 5 in this Candidate Handbook.

CEU CATEGORY A – CERTIFICATION BOARD-APPROVED PROVIDED OFFERINGS:

Activities in this category are available through approved providers and include:

1. Workshops
2. Conferences
3. Symposiums
4. Home-study courses
5. NPS continuing education courses
6. Other NPS-approved educational courses

CEU CATEGORY B – INDUSTRY CONTRIBUTIONS

1. Speaking engagements can be counted only once per topic.
2. Articles written for publication must adhere to NPS's publication guidelines.
3. Case studies written must adhere to NPS's case study guidelines.

CEU CATEGORY C – POST-CERTIFICATION COLLEGIATE COURSEWORK

1. CEUs are awarded for successful completion of college or university courses if the content relates to the certification content outline.
2. In order for a course to be eligible, it must be assigned credit hours and be listed on the official university transcript.

CEU CATEGORY D – OTHER

CEUs will be awarded for volunteer efforts in some certification governance and/or test development-related activities (Participation as an SME in NPS-CGC expert panels, item development, etc.)

11. Certification Appeals and Exam Challenges

Appeals Definition

The NPS-CGC defines a certification appeal as a formal request for reconsideration of the following:

- Exam eligibility
- Exam performance
- Recertification (certification maintenance)

Exam Eligibility Appeal

A certification candidate may request an appeal to contest his or her eligibility to sit for the exam. NPS reserves the right to deny any applicant request that does not meet the eligibility criteria as set forth on pages 7 and 8 of this handbook. An appeal of a certification application may be denied for any of the following reasons:

- **Requirements Not Satisfied**
 - A declined candidate, because of not satisfying the eligibility requirements to sit for the certification exam. The candidate may reapply once all requirements have been satisfied.
- **Pending Legal/Regulatory Issues**
 - A declined application as the result of a pending legal issue would be brought before the Certification Appeals Committee and possibly the

Certification Ethics Committee. The candidate would need to provide proof of resolution and resubmit a new application.

- **Decision of the Certification Ethics Committee**
 - A candidate whose application has been reviewed by the Certification Ethics Committee and declined, will not be permitted to appeal the decision of the Ethics Committee and would therefore remain ineligible to sit for the exam at that time.

The Certification Appeals Committee reviews certification application appeals. The Certification Staff shall notify the candidate of the committee's decision in written form. Appeals are filed when a candidate/certificant submits the "NPS-CGC Exception Request/Appeal Form" found in Appendix 3 in this Handbook. It is the responsibility of the candidate/certificant to submit the Form and supporting documentation to the Certification Department within thirty (30) days of the denial. Once the Form has been received, the candidate/certificant can expect a written response in approximately ten (10) days. An appeal decision by the Certification Appeals Committee is final and not subject to further appellate review.

Exam Appeals

A certification candidate may request an appeal of his or her final exam score. The request must be received in writing on the Certification Exception Request/Appeal Form within ten (10) days of the exam date (Please see Appendix 3 in this Handbook). Decisions are communicated in writing only. All decisions are final.

Recertification Appeal

The NPS-CGC reserves the right to deny or remove a credential based on the holder's inability to maintain his or her credential for reasons other than disciplinary action (expired credential, inappropriate continuing education materials submitted, non-payment of renewal fees, etc.) It is the responsibility of the certificant to submit the Certification Exception Request/Appeal Form (Appendix 3 in this Handbook) and supporting documentation in the event the certificant does not meet the eligibility requirements for recertification. Once this form has been received by the Certification Staff, the certificant can expect a written response in approximately thirty (30) days.

Appeals for recertification are reviewed by the Certification Appeals Standing Committee. The Standing Committee notifies the certificant of their decision in written form. An appeal can be filed by certificants who submit the Certification Exception Request/Appeal Form (Appendix 3 in this Handbook). An appeal decision by the Certification Appeals Standing Committee is final and not subject to further appellate review.

12. Certification Professional Misconduct, Code of Content

Professional Misconduct and Complaints

The NPS-CGC defines professional misconduct as a violation or alleged violation of the rules or boundaries set forth by the Code of Ethics involving a certification candidate or credentialed individual.

All other inquiries, questions, and concerns regarding NPS's credentials or its respective certification examination not considered appeals are regarded as customer service complaints and are managed accordingly through the Certification Department.

Professional Misconduct Procedures

Allegations of professional misconduct should be submitted to the Executive Director of Certification Programs at support@npscerts.com. Allegations should not be anonymous and are only accepted in writing. Anyone may submit an allegation when a violation may have occurred. Upon receipt of the allegation, the Executive Director of Certification Programs will confirm or deny the validity of the complaint. If confirmed, he/she will send copies of the complaint to the Certification Ethics Standing Committee. This committee serves as a peer review group to investigate professional misconduct allegations. Allegations are reviewed as they are received and are addressed within ten (10) business days. Upon receipt, the Executive Director, Certification Programs, will inform the accused in writing that they are under investigation. In this communication, respondents will be encouraged to reply with their position on the allegation.

The Certification Ethics Standing Committee will investigate valid complaints in ways that may include interviews, document reviews, and written statement requests. All requests for information on the alleged complaint must be received within ten (10) business days of the initial request. The committee will proceed forward on making a decision from the information available after the ten (10) -day request.

Professional Misconduct Sanctions

Should the Certification Ethics Standing Committee determine a violation has occurred, the following sanctions are possible outcomes:

- Written warnings describing violation(s) and corrective recommendations.
- Suspension of certification status for a definite or indefinite period of time.
- Permanent or restricted denial of a candidate's future eligibility to sit for an exam.
- Permanent or restricted disqualification from certification or recertification by NPS.
- Permanent or restricted revocation of the NPS credential.
- Removal from a position in which a person might serve within NPS's governance or leadership (Board Member, Committee Member, SME, Staff, etc.)

In addition to the abovementioned sanctions, the NPS-CGC maintains the right to impose fines, and other conditions appropriate for the violations.

Code of Ethics

The following serves as NPS's and NPS-CGC's Code of Ethics and should be considered guidelines for all certification candidates and certificants to follow. This code is not an exhaustive list nor does it address every situation:

NPS-CGC candidates and certificants are expected to follow the following ethical practices:

1. Use best efforts for the betterment of society, the profession, and the members of the profession.
2. Uphold the standards of professionalism and honesty in all professional interactions.
3. Continue to learn, apply, and advance scientific and practical knowledge and skills; stay up to date on the latest research and its practical application.
4. Participate in activities contributing to the improvement of personal health, our society, and the betterment of the allied health industry.
5. Continuously act in the best interests of the general public.
6. Protect and respect the dignity, privacy, and safety of all patients.
7. Adherence to non-discrimination, fairness, and privacy policies.
8. Comply with all applicable laws, policies, and regulations in the professional scope of practice. This includes local, state, and federal laws, etc as well as NPS-CGC's policies and procedures.
9. Maintain a professional relationship with patients, similar to any other qualified professional within the field.
10. Not knowingly endanger patients or put them at risk. This includes striving to maintain the well-being of all clients.
11. Strive to remain current with industry knowledge and practice through continuing education.
12. Not misrepresent qualifications, skills, or services.
13. Not falsify records or attempt to obtain certification by fraud. This includes assisting others in the like.
14. Not distribute confidential certification exam materials.
15. Not condone nor engage in unethical behavior.

Reporting Ethical Violations or Professional Misconduct

In order to ensure the validity and professional significance of NPS's certifications and processes, certified and/or non-certified individuals recognizing Code of Ethics violations are asked to report concerns to the Certification Ethics Committee for review. The identity of all parties involved, whether reporting ethical or professional misconduct, will remain private and undisclosed to any and all entities unless legal procedures

require such disclosure. As part of this process, factual evidence must be collected and submitted to the Ethics Committee and reviewed in order for any alleged disciplinary action to be recommended.

The purpose of the Code of Ethics is to ensure ethical and professional practices are conducted by setting forth fair and reasonable standards for NPS's certification candidates and certificants, creating an avenue for enforcement of these expectations. All responses challenging Ethics Committee decisions regarding professional and ethical misconduct must be received in writing. In the event disciplinary action is taken by the Ethics Committee as a result of a Code of Ethics violation, the accused party or parties have 30 days to file an appeal to the NPS-CGC for final consideration. The NPS-CGC will conduct a final review of the previously submitted evidence and recommendations of the Ethics Committee as well as of any new information about the case which may have become available after the Ethics Committee's initial review and make a decision regarding the final outcome. The Certification Board will notify the defendant of its decision in writing. All decisions made by the NPS-CGC are considered final and cannot be appealed.

13. Test Development

Content Outline/Exam Blueprint

The Exam Content Outline/Exam Blueprint provides key information that defines current practices in the profession. The Content Outline details the content of the proposed exam specifications, including the relative emphasis to be placed upon each content area and the total test length. The final exam content outline is generated and made available to the public based on NPS-CGC's approval. Certification exam candidates are encouraged to be familiar with the domains, tasks, and knowledge within the Content Outline of the exam they will be sitting for. Appendix 5 lists the Content Outlines for the NPS-CGC Certification Exams

Exam Specifications

Each of the NPS exams consists of one-hundred, four-option multiple-choice scored items. The statistical data gathered from the test items help determine their psychometric integrity and whether they can be reliably used as scored items on a future exam form. Candidates have two (2) hours to complete the exam.

Scoring

The NPS-CGC uses a Scaled Score in determining whether candidates pass or fail an exam. A scaled score is a representation of the total number of correct questions a candidate has answered (raw score) that has been converted into a consistent and standardized scale.

A Scaled Score helps ensure that the same passing standard is consistently reported regardless of which examination form candidates might take. Scaled scores are reported instead of raw scores to provide a direct comparison of performance across examination forms and administrations. This process ensures that the passing standard communicated to candidates remains the same for all test forms within an exam.

Appendix 1: Age Waiver Form



NPS-CGC Certification Age Waiver Request Form

As of the date below, I represent that I am less than 18 years of age. Please accept this completed and signed form as a request for an Age Waiver to be eligible to sit for the NPS-CGC Certification Examination.

Name of Candidate: _____

Date: _____

Current Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

High School Attended: _____

Date of Graduation: _____

Birthdate: _____

I understand that this request will be reviewed by the NPS-CGC. Once approved I will receive an official waiver that I must present at the testing center to be eligible to sit for the NPS-CGC Certification Examination.

This request must be signed and dated by both you and a parent or legal guardian. Your request may take up to 30 days for approval by the NPS-CGC. All communications will be in writing.

Signature of Candidate

Date

Signature of Parent/Legal Guardian

Date

Please submit the Age Waiver Request Form and supporting documentation to the NPS-CGC at: governance@npscerts.com or by mail to NPS 1717 Pennsylvania Avenue Suite 1025 Washington D.C. 20006

Appendix 2: Special Accommodations Form



NPS-CGC Request for Special Accommodations

In accordance with the Americans with Disabilities Act (ADA), special accommodations may be available for individuals with documented disabilities. The NPS-CGC will provide reasonable testing accommodations to candidates with a qualifying medical condition or documented disability that may impose on their ability to take an NPS-CGC certification exam under standard testing circumstances. In order to be considered for special accommodations, the candidate will need to complete the NPS-CGC Request for Special Accommodations form. The submission of the request for special accommodations does not guarantee the approval of requested testing accommodations. All decisions are made on a case-by-case basis, consideration is based on information provided, and in accordance with the law.

Candidates should allow for a minimum of thirty (30) days for processing, while NPS-CGC makes every effort to process requests as quickly as possible. In order to expedite the process, candidates should include all the required documentation in their initial request.

The exam that candidates are requesting accommodations for must be purchased prior to requesting any accommodations.

Once a decision is made, candidates will be informed in writing regarding their request for special accommodations. The NPS-CGC reserves the right to make final judgment decisions regarding testing accommodations, and candidates are still required to follow the same exam testing policies.

[Instructions for Documentation](#)

Attach a letter from a health care professional or physician, qualified to diagnose the disability or medical condition, as to the need for an accommodation. If you are a postsecondary student or graduated in the last two (2) years, an Individual Education Plan (IEP) may be used in place of the letter.

The IEP or letter must include:

- A. Specific disability or diagnosis.
- B. A brief explanation of how the condition limits the candidate's ability to take an exam
- C. under standard conditions.
- D. If it is not a permanent disability, please indicate when it was first diagnosed, how long you have had it, and under what circumstances the diagnosis was made.
- E. Specific accommodations are required. Keep in mind, these accommodations should be adequate for the candidate to complete the exam without creating an unfair advantage. If more time is required, the letter or IEP must specify exactly how much more time is needed, and why that amount is needed.

Once you have completed the form, please submit it and all relative documentation in one (1) single submission by email to: governance@npsects.com

See the next page for the Submission form.

NPS-CGC Request for Special Accommodations Form

(To be completed by the candidate)

Name: _____ Date: _____

Current street address: _____

City/State/Zip: _____

Best contact phone number: _____ Email: _____

Description of disability:

Accommodations requested:

Accommodations granted in the past

Organization Name: _____

Date: _____ Exam Name: _____

Accommodation(s) Description:

Verification contact:

Name:

Email:

Phone:

Under penalty of perjury, by signing below, I declare that all information provided in this request for accommodations and all supporting documentation I provided is true to the best of my knowledge. I also understand that if any information is found to be false, the NPS-CGC will have the right to challenge the candidate's position on the requested accommodations. I hereby certify that I personally completed this form and may be asked by a representative from the NPS-CGC to verify this information at any time. NPS-CGC reserves the right to make additional inquiries regarding my disability and previous accommodations before coming to a decision.

If further information or clarification is found to be necessary, I understand and authorize the NPS-CGC to communicate and request additional documentation from the professional who has diagnosed the disability, who provided the information related to my accommodation request, or any organization that has granted me accommodations in the past. I also authorize the NPS-CGC to release this information if found necessary to a professional chosen by NPS-CGC for the purpose of conducting an independent evaluation of the requested accommodations. I acknowledge that these processes may require extra time for the accommodation to be granted beyond the standard 30 days.

Candidate's Signature

Date

Candidate's Printed Name

Appendix 3: Certification Exception Request/Appeal Form

I understand that this exception request/appeal form will be reviewed by the Certification Appeals Committee and I will receive an email from National Performance Specialists (NPS) informing me of the committee’s decision. I also understand that policies regarding exception requests and appeal processes are provided in detail in the candidate handbook.

EXCEPTION REQUEST / APPEAL FORM (Please print)	(TO BE COMPLETED BY THE PERSON MAKING THE REQUEST)
Date:	
Your name:	
Current street address:	
City/State/Zip:	
Daytime phone:	
Email:	
Nature of Appeal (Circle one)	1. Exam Eligibility; 2. Recertification
Details of the Request/Appeal Please describe your request in detail (attach additional sheets of paper if more space is needed).	

Signature of person making the request/appeal

____/____/____

Date

Please attach any documentation supporting your request/appeal that you want the Certification Appeals Committee to consider.

Please email the completed form and any attached documentation to: governance@npscerts.com

Appendix 4: Certification Renewal Form



NPS Certification Renewal Form

PLEASE PRINT OR TYPE

First Name **Last Name**

Phone **Email**

Address

City **State** **ZIP Code**

HOW TO SUBMIT YOUR RENEWAL APPLICATION

- Complete the Renewal Application below.
- Photocopy your CEU validation forms.
- Photocopy your current certificates for renewal.
- Determine appropriate renewal fees.
- Please allow 30 days to process your renewal.

Program (check all that apply)	Certificate #	Expiration Date
<input type="checkbox"/> Certified Clinical Medical Assistant		
<input type="checkbox"/> Certified Phlebotomy Technician		
<input type="checkbox"/> Certified EKG Technician		
<input type="checkbox"/> Certified Patient Care Technician		
<input type="checkbox"/> Certified Medical Admin Assistant		
<input type="checkbox"/> Certified Behavioral Health Specialist		

CEU Category A: Approved Provider Offerings			
Date of Activity	Title of Course/Activity & Content Outline Domain	Contact Hours	# of CEUs
CEU Category B: Industry Contributions			
Date of Activity	Title of Course/Activity & Content Outline Domain	Contact Hours	# of CEUs
CEU Category C: Post-Certification Collegiate Coursework			
Date of Activity	Title of Course/Activity & Content Outline Domain	Contact Hours	# of CEUs
CEU Category D: Other			
Date of Activity	Title of Course/Activity & Content Outline Domain	Contact Hours	# of CEUs

All renewal applications may take up to a 10-day processing time from the day they are received by NPS. To ensure you are renewed by your expiration date, please plan ahead and submit your renewal at least 10 days before your expiration date. Failure to do so could result in your renewal not being available by your expiration date. Should you have concerns, please call (866) 319-7052 or visit the NPS website npscerts.com to start your renewal and our recertification staff will help you with the process.

Please submit renewals to governance@npscerts.com

Payment: Please pay online at <https://npscerts.com/>. You may also pay by calling (866) 319-7052. After approval, you may access your updated certificate. After you have submitted your payment to NPS, you may be requested to submit this form to finalize your renewal.

Signature

Date

Appendix 5: NPS-CGC Certification Exam Content Outlines



Certified Clinical Medical Assistant (CCMA) Content Outline

1. Phlebotomy

A. Collect and process blood specimens

- Inventory the items necessary (e.g., tubes, swabs, needles)
- Identify the process steps required to collect specimens (e.g., Locate vein, tourniquet, angle of needle, order of draw, label)

B. Adhere to safety procedures

- Identify, apply, and remove proper PPE
- Disinfect/sanitize workspace
- Remove biohazards (e.g., sharps, blood) and waste products
- Ensure the patient room is ergonomically correct
- Comply with OSHA mandates

2. Point of Care Testing

A. Perform capillary testing for HgB, Hct, mono and blood sugar

- Identify which fingers to use
- Identify the location of the fingers
- Describe the process steps for performing capillary testing
- Identify the equipment required for capillary testing
- Calibrate the machine prior to use
- Document results based on capillary test type

B. Collect and process a urinalysis

- Instruct the patient on urinalysis process
 - Conduct HCG testing
 - Recognize the purpose of an HCG
 - Communicate the process for collecting a clean-catch specimen
 - Perform and read a dipstick test
 - Interpret the colors of urine
- C. Perform nasal cultures**
- Identify the process steps for conducting a Covid test
 - Recognize which types of tests are performed nasally (e.g., Covid, flu)
- D. Perform strep test**
- Explain the strep test procedure to the patient
 - Determine the correct placement of the swab
 - Determine the proper swab type
 - Perform post-test documentation
- E. Perform A1C testing**
- Recognize the purpose of the A1C test
 - Explain the process steps for performing an A1C test
 - Perform post-test documentation
 - Interpret the A1C chart
 - Determine what action to take based on reading
- F. Perform H-Pyloric testing (R)**
- Instruct the patient on procedures based on test type (stool, breath analyzer)
 - Identify the various types of H-Pyloric tests
- G. Perform PT/INR testing**
- Instruct the patient on PT/INR procedures
 - Inventory materials needed for PT/INR testing
 - Identify the process for conducting PT/INR testing

3. Patient Intake

- A. Perform vital signs and documentation**
- Properly engage with the patient prior to patient education (e.g., introduction, a patient ID, etc.)
 - Communicate procedures for taking vital signs based on vital sign type (pulse, BP, respiration, height, and weight, etc.)
 - Interpret vital sign readings based on vital sign type
 - Document vital sign test results based on vital sign type
- B. Collect and document patient screening information (e.g., signs, symptoms, medical history, medications, allergies, chief complaint)**
- Define medical terms and symbols related to screening
 - Document patient screening information
- C. Conduct a room check and prepare the room for patient care**
- Inventory and stock items required by the provider

- Operate equipment in the patient room (lighting, bed, etc.)
- Disinfect/sanitize patient room

4. Diagnostic Testing

A. Conduct Snelling exams

- Interpret the numbers on the Snelling chart
- Recognize the distance to perform the Snelling exam
- Document the results
- Recognize the purpose of the Snelling test
- Explain the process for performing the Snelling exam

B. Set up and perform an EKG/ECG

- Recognize the purpose of an EKG/ECG
- Determine where to place the leads depending on the condition of the patient
- Interpret a doctor's order to determine the machine's diagnosis (e.g., a long rhythm)

C. Perform a stress test

- Place the stress test leads
- Explain the stress test purpose and process
- Prepare the patient for a stress test
- Provide post-test instructions

D. Place and remove a Holter monitor

- Recognize the purpose and use case of a Holter monitor
- Place the Holter monitor leads
- Provide pre- and post-Holter monitor instructions to the patient
- Recognize where to send results

E. Perform auditory exams

- Use the auditory exam machine
- Troubleshoot common machine issues (e.g., calibration)
- Document the exam results

F. Perform a breath analyzer test

- Determine the purpose and use case of a breath analyzer test
- Explain the process for conducting a breath analyzer test
- Instruct the patient on breath analyzer procedures
- Troubleshoot common breath analyzer issues (e.g., blow not strong enough)

G. Collect a peak flow reading

- Interpret a peak flow meter reading
- Teach the patient on the use of the peak flow meter
- Explain the process for conducting a peak flow test
- Maintain the peak flow machine

5. Pharmacology

A. Perform injections

- Determine injection location
- Determine the injection measurement
- Communicate the process required to perform an injection
- Recognize materials needed based on injection type
- Educate the patient on the injection type and process

B. Administer vaccines

- Communicate the process vaccination process based on vaccination type
- Recognize materials needed based on vaccination type
- Educate the patient on the vaccination process based on vaccination type

C. Administer medication

- Interpret medication administration instructions (frequency, dosage, etc.)
- Educate the patient on the purpose, process, and side effects related to medication administration
- Communicate the process for administering medication based on medication type

6. First Aid and Office Procedures

A. Clean and dress a wound

- Identify proper PPE related to wound care
- Identify proper equipment/materials required for wound care
 - Identify appropriate cleaning solutions
- Educate patient on aftercare
- Communicate the process for cleaning and dressing the wound based on wound type (burn, puncture, insect bite, etc.)

B. Apply/remove splint and ace bandage

- Identify, apply, and remove different types of splints
- Identify, apply, and remove different types of ace bandages
- Educate patient on splint/bandage application, removal, and/or aftercare

C. Operate an AED machine

- Identify the purpose and use of an AED machine
- Identify how to place the AED pads
- Perform an AED procedure
- Identify pre-use procedures (e.g., drying moisture, etc.)

D. Perform a lavage

- Identify the purpose of a lavage and the locations of the body that they are used
- Communicate the process for performing a lavage based on the area of the body
- Prepare the patient for a lavage based on the area of the body

- Inventory equipment/materials based on lavage type
- Conduct post-lavage clean-up procedures

E. Check and stock a crash cart (R)

- Inventory supplies required and stock appropriately
 - Avoid overstocking
- Apply crash cart security practices
- Identify what is on a crash cart

F. Perform sterilization and autoclave techniques (R)

- Use and maintain an autoclave properly
- Identify procedures for sterilizing PPE
- Identify sterilization documentation procedure
- Align sterilization methods based on equipment



NPS Phlebotomy Certification (CPT)

Content Outline

1. Performing Procedures

A. Draw blood

- Perform the steps in blood draw process from beginning to end in the correct order
- Take appropriate action after the blood draw
- Engage the safety on the needle
- Match the test with the order on the blood draw
- Make legible notations on collection tubes when required

B. Collect and prepare stool samples for shipping and analysis

- Properly prepare stool sample for shipping, such as:
 - Frozen
 - Room temperature
 - Refrigerated
- Determine proper container for the sample

C. Collect and prepare urine samples

- Perform urine poured off when the sample is needed for another test
- Follow procedures for urine samples taken for drug screening
- Introduce additives the sample when required
- Detect additives in the sample when present and when required to do so

D. Collect and prepare semen samples

- Collect a semen sample
- Handle and package a semen sample as required
- Properly send a semen samples

E. Collect and prepare saliva samples

- Collect a saliva sample
- Handle and package a saliva sample as required
- Properly send a saliva sample

F. Collect and prepare an H-pylori sample

- Collect an H-pylori sample
- Handle and package an H-pylori as required
- Properly send an H-pylori sample

G. Transport blood samples to the laboratory for testing

- Include matching paperwork with the sample prior to transportation
- Apply and use sample transportation techniques appropriate for the sample

2. Preventing Cross-Contamination

A. Sanitize and disinfect the work area before and after every patient

- Explain the procedure of sanitizing and disinfecting.
- Use appropriate products for sanitizing and disinfecting (e.g., self, surfaces, tools, patient)
- Sanitize and disinfect at appropriate intervals
- Sanitize hands before and after each patient
- Clean patient areas before and after each patient
- Clean and sanitize blood spills or splatter if necessary

B. Clean workspace

- Maintain a clean, clutter-free workspace
- Apply appropriate equipment cleaning protocols
- Identify and know the application of cleaning products (i.e., Sani-cloth, bleach or hand sanitizer)

C. Use proper aseptic techniques

- Apply proper technique for aseptic
- Use appropriate hand hygiene
- Use barriers when appropriate

D. Clean the venipuncture site

- Clean the site for the correct amount of time before the blood draw
- Maintain the cleanliness of venipuncture site to avoid contaminated
- Clean the site with the appropriate material

3. Equipment and Safety

A. Locate and use safety equipment

- Locate and use safety data sheets (SDS)
- Locate and use the spill kit

- Prepare for emergencies (e.g., awareness of the facilities exit plan)

B. Check and document expiration dates on all equipment, and address expired equipment

- Check the expiration dates of equipment, and solutions (e.g., tubes, spill kits, stool kits, H-Pylori kits, glucola drinks)
- Determine which equipment should be removed based on expiration and content
- Properly dispose of expired equipment

C. Properly use PPE

- Use the appropriate PPE for the draw type and draw conditions
- Administer the proper PPE required for each patient
- Properly remove and handle used PPE

D. Calibrate the centrifuge

- Properly calibrate the centrifuge
- Correctly program (or set) the centrifuge speed
- Record the time and date of the centrifuge calibration

E. Maintain sharps containers

- Identify and ensure proper container labels
- Properly dispose of the sharps container

F. Determine the best tools to use for a collection method for specific patients, such as infants or elderly patients

- Identify the correct equipment to use for the collection
- Prepare collection materials and tools prior to the venipuncture

4. Verifying Patient and Specimen

A. Properly identify patients

- Verify patient identify and date of birth
- Compare the info to the orders to ensure that name and date of birth match the patient's name and date of birth
- Evaluate the script for the test(s) ordered

B. Properly label specimens

- Accurately label the specimen in all collection circumstances
- Match the patient to the specimen (e.g., name, date of birth, specimen)

C. Adhere to HIPAA protocols and guidelines

- Determine information what must be shredded
- Properly handle and dispose of personal identifiable information

5. Communication

A. Explain the procedure to the patient

- Engage with patient prior to patient education (e.g., introduction, a patient ID, etc)
- Assess the patient (e.g., Ask the patient about allergies to latex or alcohol)
- Explain the procedure to be performed
- Answer patient questions about the procedure

B. Know who to communicate within the chain of allied health professionals

- Communicate relevant information to the allied health professional (e.g., introduction, a patient ID, etc)
- Communicate your assessment of the patient with allied health professional
- Communicate the content of the script with allied health professionals
- Call the ordering physician for clarification when need



Certified EKG Technician (CET)

Content Outline

1. EKG Theoretical Foundations and Safety Protocols

A. Foundations of the EKG

- Basic anatomy and physiology of the heart
- Cardiac electrophysiology
- Automaticity, contractility, conductivity
- The Action Potential: Depolarization and Repolarization

B. Components of the EKG

- EKG basics - waves, intervals, segments
- Reading the EKG
- Measurements
- Calculation of heart rate
- Leads
- Performing an EKG
- Cardiac monitors
- Normal EKG
- Interpret EKG
- Limitations and Uses of the EKG

2. Patient-Centric EKG Practices

A. Recognitions of sinus rhythms

- Normal Sinus Rhythm
- Normal Sinus P Wave
 - Retrograde Direction
 - Respiratory Sinus Arrhythmia

- Normal Sinus QRS Complex in Chest Leads
 - R Wave Progression
 - Transition Zone
- Normal Sinus QRS Complex in Limb Leads
 - Horizontal Positioning
 - Vertical Positioning
- Normal Sinus ST Segment
- Normal Sinus T Wave
- Sinus Node Arrhythmias
- Normal Sinus Rhythm
- Sinus Bradycardia
- Sinus Tachycardia
- Sinus Arrhythmia
- Escape Patterns
 - Atrial Escape Rhythm
 - Ventricular Escape Rhythm
 - Junctional Escape Rhythm
 - AV Junctional Escape Rhythm
- Sick Sinus Syndrome

B. Cardiac and pulmonary syndromes

- Cardiac Enlargement
 - Dilation and Hypertrophy
 - Right Atrial Abnormality (RAA)
 - P pulmonale
 - Left Atrial Abnormality (LAA)
 - Right Ventricular Hypertrophy (RVH)
 - Left Ventricular Hypertrophy (LVH)
- Acute Pericarditis
- Pericardial Effusion
 - Cardiac tamponade
 - Electrical alternans
- Chronic Constrictive Pericarditis
- Myocarditis
- Congestive Heart Failure
- Pulmonary Embolism
- Chronic Obstructive Pulmonary Disease
 - Emphysema

3. Comprehensive EKG Acquisition & Analysis

A. Bundle branch blocks

- Right Bundle Branch Block (RBBB)
 - Complete RBBB
 - Incomplete RBBB
 - Causes of RBBB

- Left Bundle Branch Block (LBBB)
 - Complete LBBB
 - Incomplete LBBB
 - Causes of LBBB
- Fascicular Blocks
 - Triascicular System
 - Left Anterior Fascicular Block (LAFB)
 - Left Posterior Fascicular Block (LPFB)

B. Myocardial infarction, ischemia, and injury

- Myocardial Injury
- Myocardial Ischemia
- Myocardial Blood Supply
- Acute Coronary Syndrome (ACS)
- STEMI and Acute Myocardial Infarction
 - Anterior STEMI
 - Inferior STEMI
 - Reciprocity
 - Current of Injury
- Q Waves of Infarction
- Localization of Infarction
- Anterior Wall Q Waves
 - "Anteroseptal" Q Waves
 - "Strictly" Anterior Q Waves
 - Anterolateral/Anteroapical Q Waves
 - High Lateral STEMI
- Inferior Wall Infarctions
- Posterior Infarctions
- Right Ventricular Infarctions
- Q Waves: Normal or Abnormal
 - Pseudoinfarct Pattern
- Ventricular Aneurysm
- Silent Myocardial Infarctions
- Subendocardial Ischemia
- Angina pectoris (Stable Angina)
- Stress Testing and Coronary Artery Disease
 - Submaximal Testing
- Silent Myocardial Ischemia
- NSTEMI "Subendocardial Infarction"
- Unstable Angina
- Noninfarction Ischemia
 - Nonspecific Changes
- Prinzmetal's (Variant) Angina
- Early Repolarization

C. Atrial arrhythmias

- Wolff-Parkinson-White (WPW) Syndrome

- WPW Susceptibility
- WPW Treatment
- Premature Atrial Contraction (PAC)
 - Atrial Couplet
 - Atrial Runs
 - Atrial Bigeminy
 - Aberrant Ventricular Conduction
 - Blocked PAC
- Paroxysmal Atrial Tachycardia (PAT)
 - Unifocal Atrial Tachycardia
 - Multifocal Atrial Tachycardia (MAT)
- AV Nodal Reentrant Tachycardia (AVNRT)
- AV Reentrant Tachycardia (AVRT)
- Management of Acute PAT
- Long-Term Management of PAT
- Atrial Flutter
- Atrial Fibrillation
 - Symptoms
 - Causes
 - Predisposing Factors
- Differentiation of Atrial Flutter and Atrial Fibrillation
- Clinical Implications for Atrial Flutter and Atrial Fibrillation
- Treatment of Atrial Flutter and Atrial Fibrillation
 - Short-Term Management
 - Long-Term Management

D. Ventricular arrhythmias

- Premature Ventricular Contraction (PVC)
 - Frequency
 - Morphology and Origin
 - Prevalance and Causes
 - Symptoms
 - Treatment
- Ventricular Tachycardia (VT)
 - Basic Classification of VT
 - Monomorphic Ventricular Tachycardia
 - Symptoms
 - Polymorphic Ventricular Tachycardia
 - Long QT Syndrome
 - Ischemic and Nonischemic Subsets
- Torsade des Pointes (TdP)
 - Acquired Long QT Syndrome
 - Congenital (Hereditary) Long QT Syndromes
- Accelerated Idioventricular Rhythm (AIVR)
- Ventricular Fibrillation (VF)
- Cardiac Arrest

- Symptoms
- Basic EKG Patterns During Cardiac Arrest
 - Ventricular Tachyarrhythmia: Ventricular Fibrillation (VF) or Pulseless VT
 - Ventricular Asystole and Brady-Asystolic Rhythms
 - Sinus Arrest
 - Pulseless Electrical Activity (PEA)
 - 5 Hs and 5 Ts
 - Stunned Myocardium
- Clinical Causes of Cardiac Arrest
 - Proarrhythmic Effects
- Sudden Cardiac Death
 - Commotio cordis

4. Advanced EKG Interpretation & Specialized Procedures

A. AV conduction abnormalities

- Degrees of Heart Block
- First Degree AV Block: PR Interval Prolongation
- Second Degree AV Block Syndromes
 - Mobitz Type I (Wenckebach)
 - Mobitz Type II
 - High-Degree/Advanced AV Block
- Third Degree (Complete) AV Block
- Location of the Block
 - Nodal Block
 - Infranodal Block
- Onset and Progression of Block
 - Escape Rhythms
 - Autonomic and Drug Influences
 - QRS Duration
- 2:1 AV Block
- Atrial Fibrillation or Flutter with AV Heart Block
- Symptoms of Heart Block
- Treatment
- AV Heart Block in Acute MI
- AV Dissociation Syndromes
 - Isorhythmic AV Dissociation

B. Medication effects electrolyte

- Medications Used to Treat Arrhythmias
 - Antiarrhythmic Medication Classification
- Psychotropic Medications
 - Antipsychotic Mediations

- Tricyclic Antidepressants
- Digitalis Toxicity
 - Mechanism of Action
 - Toxicity vs. Effect
 - Signs and Symptoms
 - Predisposing Factors
 - Prevention
 - Treatment
 - Serum Digoxin Concentrations
- Electrolyte Disturbances
 - Hyperkalemia
 - Hypokalemia
 - Hypercalcemia
 - Hypocalcemia
 - Disturbances with Magnesium
 - Hypomagnesemia
 - Hypermagnesemia
- Additional Metabolic Factors
 - Hyperthermia
 - Osborn Waves
 - Endocrine Abnormalities
 - Hyperthyroidism
 - Myxedema/Hypothyroidism
 - Acidosis and Alkalosis
- ST-T Segment Repolarization Changes

5. Specialized EKG Techniques & Technologies

A. Pacemakers and implantable cardioverter defibrillators

- Pacemakers
 - Types of Pacemakers
 - EKG Paced Beats
 - Paced P Wave
 - Paced QRS
 - Discordant T Waves
 - Retrograde Appearance
 - Pacemaker Syndrome
 - Single-Chamber Pacemaker Programming
 - Demand Mode
 - Lower Rate Limit
 - Rate-Responsive/Adaptive Mode
 - Dual-Chamber Pacemaker Programming
 - AV Delay
 - Asynchronous Mode

- Maximal Tracking Rate
 - Automatic Mode Switching
 - Biventricular Pacing
 - EKG Paced Rhythms
 - Atrial Fibrillation
 - Acute Myocardial Ischemia
 - Cardiac T Wave Inversions
 - Cardiac Memory
 - Implantable Cardioverter Defibrillators (ICD)
 - Pacemaker and ICD Malfunction
 - Failure to Capture
 - Failure to Sense
 - Failure to Pace
 - Indications for a Pacemaker or ICD

B. An approach to EKG interpretation

- Thirteen Specific EKG Features to Analyze
- The EKG Report
- Examples of EKG Interpretation Documentation

C. Cardiac stress tests

- What Causes Chest Pain?
- Exercise Stress Test
 - Risks
 - Before the Test
 - Placing the ECG leads
 - Beginning the Stress Test
 - After the Stress Test

D. Nuclear and echo stress tests

- Before the Test
- Placing the ECG leads
 - Limb Lead Placement for ECG
 - During the Test
 - After the Test
 - Stress Echocardiogram
 - Before the Test
 - During the Test
 - After the Test

E. Holter monitors

- History
- Modern Holter Monitors
- Heart Conditions Detected via Holter Monitor
 - Atrial Fibrillation (A-Fib):
 - Bradycardia:
 - Tachycardia:
 - Supraventricular Tachycardia (SVT):
 - Premature Ventricular Contractions (PVCs):

- Premature Atrial Contractions (PACs):
 - Non-sustained Ventricular Tachycardia (NSVT):
- Placing the Holter Monitor



Certified Behavioral Health Specialist (CBHS) Content Outline

1. Behavioral Health Foundations

A. What is a Behavioral Health Technician (Behavioral Health Specialist)

- Job Description
- Basic Duties
- The behavioral/mental health care facility environment

B. Understanding the mental and behavioral health population

- Mental Health is Whole Body Health – overcoming the stigma
- How Psychiatric illnesses are diagnosed
- Common Diagnoses

2. Clinical Skills & Safety

A. Caring for survivors of abuse and trauma

- Trauma informed care
- Empathetic Communication

B. Substance abuse and withdrawal

- Signs and Symptoms of Withdrawal
- Physical Care during Withdrawal Period

C. Safety and risk assessment

- Types of Risk for Harm
- Types of Restraints

D. PPE and infection control

- Therapeutic communication techniques

3. Treatment Methodologies & Intervention Strategies

A. Inpatient treatment methodologies

- Individual Therapy
- Group Therapy
- Activity Therapies
- Electro-convulsive therapy (ECT)
- Medication

B. Outpatient treatment methodologies

- Individual Therapy
- Group Therapy
- Sober Living Facilities

C. Communication: Verbal and non-verbal

- Therapeutic communication techniques
- Gaining Trust
- MHT self-awareness and observation skills

4. Ethics, Law, & Professional Practice

A. Ethics and healthcare law

- Prevalence of Patient Abuse
- Ethical Treatment
- HIPAA
- Types of Mental health treatment/commitment



Certified Patient Care Technician (CPCT) Content Outline

1. Patient Care & Clinical Skills

A. Patient activities of daily living

- Hygiene
- Positioning and transferring
- Toileting
- Nutrition
- Patient Exercise
- Personal care – skin, hair, and nails
- Procedure Spotlight: Post-Mortem Care

B. Collecting and recording patient data

- Vital Signs
- Pain assessment – the “6th vital sign”
- Intake and Output (I & O)
- Measuring height, weight, and BMI
- Oxygen Administration and Nebulizers
- Recording Data in the EMR/EHR
- Procedure Spotlight: Assisting with ostomy care

C. Wound care and prevention

- Maintaining skin integrity
- Wounds
- Edema
- Anti-embolic devices
- Basic dressing types

- Incontinence care
- Procedure Spotlight: Assisting with dressing changes and wound care
- Procedure Spotlight: Assisting with orthopedic devices: trapeze bars, CPM, traction, abduction pillow

D. Specimen collection and phlebotomy

- Specimen Collection
- Phlebotomy

E. Electrocardiography (ECG/EKG)

- Monitoring and Recognizing ECG Rhythms
- Cardiac Testing and Troubleshooting

2. Professionalism & Communication

A. Introduction to the patient care role

- PCT Duties and Careers
- State board of nursing and scope of practice
- Ethics and Abuse

B. Communication

- Patient Communication
- Behavioral and Mental Status Changes
- Continuity of Care

3. Safety & Infection Control

A. PPE and infection control

- Universal Precautions
- Handwashing and alcohol-based sanitizer
- Nosocomial Infections and prevention
- Types of precautions
- Maintaining a clean environment
- Aseptic technique
- Sterile environments
- Procedure Spotlights: Preoperative and Postoperative care

B. Patient and environmental safety

- Fall prevention
- Emergency preparedness
- Locating and following facility policies

4. Healthcare Team & Regulatory Understanding

A. The healthcare team

- The PCT's role on the multidisciplinary team
- Teamwork is essential
- Chain of Command
- Delegation

- Emergency Response Protocols
- Coping Skills
- Ancillary staff

5. Emergency Response & Safety Protocols

A. The healthcare team

- The PCT's role on the multidisciplinary team
- Teamwork is essential
- Chain of Command
- Delegation
- Emergency Response Protocols
- Coping Skills
- Ancillary staff

B. Patient and environmental safety

- Fall prevention
- Emergency preparedness
- Locating and following facility policies



Certified Medical Administrative Assistant (CMAA) Content Outline

1. Scheduling & Office Logistics

A. Scheduling

- Determine optimal scheduling
- Determine the appropriateness of a telehealth appointment
- Initiate patient registration
- Schedule appointments in the EHR and/or manually
- Confirm appointments
- Follow protocols
- Arrange for diagnostic testing and procedures,
- Conduct patient check-out procedures

B. Office logistics

- Manage and review medical records
- Prepare documentation for billing
- Perform charge reconciliation
- Bill patients, insurers, and third-party payers for services performed
- Perform payment collection
- Resolve billing issues
- Verify and sort the contents of deliveries

2. Patient Administration & Care Coordination

A. Patient intake

- Welcome and check-in patients
- Verify insurance information
- Ensure completion of required patient intake forms
- Generate and verify encounter documentation
- Maintain electronic health records (EHR)
- Identify and flag duplicate patient electronic health records that may require merging
- Conduct pre-appointment screening and confirmation

3. Regulatory Compliance & Healthcare Law

A. Compliance

- Ensure compliance with laws, regulations, and guidelines
- Maintain confidentiality and security
- Release protected health information (PHI) in accordance with HIPAA
- Adhere to requirements regarding reportable violations or incidents
- Adhere to professional codes of ethics

4. Healthcare Communication & Patient Literacy

A. Patient education

- Adhere to the Patient's Bill of Rights and ADA compliance
- Discuss financial responsibilities
- Provide written and verbal instructions for pre/post tests and procedures as providers prescribe

B. Medical terminology and effective communication

- Communicate with patients, caregivers, providers, other personnel, and third-party payers
- Spelling and definition of medical terms
- Common professional abbreviations
- Acceptable and unacceptable professional abbreviation practices
- The Joint Commission's (TJC) "Do Not Use" List
- Prefixes, roots, and suffixes

5. Professional Ethics & Records Administration

A. Professionalism, health records, common issues, and anatomy

- Clarify and relay communications between appropriate parties, as needed
- Facilitate and promote teamwork and team engagement
- Provide patients with information regarding educational and community resources
- Demonstrate professionalism

- Perform duties within the legal scope of practice.
- Manage inventory of administrative supplies and complete required documentation.
- Types of healthcare organizations and delivery models
- The relationship between the front office and clinical processes and procedures
- Types of health records and implications for use
- Electronic health record (EHR) and electronic medical record (EMR) components
- Signs and symptoms of common diseases, conditions, and injuries
- Anatomical structures, locations, and positions
- Functions of major body system

6. Office Management & Administrative Procedures

A. General office policies and procedures

- Perform financial procedures, such as petty cash management and end-of-day financial reconciliation.
- Perform opening and closing procedures
- Manage challenging/difficult customer service occurrences and patient interactions
- Adapt verbal and nonverbal communication to diverse audiences
- Adapt verbal and nonverbal communications with patients and caregivers
- Follow proper telecommunications procedures
- Create proper correspondences
- Demonstrate basic computer skills