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Statement of Purpose

American Medical Certification Association is headquartered in Fairfield, New Jersey. The American Medical Certification Association (AMCA) was established with the vision of enhancing the allied healthcare industry by providing national certification exams that validate the knowledge and expertise of professionals in this field. Additionally, the AMCA collaborates and actively participates in the allied healthcare industry to serves as a support network for allied healthcare professionals. The AMCA has obtained membership in various organizations to strengthen its’ ties to the industry.

AMCA creates and distributes certification exams to the allied healthcare industry through schools and organizations; the candidates that are being trained in these schools/institutions are our specific target audience. Certification by definition means, “to attest as being true or as represented as meeting a standard.” It is through a set of standards that the American Medical Certification Association has developed each of its exams. Each exam is developed by a team of Subject Matter Experts who have years of experience in their chosen field. The exams are based on 5 or more subject areas: Medical Terminology, Medical Law and Ethics, OSHA and Infection Control, Anatomy and Physiology, Patient Care and the subject matter related to that specific area i.e., Clinical Medical Assisting.

Certification

Certification is a voluntary process designed to establish that a person has met professional standards of education, training, and experience. A certification attests to the fact that the person has met the standards of a credentialing organization and is entitled to make the public aware of his or her professional competence.

AMCA’s Vision

The vision at the AMCA is to be a primary resource for allied health organizations by staying abreast of industry changes and federal mandates.

The AMCA will strive to develop and enhance the allied healthcare industry by providing national certification exams through the validation of individual skills and professional standards.
AMCA’s Mission

The AMCA’s mission is to improve the quality of patient care while helping individuals become marketable in today’s ever changing workforce.

The AMCA is committed to working together with schools and organization to develop quality allied healthcare professionals.

AMCA’s Core Values

Dependability – Customer service is our priority. We believe that by providing customer service that is dependable and reliable, our clients can be assured that the AMCA is here to support them.

Advancement – We are advocates for the allied health industry. By supporting CE opportunities, the AMCA is helping provide a well-rounded employee capable of providing quality patient care.

Honesty – Upholding our high ethical standards and incorporating them into our everyday practices shows our commitment to providing quality candidates to the allied health industry.

Respect - The Certification Board also agrees to respect state and federal laws and stay abreast of industry changes and report on those changes as deemed necessary. They also agree to respect the rights of clients as well as all members of society, colleagues, and other medical, health, certified professionals and shall safeguard confidences and privacy within the constraints of the law.

AMCA Certification Board

The AMCA Certification Board was established in 2013 to be an autonomous board of the AMCA, LLC in order to comply with national accreditation standards for demonstrating independence from the AMCA, LLC. At current, the Board has authority for the Clinical Medical Assistant exam only as that is the only exam going through the accreditation process. In the future, the Board will potentially be responsible for other certification exams. The AMCA Certification Board is comprised of seven (7) elected, voting members plus the Executive Director who is nonvoting. Each member represents a stakeholder group; the groups represented are the public, AMCA certified phlebotomists, certified clinical medical assistants, certified EKG technicians, the AMCA, the healthcare industry and education and training.
The purpose of the Board is to ensure that the AMCA Clinical Medical Assistant Certification exam is current and that it is a reliable credential. The Certification Board operates in the best interest of the public, the industry and certified members of the AMCA by establishing clear guidelines, quality testing materials, and policies and procedures. Any and all activities of the certification board are fully funded by the AMCA, LLC.

**AMCA Certification Exams and Registration Fees**

The following lists the AMCA national certification examinations addressed in this handbook and associated fees:

- Clinical Medical Assistant Certification $169
- Clinical Medical Administrative Assistant Certification $199
- Phlebotomy Technician Certification $109
- EKG Technician Certification $109
- Phlebotomy/EKG Technician Certification (Combo) PTC/ETC $139
- Mental Health Technician Certification $109
- Patient Care Technician Certification $109
- Medical Administrative Assistant Certification $109
- Billing Coding Specialist Certification $109
- Electronic Health Record Certification $109
- Medical Administrative Assistant w/ Billing and Coding Certification $139
- Medical Administrative Assistant w/ Electronic Health Record Certification $139
- Medical Administrative Assistant w/ Billing and Coding & Electronic Health Record Certification $169
- Professional Healthcare Instructor $195
Offering AMCA Exams

When a potential school or training institution wants to offer AMCA exams, all interested sites must submit the following:

- State license to operate as a training institution (also known as a state approval)
- Potential test dates and programs they would like to be eligible to test in
- Test site application – identifies point of contact, website, paper/pencil or online format, etc. as well as other important information for each program/site

The compliance department then reviews the application, programs being requested and verifies state license/approval. The compliance department is responsible for all test site requests.

The AMCA exams are offered in either paper/pencil or in an online format. Upon acceptance of the application, the test site receives a welcome package consisting of:

- 11x17 poster advertising test dates
- An AMCA poster to hang in the building
- AMCA window decals

School Pay (exam fee built into tuition)

If the facility has chosen to build the AMCA exam fee into tuition, the following registration procedure applies to students:

**Mail or Fax Registration:**

Step 1: Registration forms will be mailed to the facility one month prior to the scheduled exam date
Step 2: Institution Personnel must distribute the registration forms to each student.
Step 3: Registration Forms **MUST** be completed & submitted **WITH PAYMENT** to AMCA via mail to 194 Route 46 East, Fairfield, NJ or faxed to 973.582-1801 **2 WEEKS PRIOR** to the scheduled exam date.

**Online Registration:**
The quickest and most efficient way for students to register for an AMCA
exam is to visit our website at www.AMCAexams.com and complete the online registration form with a debit or credit card to secure your exam date and time.

*In order to serve you better, Pre-Registration is strongly recommended.*

**Student Pay: (students responsible for exam fee)**

If the institution has chosen to have the students individually pay for the AMCA exam, the following registration procedure applies:

**Mail or Fax Registration:**

Step 1: Registration forms will be mailed to institution one month prior to scheduled exam date.

Step 2: Institution personnel must distribute the AMCA registration forms to each student.

Step 3: Students **MUST** complete registration forms and submit **WITH PAYMENT** to AMCA via mail to 194 Route 46 East, Fairfield NJ 07004 or faxed to 973.244.0248 **2 WEEKS PRIOR** to the scheduled exam date.

Phone – Customer service can answer any questions you have or assist you with the registration form. Please call: 888-960-2622 x110.

**Special Accommodations**

AMCA pledges to comply with the provisions of the Americans with Disabilities Act. as amended (42 USCG Section 12101, et. seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et seq.), to the best of their ability.

If you need special accommodations because of a disabling condition, you may ask for special testing services. This request must be submitted in writing and included with your registration. All requests are handled on an individual basis.

If you are requesting special accommodations you must submit a letter (IEP) from an appropriate healthcare professional that is licensed to evaluate the disability. The letter must be written on the healthcare professional’s letterhead and include the professional’s title, address and telephone
number and date. The letter must also include a diagnosis of the disabling condition and explain why special testing accommodations are necessary. The letter must have an original signature from the professional and be dated no more than 2 years prior to registration of the exam.

**General Testing Guidelines for Online exams**

**Exams Administered Online**

Test sites can choose to administer AMCA exams online through a web-based system called EPATH. The exam is identical to the paper exam except that the questions are presented in shuffle format.

Registration forms are turned in approximately two weeks in advance. A day before the actual exam date, the students are registered in EPATH by the AMCA, with their email address (user name) and their password (initials and last four of their SSN). An automatic email is generated to the AMCA email and this is forwarded to the identified point-of-contact (proctor) at the test site the morning of the exam. For testing security purposes, testing sites are reminded to not release this list to anyone until the exam is ready to be proctored. The log-in information is then disseminated to the student on the day of the exam. The student has the same amount of time to complete the exam as the paper/pencil student does. The Log In information for each student is time sensitive; therefore if a student attempts to log-in after the allotted time, they are not granted access. As an additional security measure, the online exam does not have printing capabilities.

**Online Proctor Information**

**As an AMCA online proctor, you must adhere to and abide by the following:**

- Ensure that all exam materials are kept in a secure place until the scheduled exam date and time, and after the exam, until they are returned to the AMCA.
- Candidates must not have access to exam materials prior to the scheduled date and time.
- The exam proctor must have candidates under direct observation at all times during the testing period.
- Candidates should be seated so they are spaced adequately to prevent visualization of other participants answer sheets.
- Cheating of any kind will not be tolerated, including but not limited to:
- Consulting text-books or notes
• Discussing or reviewing any items on the exam with anyone else during the exam
• No talking to other students during the exam

**AMCA Online Proctors will:**

1. Review Online Registration Report and have each candidate review and confirm the spelling of their first and last name.

**The exam proctor will:**

• Read aloud the rules and regulations to the examinees
• Reinforce the rules to ensure uniform testing conditions
• Verify, via photo ID, all pre-registered applicants.
• Maintain a strictly enforced timed period for examination (maximum 2.5 hour requirement).
• Maintain order in the seating of all examinees.
• Cell phone use and any/all electronics are prohibited!
• Post allotted time for the examinees as follows: (100 questions = 2 hours, 150 questions = 3 hours, 200 questions = 4 hours)
• Ensure that all examinees used the lavatories prior to the start of the examination.
• Not answer questions after testing has begun.
• Have candidates sign in on the final exam attendance sheet

**Online Exam Instructions:**

Each candidate should have received via email a registration confirmation. From that notification the student can log in with the information provided.

**Sample Online Registration Confirmation**

Ruth,

You have been registered for Medical Administrative Assistant. To access this course you must first login. (https://www.epathcampus.com/servlets/Campus?disp=LoginScreen)

On this page you will need to provide your learner information.

Organization Code: **AMC34930**
Email Address (Learner ID): [VVVV@XXXXX.com](mailto:VVVV@XXXXX.com) (students email address)
Password: rh7323 (Student initials and last four of their social security)
Your course access begins on 10/25/12 08:00 AM EDT.

**General Testing Guidelines for paper/pencil exams**
Exams are sent to the test site approximately 1-2 days before the scheduled test date. Each test site signs a Director’s Oath that agrees to keep the exams in a secure place until the scheduled test date.

Proctoring for the AMCA – Proctors for the AMCA are encouraged to be certified through the AMCA. Site owners/directors are to appoint a proctor/staff member for an exam that does not have a conflict of interest for the exam being offered. It is requested that the Proctor not be in a faculty role in that particular program being tested.

For the paper/pencil exam, the proctor will follow the specific requirements in the Proctor’s Oath regarding exam security, testing conditions, and the return of exam materials. The Proctor has also completed the required Proctor Training on Epath and submitted for a certificate of completion and evidence of the training is kept in the Epath databank. There is also an Exam Return checklist enclosed with each package to ensure the return of all materials.

**Proctor Requirements**

- Be 18 years of age or older
- Attended the proctor training on Epath
- Read and signed a proctor’s oath and returned it to AMCA
- Attest that there is no conflict of interest with the group you are assigned to proctor
- Read and follow the proctor regulations as set forth by the AMCA

**Paper and Pencil Proctor Information**

**As an AMCA proctor, you must adhere to and abide by the following:**

- Ensure that all exam materials are kept in a secure place until the scheduled exam date and time, and after the exam, until they are returned to the AMCA.
- Candidates must not have access to exam materials prior to the scheduled date and time.
- The exam proctor must have students under direct observation at all times during the testing period.
- Test candidates should be seated so they are spaced adequately to prevent visualization of other participants answer sheets.
- Cheating of any kind will not be tolerated, including but not limited to: Consulting text-books or notes
  
  Discussing or reviewing any items on the exam with anyone else
during the exam
• No talking to other students during the exam
• Agree that you are not a faculty member in the particular program being tested

An AMCA proctor will:

1. Read aloud the rules and regulations to the examinees
2. Reinforce the rules to ensure uniform testing conditions
3. Verify, via photo ID, all pre-registered applicants.
4. Maintain a strictly enforced timed period for examination
5. Maintain order in the seating of all examinees.
6. Cell phone use and any/all electronics are prohibited.
7. Distribute exams face down until the official start time of the examination is called.
8. Post allotted time for the examinees as follows: (100 questions = 2 hours, 150 questions = 3 hours, 200 questions = 3 and a half hours, 250 questions = 4 hours and fifteen minutes)
9. Give verbal notification at each time interval.
10. Ensure that all examinees used the lavatories prior to the start of the examination.
11. Not answer questions after testing has begun.
12. At the end of the allotted time period, all exams and materials must be collected. No exceptions! Ensure that all examinees use a #2 pencil
13. Advise the candidate that the exam results will be returned to the school/testing center in approximately 14 days. AMCA will not release results to students directly.
14. Have test candidates sign in on the final exam attendance sheet
   Each Tester is responsible for reviewing, proofing and initialing the complete spelling of their name. This is how they will appear on certification cards!
15. Give each candidate a final exam and blank answer key
16. Have candidate fill out the grid with their name, SS# and Date. Under the subject each candidate must enter test booklet number.
17. Collect exams and answer keys from each candidate as they finish
18. Place exams, answer keys, exam attendance and the completed EXAM RETURN PACKAGING CHECKLIST in the pre-addressed envelope and send by UPS or other carrier to: AMCA at 194 Route 46, Fairfield, NJ 07004

All AMCA exam packages include an AMCA Return Package Checklist. All proctors must review and complete all necessary items on the checklist.

Exam Scoring
The AMCA exams were designed to be a representation of the competencies and knowledge necessary for the allied health employee in today’s workforce.

Paper/pencil exams are scanned and scored using a Scantron (REMARK software) scoring machine. Online exams are scored immediately providing immediate results to the candidate through web-based software. Each school receives an item analysis of the entire test group for both paper/pencil or online. All of the scores/results are stored on AMCA’s servers and are backed up daily.

Exam results are sent directly to the school. The student signs a release when they register for the exam that indicates that the exam results are sent directly to the school. In approximately two weeks, the school receives the successful candidates’ certificates and cards for distribution. Unsuccessful candidates receive a failure letter indicating their grade, areas of deficiency and directions how to register for a re-take. Areas of deficiency are determined by the item analysis performed for each school.

Rescoring (Hand scoring) will only take place upon written request from an individual. Although a change in grade is highly unlikely, an individual can request his/her exam to be hand scored if they received a failing grade. No passing grade exam will be hand scored.
American Medical Certification Association, AMCA, Test Site Handbook 2015

Test Site Application Form
6 Easy Steps to Become an AMCA Testing Site

Step 1: Institutions Account Information. (No application fee required)
School/Institution Name: ____________________________
Address: __________________________________________
City: ____________________________ State: ____________ Zip: ____________
Telephone: ____________________________ Fax: ____________
How long has the institution been in operation? ________ School Website: ____________________________
Main Contact Name: ____________________________ Title: ____________________________
Main Contact Telephone: ____________________________
Main Contact Email (required): ____________________________

Step 2: Institution and Exam Information
How would your school/institution like to test: ☐ Paper and Pencil ☐ Online (No software needed)
Person(s) responsible for the Allied Healthcare training program?
Name: ____________________________ Title: ____________________________
Phone: ____________________________ Ext.: ____________ Email: ____________________________

Person(s) responsible for scheduling exams?
Name: ____________________________ Title: ____________________________
Phone: ____________________________ Ext.: ____________ Email: ____________________________

Faculty/instructors AMCA should keep in your school file?
Name: ____________________________ Title: ____________________________
Phone: ____________________________ Ext.: ____________ Email: ____________________________

Who will be the AMCA exam proctor?
Name: ____________________________ Title: ____________________________
Phone: ____________________________ Ext.: ____________ Email: ____________________________

Who is your Finance Director?
Name: ____________________________ Title: ____________________________
Phone: ____________________________ Ext.: ____________ Email: ____________________________

Step 3: Payment Method for Exam (select one)
☐ Option 1: Exam Fee Built into Institutions Tuition (School Pay)
AMCA recommends that your school build the exam fee into your tuition.
If it is, then full payment for all completed exams must be returned with your exams.
NO Exam will be graded without full payment.

☐ Option 2: Candidate Pays for Exam (Self Pay)
All candidate are required to pre-register a with a credit card online OR complete a
registration the day of the exam and attach payment. Exams can be paid for by credit card
or money order. NO PERSONAL CHECKS ARE ACCEPTED.
Step 4: Which of the following programs are you interested in testing?
(It is only the checked programs that will be considered for approval.)

<table>
<thead>
<tr>
<th>Clinical Programs</th>
<th>Number of Draws/Sticks (required for FTC programs)</th>
<th>Length of program (in hours)</th>
<th>Avg. # of students in class</th>
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<tbody>
<tr>
<td>Clinical Medical Assistant Certification(CMAC)*</td>
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<tr>
<td>*Exam includes Phlebotomy and EKG</td>
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<tr>
<td>Clinical Medical/ Administrative Assistant Certification (CMAAC)*</td>
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<td>*Exam includes Phlebotomy and EKG</td>
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<tr>
<td>Medical Assistant Certification (MAC)*</td>
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<td>*No FTC or ETC</td>
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<tr>
<td>Medical Assistant Certification (MACE)*</td>
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<td>*Exam includes EKG</td>
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<td>Medical Assistant Certification (MACP)*</td>
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<td>*Exam includes Phlebotomy</td>
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<tr>
<td>Patient Care Technician Certification (PCTC)*</td>
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<td>*Exam includes Phlebotomy and EKG</td>
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<td>Phlebotomy Technician Certification (PTC)</td>
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<td>EKG Technician Certification (ETC)</td>
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<td>EKG/Phlebotomy Technician Certification (ETC/PTC)</td>
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<td>Mental Health Technician Certification (MHTC)</td>
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<td>Dental Support Technician Certification (DHTC)</td>
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<td>Physical Therapy Aide Certification (PTAC)</td>
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All programs including Phlebotomy must indicate the number of draws/sticks required for student completion.

Administrative Certification

| Administrative Certification                                                      |                                                     |                              |                             |
| Medical Administrative Assistant Certification (MAAC)                           |                                                     |                              |                             |
| Billing and Coding Specialist Certification (BCSC)                             |                                                     |                              |                             |
| Medical Administrative Assistant w/Billing & Coding Certification (MAA/BCC)     |                                                     |                              |                             |
| Electronic Health Records Certification (EHR)                                  |                                                     |                              |                             |
| Medical Administrative Assistant w/Electronic Health Records Certification (MAA/EHR) |                                                     |                              |                             |
| Medical Administrative Assistant w/Billing & Coding & Electronic Health Records Certification (MAA/BC/EHR) |                                                     |                              |                             |

Instructor Certification

| Instructor Certification                                                        |                                                     |                              |                             |
| Professional Healthcare Instructor Certification (PHIC)                        |                                                     |                              |                             |
| Trichology Practitioner Certification (TPC)                                    |                                                     |                              |                             |

Step 5: Exam Dates

All institutions are required to submit exam dates, number of candidate and testing time.

<table>
<thead>
<tr>
<th>Estimate # of Testers</th>
<th>Date of Exam Month/Day/Year</th>
<th>Indicate Which Exam</th>
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Step 6: Mail or Fax the following Test Site Application to:

Mail: American Medical Certification Association
194 Route 46 East, Fairfield, NJ 07004

Fax: (973) 582-1801

Institutions Official (Print Name and Title)

Institutions Official Signature Date

(Initials required) The AMCA reserves the right to suspend or revoke any approved testing site, based on the violations of AMCA exams, regulations, standards or practices.

For More Information:
Phone: (888) 960-AMCA(2622)  www.AMCAexams.com  email: AMCA@AMCAexams.com
Director's Oath and Exam Instructions:

As the Director, you must adhere to and abide by the following:

- Ensure that all exam materials are kept in a secure place until the scheduled exam date and time, and after the exam, until they are returned to the AMCA.
- Candidate must not have access to exam materials prior to the scheduled date and time.
- The exam proctor must have candidates under direct observation at all times during the testing period.
- Candidate should be seated so they are spaced adequately to prevent visualization of other participants' answer sheets.
- Cheating of any kind will not be tolerated, including but not limited to:
  - Consulting text-books or notes
  - Discussing or reviewing any items on the exam with anyone else during the exam
- No talking to other candidates during the exam
- Appoint a proctor who is not a faculty member of the program being tested

As the proctor you will:

1. Complete an Exam Return Packaging Checklist which is enclosed in this package and must be returned with all of the items listed on the checklist.
2. Read aloud the rules and regulations to the examinees
3. Reinforce the rules to ensure uniform testing conditions
4. Verify, via photo ID, all pre-registered applicants
5. Maintain a strictly enforced time period for examination (maximum 2.5 hour requirement)
6. Maintain order in the seating of all examinees
7. Cell phone use is and any/all electronics are prohibited
8. Distribute exams face down until the official start time of the examination is called
9. Post allotted time for the examinees as follows: (100 questions = 2 hours, 150 questions = 3 hours, 200 questions = 4 hours)
10. Give verbal notification at each time interval
11. Ensure that all examinees used the lavatories prior to the start of the examination. 12. Not answer questions after testing has begun
13. At the end of the allotted time period, all exams and materials must be collected.  No exceptions!
14. Ensure that all examinees use a #2 pencil
15. Advise the candidates that the exam results will be returned to the school/testing center in approximately 14 days.  AMCA will not release results to students directly.
16. Have candidates sign in on the final exam attendance sheet
17. Give each student a final exam and blank answer key
18. Have candidates fill out the grid with their name, SS# and Date. Under the subject each student must enter test booklet number
19. Collect exams and answer keys from each candidate as they finish
20. Place exams, answer keys, exam attendance and the completed EXAM RETURN PACKAGING CHECKLIST in the pre-addressed envelope and send by UPS or other carrier to:  AMCA at 194 Route 46, Fairfield, NJ 07004

By signing this document, you agree to verify all certificates of completion with regard to the education of the candidate testing. You also agree that you as the director are verifying the credentials of each candidate and attesting that they do meet the eligibility requirements of the AMCA. Under no circumstances should a candidate be allowed to test if their credentials/education completion is in question.

Signed and Accepted_____________________________ Date____/____/____