Before scheduling your examination, be sure you understand the contents of this bulletin. Please retain and use it as a reference when contacting PSI.

**PSI Services LLC**

https://test-takers.psiexams.com/cadhc

# Dental Hygiene Board of California
# Registered Dental Hygienist in Alternative Practice (RDHAP)
# Laws and Ethics Written Examination

## CANDIDATE INFORMATION BULLETIN

# CONTENT OUTLINE


Examination Payment and Scheduling Procedures ..... 2
- Examination Fee ..... 2
- Internet Registration and Scheduling ..... 2
- Telephone Registration and Scheduling ..... 2
- Canceling an Examination Appointment ..... 2
- Missed Appointment or Late Cancellation ..... 2
- Test Center Closing for an Emergency ..... 2

Testing Considerations ..... 2
Test Center Locations ..... 3
Reporting to the Test Center ..... 6
- Required Identification at the Test Center ..... 6
- California Law Security Procedures ..... 6

Taking the Examination by Computer ..... 8
- Identification Screen ..... 8
- Tutorial ..... 8
- Experimental Questions ..... 8
- Number of Questions and Time Limit ..... 8

The RDHAP Laws and Ethics Examination ..... 9
- Examination Results ..... 9

Content Outline ..... 9
- RDHAP Laws and Ethics Examination Outline ..... 9

Sample Questions ..... 10
RDHAP Laws and Ethics Written Examination References 10
State of California Notice of Eligibility ..... Back Cover


**Please refer to our website to check for the most updated information at https://test-takers.psiexams.com/cadhc.**

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# EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

Once a candidate is determined to be eligible, DHBC will notify the examination administration contractor, PSI Services LLC (PSI). PSI will mail a scheduling notice indicating how the candidate may schedule an examination.

Your examination eligibility expires and your application is deemed abandoned if your fail to take the RDHAP written examination within one year after being deemed eligible by the Board. This is the date on the eligibility letter the Board sends to you. When your eligibility expires, you will need to reapply to the Board to be considered eligible to take the RDHAP written examination.

## FEE

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.

| EXAMINATION FEE | |
|---|---|
| **RDHAP Laws and Ethics** | **$32.07** |

**NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE.**

In most California test centers, testing does not take place on the following major holidays:

| |
|---|
| New Year's Day |
| Martin Luther King Jr. Day |
| Presidents Day |
| Memorial Day |
| Juneteenth |
| Independence Day |
| Labor Day |
| Thanksgiving Day |
| Day After Thanksgiving |
| Christmas Day |
| Day After Christmas |

## INTERNET REGISTRATION AND SCHEDULING

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, https://test-takers.psiexams.com/cadhc. You may schedule for a test via the Internet 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 examination. Enter your zip code and a list of the test centers closest to you will appear. Once you select the desired test center, available dates will appear.

## TELEPHONE REGISTRATION AND SCHEDULING

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover).

PSI registrars are available at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific 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 prior to the scheduled examination date***. For example, for a 9:00 a.m. Monday appontment, the cancellation notice would need to be received before 9:00 a.m. on the previous Saturday. You may call PSI at (877) 392-6422.

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

## MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if:

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

## TEST CENTER CLOSING FOR 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 (877) 392-6422. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

# TESTING ACCOMMODATIONS AVAILABLE

Requests for testing accommodation must be received by DHBC at the time the examination application is submitted to allow for processing. Accommodations that fundamentally alter the measurement of the skills or knowledge the examination is intended to test will not be provided.

## REQUESTING EXAMINATION ACCOMMODATIONS

Accommodations will not be provided at the examination site

unless prior approval by DHBC has been granted. Reasonable, appropriate, and effective accommodations may be requested from the Board by submitting the "Request for Accommodation of Disabilities" package, which can be obtained from DHBC's website (www.dbhc.ca.gov).

The Board will contact you once approved with further instructions. Do not call PSI to schedule your examination until you have received written notification from the Board regarding your request for accommodations.

## TEST CENTER LOCATIONS

**CLICK HERE FOR THE TEST CENTER PHONE NUMBERS**

The California examinations are administered at the PSI test centers in California as listed below:

**AGOURA HILLS**
30851 AGOURA RD SUITE 302
AGOURA HILLS, CA 91301
*FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.*
*FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.*

**ATASCADERO**
7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422
*FROM US-101 N, TAKE THE CA-41 EXIT (EXIT 219) TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. TURN LEFT ONTO CA-41/MORRO RD.*

*FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT (EXIT 219), TURN RIGHT ONTO CA-41/MORRO RD.*

**BAKERSFIELD**
5405 STOCKDALE HIGHWAY
SUITE 103
BAKERSFIELD, CA 93309
*FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.*

*FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.*

**CARSON**
17420 S. AVALON BLVD, SUITE 205
CARSON, CA 90746
*FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).*

*FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT-HAND SIDE. (SAME PARKING LOT AS CARL'S JR).*

**DIAMOND BAR**
21660 EAST COPLEY DR SUITE 215
DIAMOND BAR, CA 91765
*FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.*
*FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B).*
*TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.*

**EL MONTE – SANTA FE SPRINGS**
10330 PIONEER BOULEVARD, SUITE 285
SANTA FE SPRINGS, CA 90670
*FROM THE I-5 NORTH TAKE NORWALK BLVD (EXIT 121), TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.*

**FRESNO**
351 E. BARSTOW AVE, SUITE 101
FRESNO, CA 93710
*FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BARSTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT-HAND SIDE.*

*FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE. TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.*

**IRVINE**
8 CORPORATE PARK, SUITE 200
IRVINE, CA 92606
*FROM I-405 S – USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.*

*FROM I-5 S – TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.*

*ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.*

**LAWNDALE**
THE BAYTOWER CORPORATE CENTER
15901 HAWTHORNE BLVD, SUITE 330
LAWNDALE, CA 90260
*FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.*

**REDDING**
2861 CHURN CREEK, UNIT C
REDDING, CA 96002
FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO 1-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE

CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

**RIVERSIDE**
7888 MISSION GROVE PARKWAY S., SUITE 130
RIVERSIDE, CA 92508
*FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.*

*FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY, AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.*

**SACRAMENTO**
8950 CAL CENTER DR, SUITE 158
BUILDING TWO
SACRAMENTO, CA 95826
*FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.*

*FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.*

**SAN DIEGO**
5440 MOREHOUSE DRIVE, SUITE 3100
SAN DIEGO, CA 92121
*FROM 1-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.*
*FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.*

*ADDITIONAL PARKING CAN BE FOUND (ON TOP OF THE AT&T BUILDING) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL.*

**SAN FRANCISCO**
150 EXECUTIVE PARK BLVD., STE 2400
SAN FRANCISCO, CA 94134
*I-80 W BECOMES US-101 S. TAKE EXIT 429A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.*

**SANTA CLARA**
2936 SCOTT BLVD
SANTA CLARA, CA 95054
*FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.*

*FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.*

**SANTA ROSA**
160 WIKIUP DRIVE, SUITE 105
SANTA ROSA, CA 95403
*FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.*

*FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.*

**UNION CITY**
32960 ALVARADO-NILES RD, SUITE 650
UNION CITY, CA 94587
*FROM I-880 N – AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.*
*FROM I880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.*

**VENTURA**
4245 MARKET ST, SUITE 208
VENTURA, CA 93003
*FROM US-101N, TAKE THE TELEPHONE ROAD (EXIT 65). TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.*

**VISALIA**
3400 W MINERAL KING AVE, SUITE D
VISALIA, CA 93291
*FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1ST LEFT ONTO W MINERAL KING AVENUE.*

**WALNUT CREEK**
175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598
*FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.*

**Out-of-State Examination Sites**

**ALBUQUERQUE**
9550 SAN MATEO BLVD, N.E., SUITE G
ALBUQUERQUE, NM 87113
*FROM I-25 S -TAKE EXIT 234 NM-556/ROY AVE TOWARD TRAMWAY RD. CONTINUE ONTO PAN AMERICAN FRONTAGE RD S FOR .2 MILES CONTINUE ONTO PAN AMERICAN FREEWAY NE AND GO .4 MILES. TURN RIGHT ONTO VENICE AVE NE AND GO .3 MILES. THE PSI OFFICE IS THE LAST BUILDING ON THE LEFT BEFORE YOU REACH SAN MATEO. THE MAIN ENTRANCE THAT FACES SAN MATEO IS WHERE TEST TAKERS WILL ENTER. THE ENTRANCE FACING VENICE AVE WITH BE WHERE LICENSING CANDIDATES WILL REPORT.*

**ATLANTA (MARIETTA)**
2100 ROSWELL ROAD NE, SUITE 2128
MARIETTA, GA 30062
*FROM I-75 NORTHBOUND, TAKE EXIT #263 – THE 120 LOOP, EAST TOWARD ROSWELL. DRIVE APPROXIMATELY 1.5 MILES (PAST POWERS FERRY AND LOWER ROSWELL ROADS) AND EXIT RIGHT TOWARD ROSWELL. MAKE A RIGHT AT THE LIGHT OFF OF THE EXIT AND ONTO ROSWELL ROAD. PAVILIONS AT EAST LAKE SHOPPING CENTER IS ½ MILE ON RIGHT.*

**BRONX**
34 MARCONI STREET, SUITE 210
BRONX, NY 10461
***PRESS IN THE CODE 26 TO ACCESS SUITE AFTER ARRIVAL AT BUILDING***

*HEAD NORTH ON HUTCHINSON RIVER PKWY N. TAKE EXIT 3W FOR PELHAM PKWY W. MERGE ONTO BRONX AND PELHAM PKWY. USE THE RIGHT LANE TO TAKE THE HUTCHINSON PKWY S RAMP TO WHITESTONE BR QUEENS. MERGE ONTO HUTCHINSON RIVER PKWY S. TAKE EXIT 2 TOWARD WESTCHESTER AVE/E TREMONT AVE. TAKE A SLIGHT RIGHT TOWARDS WATERS PL. TURN RIGHT ONTO WATERS PL. TURN RIGHT ONTO MARCONI ST. THE OFFICE WILL BE ON YOUR LEFT.*

*ENTER THE FRONT ENTRANCE PRESS 26 TO ACCESS. AFTER ENTRANCE INTO BUILDING TAKE THE STAIRS OR ELEVATOR TO THE SECOND FLOOR. WE ARE IN SUITE 210. IF TAKING THE STAIRS, TAKE A LEFT ONCE YOU REACH THE SECOND FLOOR. THE OFFICE IS AT THE TOP OF THE RAMP. FROM THE ELEVATOR, TAKE 2 RIGHTS. THE OFFICE IS AT THE TOP OF THE RAMP.*

**CENTENNIAL**
12150 E. BRIARWOOD AVE, SUITE 270
CENTENNIAL, CO 80112
*EXIT I-25 AT ARAPAHOE ROAD. HEAD EAST ON ARAPAHOE (AWAY FROM THE MOUNTAINS) TO PEORIA (5 TRAFFIC LIGHTS). TURN RIGHT ON PEORIA AND LEFT ON BRIARWOOD.*

**CHARLOTTE**
TYVOLA EXECUTIVE PARK 1
5701 WESTPARK DR, #101
CHARLOTTE, NC 28217
*FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR.*
*FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.*

**CHERRY HILL**
901 LINCOLN DR W, SUITE 130
MARLTON, NJ 08053
*FROM NJ-73 NORTH – TAKE THE RAMP ON THE ON THE RIGHT FOR NJ-73 NORTH AND HEAD TOWARDS NEW JERSEY TURPIKE/PALMYRA/TACONY. GO 1.6 MILES THEN BEAR RIGHT TO TURN ONTO LINCOLN DR EAST. TURN LEFT ONTO LINCOLN DR E, WHICH THEN TURNS INTO LINCOLN DR. AT THE LIGHT, GO STRAIGHT ONTO LINCOLN DR WEST.*

**CHICAGO**
332 S. MICHIGAN AVENUE
SUITE 525
CHICAGO, IL 60604
*TAKE US-41S WHICH BECOMES I-94E. TAKE THE W JACKSON BLVD EXIT (51F). TURN LEFT ON W JACKSON BLVD. TURN RIGHT ON S MICHIGAN AVE.*

**DALLAS**
1701 N COLLINS BLVD, SUITE 130
RICHARDSON, TX 75080
*FROM US-75 NORTH TAKE EXIT 26 ONTO N. CENTRAL EXPRESSWAY TOWARD COLLINS BLVD./CAMPBELL RD. TURN LEFT ONTO CAMPBELL RD. TURN LEFT ON COLLINS BLVD. BUILDING IS ON RIGHT.*

**HOUSTON (NORTHWEST)**
9800 NORTHWEST FREEWAY
SUITE 200
HOUSTON, TX 77092
*FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.*

**MILFORD**
500 BIC DRIVE
SUITE 101
MILFORD, CT 06461
*FROM HIGHWAY I-95 EXIT 35. GO TOWARD BIC DRIVE. GO .5 MILES TO 500 BIC DRIVE WHICH IS AT GATE 1 OF THE FORMER BIC COMPLEX. GO TO THE REAR OF THE LOT AND PARK. WALK DOWN THE HILL IN FRONT OF THE BUILDING AND ENTER THE FRONT DOOR. SIGNS WILL DIRECT YOU TO SUITE 101 (PSI).*

**NASHVILLE**
THE OAKS
1102 KERMIT DRIVE, SUITE 101
NASHVILLE, TN 37217
*FROM I-40 EAST: TAKE EXIT ONTO I-24 (EXIT 213-A). TAKE MURFREESBORO ROAD AT THE FIRST EXIT (EXIT 52). STAY IN THE RIGHT LANE ON THE RAMP, AS THE EXIT APPEARS WHILE YOU ARE STILL IN THE CURVE. ON MURFREESBORO, STAY IN THE LEFT LANE. YOU WILL PASS DAYS INN AND SUPER GIGANTE GROCERY ON YOUR RIGHT. TURN LEFT ONTO KERMIT DRIVE WHEN THERE IS A MCDONALDS ON YOUR RIGHT. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.*

*FROM I-40 WEST: TAKE EXIT ONTO BRILEY PARKWAY, TURN LEFT ONTO BRILEY PWY. EXIT ONTO MURFREESBORO RD. STAY IN THE RIGHT LANE. TURN RIGHT ONTO KERMIT DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.*

**OLATHE**
18000 W. 105TH ST.
CORPORATE RIDGE OFFICE PARK
OLATHE, KS 66061
*FROM EAST - TAKE I-435 W TO K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.*
*FROM NORTH - TAKE I-35 S TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.*
*FROM WEST OF I-35, TAKE I-435 S, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.*
*FROM SOUTH - TAKE I-35 N TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.*
*FROM WEST - TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN RIGHT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT. PLEASE PARK IN THE SPOTS DESIGNATED FOR VISITORS/TESTERS AT THE FRONT OF THE BUILDING.*

**PHILADELPHIA**
ONE BALA AVENUE, SUITE 310
BALA CYNWYD, PA 19004
*FROM I-76 EXIT CITY LINE AVENUE. FOLLOW CITY LINE AVENUE SOUTH. THE BUILDING IS ON THE CORNER OF BALA AVENUE AND CITY LINE (NEXT TO THE BALA CYNWYD RAILROAD STATION). THIS IS NOT BALA PLAZA.*

**RICHMOND (BOULDERS II)**
7400 BEAUFONT SPRINGS DR
BOULDERS II BUILDING, SUITE 560
RICHMOND, VA 23225
*FROM VA-150 N - TAKE THE US-60 W/MIDLOTHIAN TURNPIKE EXIT TOWARDS MIDLOTHIAN. MERGE ONTO US-60 W. IN .3 MILES, TURN RIGHT TOWARDS SPRINGLINE DR. IN .3 MILES, TURN LEFT ONTO BEAUFONT SPRINGS DR. IN ABOUT .3 MILES THE BUILDING SHOULD BE ON THE RIGHT. A SIGN NEAR THE ROAD SAYS "BOULDERS II" TO LET YOU KNOW YOU ARE AT THE RIGHT BUILDING. ONCE PARKED, GO INSIDE THE BUILDING AND TAKE THE ELEVATOR TO THE 5TH FLOOR*

**SOUTHFIELD (DETROIT AREA)**
2640 LAHSER ROAD, SUITE 150
SOUTHFIELD, MI 48033
*FROM I-96 E MERGE ONTO I-696 E. THEN MERGE ONTO MI-10 S. TAKE THE LAHSER ROAD EXIT. KEEP LEFT AT THE FORK IN THE RAMP. TURN LEFT ONTO NORTHWESTERN HWY. TURN RIGHT ONTO LAHSER ROAD. YOU MAY ACCESS THE BUILDING FROM THE BACK USING THE NW DOOR.*

**SPRINGFIELD**
1111 ELM STREET, SUITE 32A
WEST SPRINGFIELD, MA 01089
*TAKE MASS PIKE (RT. 90). EXIT 4-WEST SPRINGFIELD/HOLYOKE. TURN RIGHT ON WEST SPRINGFIELD/RT. 5 SOUTH. CONTINUE ON RT. 5 APPROXIMATELY TWO MILES. TURN RIGHT ON ELM ST.-IMMEDIATELY AFTER SHOWCASE CINEMAS. OFFICE IS APPROXIMATELY 1/4 MILE ON THE RIGHT.*

**TULSA**
2840 E. 51ST STREET
BRITTANY SQUARE OFFICE PARK, SUITE 215
TULSA, OK 74105
*FROM I-44 EAST - TAKE EXIT NUMBER 228 (HARVARD), STAY TO THE RIGHT WHICH WILL BE WESTBOUND ON 51ST ST. IN ROUGHLY ½ MILE, TURN LEFT ON DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".*

*ONCE INSIDE THE BUILDING, PROCEED TO THE 2ND FLOOR. THE TEST CENTER IS IN SUITE 215.*

**VANCOUVER**
11818 SE MILL PLAIN BLVD, STE 402
VANCOUVER, WA 98684
*FROM I-205 N - TAKE EXIT 28A-B-C FOR MILL PLAIN BLVD TOWARD NE 112TH AVE AND USE THE RIGHT 2 LANES. KEEP RIGHT AT THE FORK TO CONTINUE TO CONTINUE TO EXIT 28A AND FOLLOW THE SIGNS FOR MILL PLAIN BLVD E. USE ANY LANE TO TURN RIGHT ONTO SE MILL PLAIN BLVD. TAKE A LEFT ONTO NE 120TH AVE. TAKE THE FIRST LEFT INTO CRESTWOOD BUSINESS PARK. THE PSI TEST CENTER IS LOCATED IN BUILDING 4, SUITE 402, BETWEEN SACRED STONE HOLISTIC CENTER AND REALTYONEGROUP.*

**WEST DES MOINES**
950 OFFICE PARK RD, STE 212
WEST DES MOINES, IA 50265
*FROM INTERSTATE 235 (EASTBOUND OR WESTBOUND), TAKE EXIT #3 FOR 8TH STREET (WEST DM)/73RD ST (WINDSOR HTS). TURN RIGHT AT THE TRAFFIC LIGHT AND PROCEED SOUTH TO OFFICE PARK ROAD (FIRST TRAFFIC LIGHT PAST THE FREEWAY INTERCHANGES). TURN RIGHT (WEST) ON OFFICE PARK, GO 2 BLOCKS TO 950 OFFICE PARK ROAD (ON THE LEFT). PARKING IS BOTH NORTH AND SOUTH OF THE BUILDING. ADA ENTRANCE IS ON THE SOUTH SIDE. THIS IS THE OPPOSITE SIDE OF THE STREET FROM THE PREVIOUS LOCATION. SUITE 212*

**WEST HARTFORD**
1245 FARMINGTON AVENUE, SUITE 203
WEST HARTFORD CT.
*FROM I-84 WEST, TAKE EXIT 40 TOWARD CT-71/NEW BRITAIN AVE/CORBINS CORNER. TURN RIGHT ONTO RIDGEWOOD RD. TURN LEFT ONTO WOOD PONT RD. TURN LEFT ONTO TUNXIS RD. TURN RIGHT ONTO BROOKMOOR RD. TURN RIGHT ONTO BUENA VISTA RD. TURN LEFT ONTO EVERETT AVE. TURN RIGHT ONTO FARMINGTON AVE. DESTINATION IS ON THE RIGHT.*

**WILSONVILLE**
25195 SW PARKWAY AVENUE, SUITE 105
WILSONVILLE, OR 97070
*GOING SOUTH: OFF I5, TAKE EXIT 286 (ELLINGENS/BOONES FERRY RD). TURN LEFT AND CROSS BACK OVER THE FREEWAY. TURN LEFT AT 2ND SIGNAL LIGHT (PARKWAY AVE.) TURN INTO PARKWAY PLAZA PARKING LOT (ACROSS THE STREET FROM SHRINER'S). WE ARE LOCATED IN THE MAIN ENTRANCE FIRST DOOR ON THE RIGHT.*

**WHEATRIDGE**
4891 INDEPENDENCE ST #220
WHEAT RIDGE, CO 80033
*FROM I-70W, MERGE ONTO KIPLING ST/CO-391N. TURN RIGHT ONTO W 49TH AVE. TAKE THE 1ST RIGHT ONTO INDEPENDENCE ST.*

# REPORTING TO THE TEST CENTER

***Please DO NOT wear scrubs to take the WRITTEN portion(s) of your examination(s). Pocketed clothing is not permitted during the WRITTEN portion(s) of the examination(s).***

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the test center and you may forfeit your examination registration fee. Even though candidates will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

## REQUIRED IDENTIFICATION AT THE TEST CENTER

You must provide 1 form of identification, either:
- Non-expired US government issued driver's license
- Non-expired US government issued identification card (state, military)
- Non-expired passport
- US government-issued passport card
- Resident alien card
- Non-expired Mexican Consulate Identification (Matrícula Consular ID or B1/B2 Visa/Border Crossing Card)
- Employment Authorization Card (EAC)

If you cannot provide the required identification, you must call (877) 392-6422 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.

## CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:
- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
- Communicating with any other examinee during the administration of a licensing examination.

- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars ($10,000) and the costs of litigation.

## IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumbprint must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site after check-in.

2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.

3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.

4. Only one candidate at a time will be allowed to take a restroom break. Candidates are required to sign out when leaving and returning to the testing room. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence. The regulatory entity will investigate and take appropriate action.

5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

| | |
|---|---|
| Purses | Briefcases/daypacks/luggage |
| Cellular phones | Pagers |
| Drinks (including water) | Food/candy/snacks/gum |
| Good luck items | Luggage |
| Calculators | Reading materials |
| Textbooks | Notes |
| Any recording device | Smart devices |
| Electronic devices | Headphones or earphones/earbuds |
| Personal pens or pencils | Therapeutic items |
| Cameras | Over-the-counter medication |
| Weapons | Fashion scarves |
| Hats/baseball caps/visors* | Sunglasses** |
| Bulky, large or noisy jewelry*** | Prescription drugs**** |

**Headwear worn for religious purposes is subject to inspection.*
***Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.*
****Jewelry that is allowed into the examination room is subject to inspection.*
*****Drugs that are medically necessary during the pendency of the examination may be brought into the examination site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.*

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have his or her examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.

7. Copying any portion of the examination content by any means, or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.

8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate's examination, so all remaining test time will be retained.

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the test centers.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

# TAKING THE EXAMINATION BY COMPUTER

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

## IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

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

## EXPERIMENTAL QUESTIONS

In addition to the number of questions per examination, a small number of five to ten "pretest" questions may be administered to candidates during the examinations. These questions will not be scored, and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

## NUMBER OF QUESTIONS AND TIME LIMIT

**RDHAP written examination**
60 questions
90 minutes

## EXAMINATION RESULTS

You will receive the results of your written examination at the PSI test center. The results will also be sent to DHBC.

If you have already taken the clinical examination, and pass the written examination, you should contact DHBC about approximately 30 days after passing the written examination if you have not received your license.

If you fail the written examination, you will receive a failed score report and an application to retake the examination.

Licenses will not automatically be issued once you pass both examinations. DHBC must first complete its criminal history investigation of each applicant.

**CONTENT AREA 1: CONSENT, CONFIDENTIALITY, AND PATIENT PRIVACY (30%)**

This content area assesses a candidate's knowledge of California laws and ethics pertaining to patient autonomy, privacy, and consent.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 1A. Informed Consent, Confidentiality, and Patient Privacy (15%) | T1. Disclose all relevant treatment options to assist patients in making informed treatment decisions. | K1. Knowledge of required disclosures that facilitate patient ability to make educated treatment decisions. |
| | T2. Respect patient autonomy in making decisions about their care. | K2. Knowledge of laws about patient right to make treatment decisions.<br>K3. Knowledge of methods for ensuring patients understand risks, benefits, and alternatives to treatment. |
| | T3. Obtain informed consent to authorize dental hygiene treatment. | K4. Knowledge of requirements regarding informed consent for treatment. |
| | T4. Comply with requirements to provide oral care to minor patients. | K5. Knowledge of requirements for treating minor patients.<br>K6. Knowledge of requirements regarding consent to treat and refuse treatment of minors.<br>K7. Knowledge of requirements regarding access to information related to treatment of minors. |

**CONTENT AREA 1: CONSENT, CONFIDENTIALITY, AND PATIENT PRIVACY (30%), CONTINUED**

This content area assesses a candidate's knowledge of California laws and ethics pertaining to patient autonomy, privacy, and consent.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 1B. Patient Privacy and Protecting Private Health Information (9%) | T5. Maintain patient confidentiality to protect their inherent right to privacy in treatment. | K8. Knowledge of requirements regarding the release of confidential patient information. |
| | T6. Comply with requirements regarding requests for records to protect patient rights. | K9. Knowledge of requirements regarding patient right to access treatment records.<br>K10. Knowledge of requirements regarding the release of records to other individuals, professionals, or third parties. |
| | T7. Comply with the provisions of the Health Information Portability and Accountability Act (HIPAA) to protect sensitive patient information. | K11. Knowledge of requirements of the Health Information Portability and Accountability Act (HIPAA). |
| | T8. Comply with laws regarding telehealth to deliver dental hygiene services using information and communication technologies. | K12. Knowledge of requirements regarding geographic limitations in providing telehealth.<br>K13. Knowledge of requirements regarding standards of care and delivery of telehealth. |

**CONTENT AREA 1: CONSENT, CONFIDENTIALITY, AND PATIENT PRIVACY (30%), CONTINUED**

This content area assesses a candidate's knowledge of California laws and ethics pertaining to patient autonomy, privacy, and consent.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 1C. Limits to Confidentiality (6%) | T9. Report known or suspected child abuse or neglect to protect the health and safety of minors. | K14. Knowledge of signs of child abuse and neglect.<br>K15. Knowledge of laws regarding mandated reporting of child abuse and neglect.<br>K16. Knowledge of procedures for filing mandated reports with protective authorities. |
| | T10. Report known or suspected abuse, neglect, or exploitation of dependent adults to protect vulnerable populations. | K17. Knowledge of signs of abuse, neglect, and exploitation of dependent adults.<br>K18. Knowledge of laws regarding mandated reporting of abuse, neglect, and exploitation of dependent adults.<br>K16. Knowledge of procedures for filing mandated reports with protective authorities. |
| | T11. Report known or suspected abuse, neglect, or exploitation of older adults to protect vulnerable populations. | K19. Knowledge of signs of abuse, neglect, and exploitation of older adults.<br>K20. Knowledge of laws regarding mandated reporting of abuse, neglect, and exploitation of older adults.<br>K16. Knowledge of procedures for filing mandated reports with protective authorities. |

**CONTENT AREA 2: STANDARDS FOR PROFESSIONAL DENTAL HYGIENE ALTERNATIVE PRACTICE (40%)**

This content area assesses a candidate's knowledge of California laws and ethics related to maintaining professional standards in the dental hygiene in alternative practice profession.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 2A. Scope of Practice, Professional Conduct, and Adherence to License Requirements (15%) | T12. Adhere to requirements regarding scope of practice to respect professional boundaries. | K21. Knowledge of legal requirements regarding RDHAP scope of practice. |
| | T13. Maintain professional conduct within and outside work hours to uphold professional integrity. | K22. Knowledge of requirements regarding professional conduct.<br>K23. Knowledge of the relationship between personal and professional actions and public trust.<br>K24. Knowledge of the principles of universality.<br>K25. Knowledge of the principles of ethical behaviors that prevent harm to patients and society. |
| | T14. Comply with license requirements to keep dental hygiene license current and valid. | K26. Knowledge of requirements regarding maintenance, renewal, and restoration of a California dental hygiene license.<br>K27. Knowledge of requirements for responding to and fulfilling penalties under disciplinary actions.<br>K28. Knowledge of requirements regarding continuing education to maintaining dental hygiene license. |

**CONTENT AREA 2: STANDARDS FOR PROFESSIONAL DENTAL HYGIENE ALTERNATIVE PRACTICE (40%), CONTINUED**
This content area assesses a candidate's knowledge of California laws and ethics related to maintaining professional standards in the dental hygiene in alternative practice profession.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 2B. Alternative Practices Standards (10%) | T15. Obtain written prescription by a dentist to provide dental hygiene treatment. | K29. Knowledge of laws regarding obtaining written prescriptions from physicians and dentists. |
| | T16. Operate a mobile or portable dental hygiene clinic to provide dental hygiene services in underserved or nontraditional settings. | K30. Knowledge of laws related to operating a mobile or portable dental hygiene clinic. |
| | T17. Provide dental hygiene services in nontraditional settings. | K31. Knowledge of conditions necessary for providing dental hygiene treatment in nontraditional settings.<br>K32. Knowledge of methods needed for practicing dental hygiene services in nontraditional settings. |
| | T18. Coordinate treatment with dentist and other healthcare professionals to provide patients with needed care. | K33. Knowledge of methods for coordinating patient dental care with other providers.<br>K34. Knowledge of types of referrals needed for providing patient with needed care. |
| | T19. Employ dental professionals to assist in maintaining a practice. | K35. Knowledge of laws related to hiring for a dental hygiene in alternative practice business. |

**CONTENT AREA 2: STANDARDS FOR PROFESSIONAL DENTAL HYGIENE ALTERNATIVE PRACTICE (40%), CONTINUED**
This content area assesses a candidate's knowledge of California laws and ethics pertaining to maintaining professional standards in the dental hygiene in alternative practice profession.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 2C. Professional Practices (15%) | T20. Maintain patient records according to requirements for documentation, storage, and disposal. | K36. Knowledge of requirements regarding documentation of treatments provided.<br>K37. Knowledge of requirements regarding the storage and disposal of treatment records.<br>K38. Knowledge of protocols for documenting in patient dental records. |
| | T21. Adhere to requirements regarding billing and payments of dental hygiene treatments to protect patients from financial harm or exploitation. | K39. Knowledge of requirements regarding disclosures and notification of fees and fee changes.<br>K40. Knowledge of requirements regarding the collection of fees and surcharges. |
| | T22. Submit claims to third party payers for dental hygiene services performed. | T41. Knowledge of documentation required to submit claims to third party payers for dental hygiene services performed.<br>T42. Knowledge of procedures for receiving insurance reimbursements. |
| | T23. Adhere to laws regarding billing, billing codes, and documentation. | T43. Knowledge of laws regarding discounted fees and services to patients. |
| | T24. Comply with requirements regarding advertising to inform public of dental hygiene qualifications and services provided. | K44. Knowledge of laws regarding advertisement and dissemination of information pertaining to professional qualifications and services. |

**CONTENT AREA 3: OBLIGATION TO THE PATIENT AND PROFESSIONAL ROLE (30%)**

This content area assesses a candidate's knowledge of requirements pertaining to professional obligations to the patient and the professional role of dental hygiene in alternative practice.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 3A. Obligation to the Patient (20%) | T25. Practice within scope of competence to provide treatment consistent with level of training and experience. | K45. Knowledge of ethical standards about the use of techniques or approaches within level of competence.<br>K46. Knowledge of ethical standards about remaining current on professional developments. |
| | T26. Maintain competence in providing dental hygiene services that are culturally sensitive and respect patient diversity. | K47. Knowledge of methods regarding maintaining cultural sensitivity in working with diverse patients.<br>K48. Knowledge of the principles of complementarity.<br>K49. Knowledge of standards that prohibit discrimination in professional services and conduct. |
| | T27. Provide services in a manner that protects all patients to minimize harm to patients and others. | K50. Knowledge of the principles of non-maleficence.<br>K51. Knowledge of methods for preventing harm to patients. |
| | T28. Maintain standard of care to align with patient oral health care needs. | K52. Knowledge of standards about providing services in the best interest of patients.<br>K53. Knowledge of standards about excessive treatment and limiting patient care. |
| | T29. Promote well-being of patients to protect their best interest and welfare. | K54. Knowledge of standards about acting in the best interest of patients.<br>K55. Knowledge of methods for enhancing the well-being of patients. |

**CONTENT AREA 3: OBLIGATION TO THE PATIENT AND PROFESSIONAL ROLE (30%), continued**

This content area assesses a candidate's knowledge of requirements pertaining to professional obligations to the patient and the professional role of dental hygiene in alternative practice.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 3A. Obligation to the Patient (20%), continued | T30. Manage safety concerns and crisis situations that arise during treatment to protect patients and others. | K56. Knowledge of procedures regarding the management of safety needs.<br>K57. Knowledge of methods for addressing patient safety needs. |
| | T31. Refer patients to other providers to address situations that require additional treatment or expertise. | K58. Knowledge of ethical standards about referrals for services to meet patient oral health care needs. |

**CONTENT AREA 3: OBLIGATION TO THE PATIENT AND PROFESSIONAL ROLE (30%)**

This content area assesses a candidate's knowledge of requirements pertaining to professional obligations to the patient and the professional role of dental hygiene in alternative practice.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 3B. Obligation to Professional Dental Hygiene Alternative Practice Role (10%) | T32. Manage conflict of interest situations to prevent harm to patients or impairment to decision-making. | K59. Knowledge of ethical standards about conflict-of-interest situations.<br>K60. Knowledge of methods for managing conflict of interest situations. |
| | T33. Maintain professionalism while providing oral health services to patients. | K61. Knowledge of the relationship between personal values and professional objectivity.<br>K62. Knowledge of methods for managing the impact of personal values on treatment.<br>K63. Knowledge of methods for maintaining objectivity in providing services to patients.<br>K64. Knowledge of methods for managing the impact of personal issues on professional performance or judgement. |
| | T34. Adhere to standards regarding practicing while impaired to prevent harm to patients. | K65. Knowledge of standards about practicing when impaired.<br>K66. Knowledge of standards about practicing under the influence of alcohol or other substances. |

**CONTENT AREA 3: OBLIGATION TO THE PATIENT, PROFESSIONAL ROME (30%), continued**

This content area assesses a candidate's knowledge of requirements pertaining to professional obligations to the patient and the professional role of dental hygiene in alternative practice.

| Section | Tasks | Knowledge Statements |
|---|---|---|
| 3B. Obligation to Professional Dental Hygiene in Alternative Practice Role (10%), continued | T35. Collaborate with other professionals to meet patient oral health care needs. | K67. Knowledge of standards about participating with other professionals in providing patient care.<br>K68. Knowledge of requirements regarding protecting patient rights during consultation and collaboration with other professionals. |
| | T36. Address unethical or incompetent conduct of colleagues to protect the wellbeing and best interest of patients. | K69. Knowledge of signs of colleague impairments that jeopardize professional judgment.<br>K70. Knowledge of types of colleague behaviors that require intervention or action.<br>K71. Knowledge of ethical standards about addressing unethical or incompetent conduct of colleagues. |

## SAMPLE QUESTIONS

The written examination includes 50 scored and 10 pretest (unscored) multiple-choice items. The examination is functional in nature, covering the duties and settings for Registered Dental Hygienists in Alternative Practice as defined in the California Dental Hygiene Practice Act. You will have 1.5 hours to complete this examination.

1. Which of the following services fall under the RDHAP scope of practice?
    a. A dental health diagnosis
    b. A comprehensive treatment plan
    c. All RDH duties under general supervision
    d. All RDA duties if licensed as an RDH after 2006

2. Which of the following components are included in the practice of dental hygiene?
    a. Evaluation, diagnosis, and a comprehensive treatment plan
    b. Evaluation, diagnosis, and planning and implementation of a care plan
    c. Assessment, development, and a comprehensive treatment plan
    d. Assessment, development, and planning and implementation of a care plan

Answers: 1-C, 2-D

## RDHAP LAWS AND ETHICS WRITTEN EXAMINATION REFERENCES

The following is a list of publications that may help you prepare for the written examination. This list does not include all dental hygiene textbooks nor is it intended to be an endorsement of the publications listed.


1. Dental Hygiene Board of California. 2025 Dental Hygiene Board of California Laws and Regulations. Sacramento, CA. Retrieved from https://www.dhbc.ca.gov/lawsregs

2. California Dental Hygienists' Association. Code of Ethics. Sacramento, CA. Retrieved from https://www.cdha.org

3. American Dental Hygienists' Association. Code of Ethics. Chicago, IL. Retrieved from https://www.adha.org

**DHBC**
2005 Evergreen Street, Suite 1350
Sacramento, CA 95815
(916) 263-1978
Fax (916) 263-2688
www.dhbc.ca.gov

## STATE OF CALIFORNIA
## NOTICE OF ELIGIBILITY

You are eligible to participate in the California Registered Dental Hygiene in Alternative Practice Examination (RDHAP). Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take your examination by the date specified on the label, or you will need to reapply (see *Expiration of Examination Eligibility* in this bulletin).

Note: Your name below must match exactly the one required form of identification you must bring to the test center.

This bulletin is designed to provide you with information regarding examination procedures and content areas. To schedule your examination, please refer to the instructions in this bulletin.