

## HealthCare Assistant Certification Test FAQ

### 1. Do we need to pay anything for taking the test?

The testing is free with no setup, administration or per test fees.

### 2. How many times can we take test?

The test can be taken initially and then retaken after attending trainings based on missed questions.

### 3. Is there any wait time between each test?

Individuals are requested to wait 60 days prior to retaking the certification test. This will allow attending of trainings and working with the software.

### 4. Is there any limit on the number of people getting certified from one agency?

There is no limit to the number of people from an agency. The entire staff can take the test if desired.

### 5. Is there any way we can see a sample test or questions, or do you think we need to prepare before taking test?

Usually people take the test to determine their current status and then decide on taking additional training if required. A short 10 question sample test is available upon request.

### 6. What kind of questions are on the test?

The test is a mixture of multiple choice, true/false and multiple selection questions. The multiple selection questions are similar to the multiple choice, but instead of choosing a single answer, two or more answers are needed to successfully answer the question.

### 6. Is this an open book test? Can we have synergy open while taking test?

The expectation is that it would be a closed book type of test, where the user would use only their existing knowledge of the application, but we do not have a way of keeping your users from using the application on the computer they are using to take the test.

### 7. Is there a time limit for taking test?

The test does have a 1 ½ hour time limit on the questions. This is to help enforce the above question.

### 8. What are the advantages of getting certified?

The advantage of certification is that the owner/administrator or office manager of an agency is aware that their staff is truly able to fully use the HealthCare Assistant. There is also a raffle of a free weekend to stay at a Marriot Hotel in Orlando, FL available to people who pass the test and become certified.

### 9. What made HealthCare Synergy create a certification test?

Many staff feel they know the software and don't want to or need to attend training, yet owners/administrators believe their agency is not fully utilizing the HealthCare Assistant

software. The test allows staff to demonstrate their proficiency or shows them their weaknesses.

10. Do we get any certificate after we pass the test?

There is a certificate available to people who pass the test and become certified that will be mailed to you.

11. What score is required to pass the Certification Test?

A score of 85% is needed.

12. How many questions are there?

100 questions are randomly presented out of a pool of more than 350 possible questions in several different areas of the software. This ensures that each time a test is taken a different test is presented.

13. What areas are tested in the Certification Test?

The test questions come from the following 13 areas of the software. Billing, Library, OASIS, Patient File, Patient List, Payroll, Reporting, Scheduling, User Rights, Plan of Care (485), Agency Configuration, Backup, Communications, Automatic Updates

14. Do I need any software to take the test? How is the test taken?

The test is administered through an Internet Browser such as Internet Explorer, so no additional software is required to take the test.

15. How do I sign up?

Simply contact our customer support staff and ask to take the Certification Test.

16. Where do I go to take the test?

Instructions will be emailed to you along with your user name and password shortly after scheduling your appointment to take the certification test.