PSI Services LLC
https://test-takers.psiexams.com/vadhp

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HEALTH PROFESSIONS

MEDICATION AIDES
CANDIDATE INFORMATION BULLETIN

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Last Revised 9/28/2026

EXAMINATIONS BY PSI SERVICES LLC

This Candidate Information Bulletin provides you with information about the examination and application process for becoming registered as a Medication Aide in the Commonwealth of Virginia. You need to pass an examination to confirm that you have attained at least a minimum level of knowledge regarding the principles, practices, statutes and regulations relating to medication aide in an assisted living facility. Eligibility for examination is determined by the Virginia Board of Nursing (VBON).

The VBON has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in Virginia. PSI works closely with the VBON, a board within the Virginia Department of Health Professions (DHP) to be certain that examinations meet local as well as national requirements in basic principles of medication aide examination development standards.

Once you have been approved to test by the Board, you are responsible for contacting PSI to register and schedule an appointment to take your examination.

CONTACT INFORMATION

Prior to sitting for the examination with PSI, you must apply for registration by examination with the VBON. Applications to PSI for testing will not be accepted without Board approval. Your registration application, applicable fee and supporting documentation:

Virginia Department of Health Professions
Board of Nursing
9960 Maryland Drive, Suite 300
Richmond, VA 23233
(804) 367-4515
www.dhp.virginia.gov

All questions and requests for information pertaining to the examination after approval by the VBON should be directed to PSI.

PSI
(855) 559-4614
https://test-takers.psiexams.com/vadhp

SCHEDULING PROCEDURES

Upon Board approval of eligibility to test, PSI will send an email containing instructions for scheduling an appointment to take the examination. Eligibility is valid for a period of one year from the date of the provisional approval letter.

The following fee table lists the applicable fee for the examination. The fee is for each registration, whether you are taking the examination for the first time or repeating.

- You have 3 attempts to pass an examination within 1 year of the date of the provisional approval letter.
- If you fail the third time, your application with the Board becomes void and you must re-apply directly with the Board.

Examination Fee $70

NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. The fee for testing is a separate fee from the BON fee for registration.

INTERNET REGISTRATION

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI's registration website at https://test-takers.psiexams.com/vadhp. Internet registration is available 24 hours a day.

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

TELEPHONE REGISTRATION (855) 559-4614

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time.

SCHEDULING INFORMATION

- Only the candidate may schedule an appointment through a Customer Service Representative (CSR), not a friend or relative.
- If space is available in the examination site of your choice, you may schedule an examination 1 day prior to the examination date of your choice, up to 7:00 p.m. Eastern Time.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (855) 559-4614.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.

SCHEDULING A RE-EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests

unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. In order to retest, you must re-register follow the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule for your re-examination

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must contact the VBON. **Note: Request for exam accommodations must be approved by the VBON.**

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (855) 559-4614. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

COMPUTER EXAMINATION CENTER LOCATIONS

The following are the examination centers where you may take the examination.

VIENNA AREA
1919 GALLOWS RD, SUITE 360
VIENNA, VA 22182

VIRGINIA BEACH
484 Viking Dr, Suite 105
Virginia Beach, VA 23452

RICHMOND (BOULDERS II)
7400 Beaufont Springs Dr
Boulders II Building, Suite 560
Richmond, VA 23225

ROANOKE
5115 Bernard Dr, Suite 104
Roanoke, Virginia 24018

EASTERN SHORE AREA
Beaglin Park Plaza
1323 Mt. Hermon Rd., Suite 2A
Salisbury, MD 21801

CHARLOTTESVILLE
2114 Angus Road, Suite #105-B
Charlottesville, VA 22901

JOHNSON CITY
904 Sunset Drive, Ste 7A
Johnson City, TN 37604

Additionally, PSI has examination centers in many other regions across the United States. Enter your zip code and the closest sites will appear.

REPORTING TO THE EXAMINATION CENTER

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in and identification and familiarizing yourself with the examination process. **If you arrive late, you may not be admitted to the examination center and you will forfeit your registration fee.**

REQUIRED IDENTIFICATION

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

PRIMARY IDENTIFICATION - Choose One
NOTE: ID must contain candidate's signature, photo, be valid and unexpired.

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card
- Canadian Government Issued ID

SECURITY PROCEDURES

- You will be given an LCD writing tablet at check-in that must be returned at check-out.
- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- Candidates may take only approved items into the examination room.

- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include**, **but are not limited to**, the following items:
  - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.**
  - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
  - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions and reviewing your answers.

TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXPERIMENTAL ITEMS

In addition to the number of questions per examination, a small number of one to ten experimental items, generally, approximately 10% of the number of questions, may be administered to candidates during the examination. These questions will not be scored. However, these questions will count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

EXAMINATION REVIEW

PSI, in cooperation with the Board of Nursing and Occupational Regulation, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If an error affecting examination scores is discovered as a result, which occurs very rarely, the examination scores of all affected candidates will be automatically adjusted. **This is the only review of the examination available to candidates.**

SCORE REPORTING

In order to pass the examination, you must achieve a minimum score of 71%.

Your score will be displayed on screen at the end of the examination and a score report will be emailed to you. If you fail, the emailed score report will include the diagnostic report indicating your strengths and weaknesses by examination type.

You may print the score report from your online account.

EXAMINATION CONTENT OUTLINE AND REFERENCE MATERIAL

The Examination Content Outline has been approved by the Virginia Department of Health Professions. This outline reflects the minimum knowledge required by medication aide professionals to perform their duties to the public in a competent and responsible manner.

Use the outline as the basis of your study. The outline lists the topics that are on the examination and the number of items for each topic. Do not schedule your examination until you are familiar with all topics in the outline.

Effective thru 10/31/2026

# of Questions	Minimum Passing Score	Time Allowed
80	71% (57 correct)	2 Hours

Effective 11/1/2026

# of Questions	Minimum Passing Score	Time Allowed
60	71% (43 correct)	2 Hours

CONTENT OUTLINE

Topic	# of Items
LEGAL AND ETHICAL ISSUES	**7**
Identify legal and ethical issues in medication management	
Demonstrate the implication of client's rights regarding medications, treatment decisions, and confidentiality	
Identify permitted practices and identify acts prohibited by Medication Aides in Virginia	
Identify the legal requirement to report client abuse, neglect and exploitation	
PREPARING FOR SAFE ADMINISTRATION OF MEDICATIONS	**11**
Demonstrate principles of maintaining aseptic technique	
Recognize emergencies and other health-threatening conditions and respond accordingly	
Demonstrate basic concepts of communication with the cognitively impaired client	
Measure and document vital signs	
Demonstrate the use of International/Military Time	
Identify the "Rights" of medication administration	
THE BASICS OF MEDICATION ADMINISTRATION	**18**
Define key pharmacological terms, medical terminology and abbreviations associated with medication administration	
Identify medication and dispensing classifications	
Identify factors that affect medication mechanism of action	
Facilitate client awareness of the purpose and effects of medications	
Demonstrate how to use medication information sources	
Identify medication labeling requirements in Virginia and the Federal Drug Control Act	
Identify/explain how to complete three commonly used forms for documenting medication administration	
Demonstrate/explain procedures for receiving and transcribing physician's orders	
Document medication administration on the Medication Administration Record (MAR)	
Document medication errors	
ADMINISTRATION OF PREPARED INSTILLATIONS AND TREATMENTS	**18**
Identify basic guidelines for administering medications	
Administer or assist the client with self-administration of oral medications	
Administer or assist the client with self-administration of eye drops and ointments	
Administer or assist the client with self-administration of ear drops	
Administer or assist the client with self-administration of nasal drops and sprays	
Administer or assist the client with self-administration of topical preparations	

Administer or assist the client with self-administration of vaginal products	
Administer or assist the client with self-administration of rectal products	
Administer or assist the client with self-administration of soaks and sitz baths	
Administer or assist the client with self-administration of oral hygiene products	
Administer or assist the client with self-administration of inhalation products	
Administer or assist the client with self-administration of transdermal patches	
Administer or assist the client with self-administration of EpiPen®	
STORAGE AND DISPOSAL OF MEDICATION	**6**
Identify procedures for storing and securing medications	
Explain/demonstrate procedures for maintaining an inventory of medication including controlled substances	
Identify procedures for disposal and loss of medications	
SPECIAL ISSUES IN MEDICATION ADMINISTRATION	**11**
Identify special issues related to medication use in the elderly	
Recognize uses, adverse reactions and special considerations for selected psychotropic medications	
Recognize when a medication is a chemical restraint	
Explain the importance of blood testing to monitor therapeutic levels of medication	
Identify medications considered inappropriate for the elderly	
Identify reasons and ways of dealing with clients' refusal to take medications and respond appropriately	
Recognize uses of over-the-counter medications, herbal preparations and non-medical substances herbal preparations and non-medical substances	
INSULIN ADMINISTRATION	**9**
Define and list the causes of two types of diabetes mellitus	
Identify interventions involved in the management of diabetes	
List commons signs and symptoms of hypoglycemia and hyperglycemia	
Perform finger stick procedure for glucose monitoring	
Administer insulin injections	

REFERENCE LIST

The following is a list of possible study materials for the medication aide examination. The list is given to identify resources and does not constitute an endorsement by PSI or by the Virginia Board of Nursing.

This examination is CLOSED BOOK.

The following reference material is NOT allowed in the examination center:

Commonwealth of Virginia Board of Nursing Medication Aide Curriculum (2022 version).

Virginia Board of Nursing, Proposed Regulations Governing the Registration of Medication Aides: https://www.dhp.virginia.gov/Boards/Nursing/PractitionerResources/LawsRegulations/

Regulations Governing the Registration of Medication Aides

Standards for Licensed Assisted Living Facilities 22VAC40-73-640-680

Regulations of the Virginia Board of Pharmacy (18VAC110-20-10 et seq.)

The Drug Control Act of Virginia (§54.1- 3408)

Regulations of the Virginia Department of Social Services (DSS) (§ 22VAC40-73 et seq.)