

FLORIDA DEPARTMENT OF HEALTH
Division of Medical Quality Assurance



CANDIDATE INFORMATION BOOKLET
for the
CERTIFIED DESIGNATED
REPRESENTATIVE LAWS AND RULES
EXAMINATION
COMPUTER BASED TEST (CBT)
MARCH 2011

This Candidate Information Booklet (CIB) contains the procedural information which will assist you in taking this examination.

Please review carefully.

Statement of Non-Discriminatory Policy

The Department of Health does not discriminate among candidates on the basis of age, sex, race, religion, national origin, handicap, or marital status.

**This edition of the Candidate Information Booklet supersedes all previous editions.
Please save this document for future reference.**

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ADMINISTRATIVE POLICIES

1.1 Controlling Authority

“The Exam administrator and proctors are the Department’s designated agents in maintaining a secure and proper examination administration. Failure to comply with the written or oral instructions provided by the Department’s designated agents shall result in the removal of the examinee from the examination room.” *Rule 64B-1.004(1) et. seq. Florida Administrative Code, see also, Chapter 456.017, Florida Statutes.*

1.2 Improper Conduct Warning

Deviation from these guidelines may result in removal from the examination site and/or denial of licensure.

Rule 64B-1.004, Florida Administrative Code states:

For examinations administered by the Department or a contract provider, the conduct at the test site shall be as follows:

(1) The Exam administrator and proctors are the Department’s designated agents in maintaining a secure and proper examination administration. Failure to comply with the written or oral instructions provided by the Department’s designated agents shall result in the removal of the examinee from the examination room.

(2) Any individual found by the Department or any board within the department to have engaged in conduct which subverts or attempts to subvert the examination process shall have his or her scores on the examination withheld and/or declared invalid, be disqualified from the practice of the profession, and/or be subject to the imposition of other appropriate sanctions by the applicable board or Department, when there is no board.

(3) Conduct, which subverts or attempts to subvert the examination process includes:

(a) Conduct which violates the security of the examination materials, such as removing from the examination room any of the examination materials; reproducing or reconstructing any portion of the licensure examination; aiding by any means in the reproduction or reconstruction of any

portion of the licensure examination; selling, distributing, buying, receiving or having unauthorized possession of any portion of a future or current licensure examination.

(b) Conduct which violates the standard of test administration, such as communicating with any other examinee during the administration of the examination; copying answers from another examinee or permitting one's answers to be copied by another examinee during the administration of the examination; having in one's possession during the administration of the examination any book, notes, written or printed materials or data of any kind, other than the examination materials distributed or specifically listed as approved materials for the examination in the information provided to the examinee in advance of the examination date by the Department and/or the national provider of the examination.

(c) Conduct which violates the credentialing process, such as falsifying information required for admission to the examination; impersonating an examinee or having an impersonator take the licensure examination on one's own behalf.

(4) Any violation of the conduct rules or other irregularities will be documented in writing by the Department's agent(s) and the documentation of the violation or irregularity will be presented to the appropriate board or Departmental unit for consideration and action.

Section 456.018, Florida Statutes

Penalty for theft or reproduction of an examination.--In addition to, or in lieu of, any other discipline imposed pursuant to section 456.072, the theft of an examination in whole or in part or the act of reproducing or copying any examination administered by the Department, whether such examination is reproduced or copied in part or in whole and by any means, constitutes a felony of the third degree, punishable as provided in sections 775.082, 775.083, or 775.084.

Section 456.067, Florida Statutes

Penalty for giving false information.--In addition to, or in lieu of, any other discipline imposed pursuant to section 456.072, the act of knowingly giving false information in the course of applying for or obtaining a license from the Department, or any board thereunder, with intent to mislead a public servant in the performance of his or her official duties, or the act of attempting to obtain or obtaining a license from the Department, or any board thereunder, to practice a profession by knowingly misleading statements or knowing misrepresentations constitutes a felony of the third degree, punishable as provided in sections 775.082, 775.083, or 775.084.

1.3 Fees and Scheduling Procedures

You **MUST** apply to the Board of Pharmacy office (contact information on last page of this booklet), pay the application fee to the Department, and be approved by the board office prior to scheduling an examination.

Once you have received your notification of eligibility from the board office or Practitioner Reporting & Examination Services Unit, you may contact Prometric, Inc., Florida Department of Health's CBT vendor, to pay the examination fee and schedule your examination (contact information located on the last page of this booklet).

Fees

- **The examination fee for this Computer-Based Testing examination is \$50.50.**
 - This fee shall be paid directly to Prometric, Inc.
 - The fee may be paid by Visa, MasterCard, American Express, or electronic check.
 - Payment will be due at the time of scheduling.

Scheduling:

- You must schedule your examination appointment with Prometric, Inc. You may contact Prometric via Internet or telephone at the contact information listed on the last page of this booklet.
- **You will be required to provide your social security number (as your testing/eligibility ID) in order to schedule your examination.**
- Examination dates, times, and locations will be scheduled on a first-come, first-serve basis.

Rescheduling:

- **You may reschedule your examination appointment as needed, without penalty, up to two (2) days prior to your 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 two (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.

1.4 Admission to the Examination

On the day of your scheduled examination, you should arrive at least thirty (30) minutes before your appointment. This extra time is for sign-in and identification.

Identification Requirements:

You must provide one of the following acceptable valid ID's bearing your picture and signature to gain admission to the test site:

- State -issued driver's license;
- State-issued identification card;
- Resident card;
- Government-issued passport;
- Military identification card.

Student/employment I.D. cards and photographs/photocopies are NOT acceptable.

1.5 Late Arrivals

If you arrive at the examination site after the examination start time, you will NOT be permitted to take the examination.

1.6 Apparel

Please dress comfortably but appropriately. The examination room is usually climate controlled. However, it is not always possible to maintain a temperature suitable to each candidate. There may be maintenance problems which are beyond the staff's control. It is suggested that you dress in layers and bring a sweater or jacket in case the temperature is cooler or warmer than your individual preference.

1.7 Special Testing Accommodations

If you require special testing accommodations under the Americans with Disabilities Act, or if you must bring anything into the examination room, you must receive approval from Practitioner Reporting & Examination Services BEFORE scheduling your examination.

In accordance with Section 64B-1.005, Florida Administrative Code, the Department of Health will provide reasonable and appropriate special testing accommodations to candidates with physical or mental impairments to the extent permitted by cost, examination administration constraints, examination security considerations, and availability of resources. Candidates requesting special testing accommodations must file a completed application at least sixty (60) days prior to the date of the examination for which they are applying. If a candidate becomes disabled after the sixty-day deadline has passed and that candidate has not requested special accommodation, the department will provide any such requested accommodation that can be made available without posing undue burden or jeopardizing the security and integrity of the examination. However, in no event will accommodation be provided to exam candidates requesting special accommodation ten (10) days or less before the examination. Candidates must have approval for special accommodations before scheduling their examination with Prometric.

With the completed application for special testing accommodations, the candidate must provide documentation of his/her disability. Applicants who have previously received special testing accommodations through Practitioner Reporting & Examination Services Unit and need accommodations for another examination or for a retake of the same examination must file a re-application with Practitioner Reporting & Examination Services Unit each time accommodations are needed. Special testing accommodation forms are available online at <http://www.doh.state.fl.us/mqa/exam/spectest.htm> or you may contact Practitioner Reporting & Examination Services Unit for additional information. Contact information for Practitioner Reporting & Examination Services Unit is located on the last page.

1.8 Prohibited Items

NOTE: Prohibited items will be subject to removal by the Department's representatives.

Prohibited items include, but are not limited to the following:

- Electronic digital devices such as Palm Pilots, pagers, cellular phones, etc;
- Cameras, recording devices, calculators or computers;

- Watches with alarms that are set to beep during the examination time;
- Handbags, purses, briefcases, portfolios, fanny packs, or backpacks;
- Bound or loose leaf reference materials or notes;
- Dictionary, thesaurus, or other reference materials;
- Canisters of mace, pepper spray or weapons;
- Food or beverages
- Tobacco products
- You will NOT be permitted to use ballpoint pens, colored pencils, or felt tip pens.

1.9 Liability

Each candidate must unequivocally understand that the State of Florida, the Department of Health and/or the Department's staff hereby assume no liability whatsoever for any personal items brought into, left at, or left outside the examination site. The candidate's admission to the examination shall hereby constitute the candidate's full, knowing and complete waiver of any and all such claims against the State of Florida, the Department of Health and/or the Department's staff.

1.10 Rules for the Examination

Prometric is the Department's agent in maintaining a secure and proper examination administration.

No exam materials, documents, or memoranda of any kind may be taken from the examination room.

Listen carefully to the instructions given by the proctors. Proctors are NOT qualified or authorized to answer questions concerning examination content.

Read all directions thoroughly.

All communication must be in English.

You are prohibited from collaborating with any other candidates on any part of the examination.

You are prohibited from using any study or reference materials during the examination.

If you have a concern about the content of an examination question, please indicate your concerns in the post examination survey.

You must have a proctor's permission to leave an examination room.

Any voluntary breaks will be subtracted from your examination time.

Headphones and/or earplugs are available to all candidates at the examination site. You may request these from the proctor at any time.

Immediately alert a proctor of any problems that occur during the examination. Do not wait until the examination is over to inform someone of a problem.

THE EXAMINATION

2.1 Testing Procedures

Once you are seated at the examination computer, the process will be as follows.

Non-Disclosure Agreement

- Before beginning the examination, you will be **REQUIRED** to agree to a confidentiality clause stating that you will not share the content of the examination.

Tutorial

- An introductory tutorial covering how to move through the computer-based test will be provided before the examination time begins.
- Fifteen (15) minutes are allotted for the tutorial. This time does **NOT** count against the examination time.
- Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

Examination

- Each question will be shown on its own screen.
- You may move back and forth between questions.
- You may review your answers at any time during and after the examination, provided there is still time remaining.
- Minutes remaining will be displayed on the screen.

Post-Exam Survey

- An optional candidate satisfaction survey will be presented after completion of the examination. This data is used to continually improve the examination process.
- There is a space for notes in the survey for any comments you have regarding the testing process and/or individual examination questions.

Preliminary Score Report

- Your preliminary score will be given to you immediately following completion of the examination. Psychometricians continuously review DOH examinations in order to ensure fair, accurate, and consistent testing. Scores may be changed after expert review if they find a technical problem, misconduct, or unusual pattern in exam question responses. This means that your preliminary score report may not reflect your true score. This preliminary report is intended to give you a general idea of how you scored, but is not official or legally binding, and cannot be used to gain licensure or employment. Official examination results can be obtained after ten business days from:
<http://ww2.doh.state.fl.us/OnlineTestNET/default.aspx>
- **The following summary describes the preliminary score reporting process:**
- **On screen** – your preliminary score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination; if you are using review features, you will be able to obtain your score immediately when you indicate that you have finished and would like to see your results.
 - If you **pass**, you will immediately receive a successful notification on the screen.
 - If you **do not pass**, you will immediately receive an unsuccessful notification on the screen.
- **On paper** – a preliminary score report will be printed at the examination site.

2.2 Content Overview

- You will be given seventy-five (75) minutes (1.25 hours) to complete the examination. Not including the fifteen (15) minutes for the tutorial.
- The examination consists of forty (40) scored multiple-choice questions.
- Areas covered:
 - Chapter 499 Florida Statutes**
All sections relating to prescription drugs
 - Rule Chapter 64F-12, Florida Administrative Code**
All sections relating to prescription drugs

21 Code of Federal Regulations (CFR)

205.2

205.4

205.6

205.3	205.50	205.8
21 United States Code (USC)		
321	333	352
331	351	353

- o Examination questions will cover the following content areas:

<u>Content Area</u>	<u>Percentage of Exam</u>
Product Integrity	27.5%
Records	25%
Inspections	12.5%
Authorized Recipients	10%
Lawful/Unlawful Products	10%
Permits and Renewals	10%
CDR Requirements	5%

2.3 Pilot Testing of New Questions

The examination may contain a small number of experimental or “pilot” questions. The purpose of including pilot questions within the examination is to expand and improve the bank of questions from which future examinations will be drawn. This is a common practice used by many national and state examination programs and is a critical step in ensuring the continued reliability and validity of these examinations. In the event that pilot questions are included within the examination, these questions will NOT be counted when computing scores. The time allowed for testing has been evaluated to ensure there is adequate time for completing test questions and pilot questions. Pilot questions are NOT identified. If the pilot questions were identified, many of the candidates would skip them and the results would not be valid. The development of a good examination requires accurate candidate response information for the pilot questions.

2.4 Sample Questions

Sample questions are provided below. These questions are included only to provide you with examples of the type and structure of the examination questions. The answer for each question is in **bold** type.

1. Which activity is NOT authorized under a prescription drug wholesale distributor permit?
 - a. **Distribution of complimentary drug samples**
 - b. Selling to a licensed ship captain
 - c. Selling to a permitted charitable organization
 - d. Sending returns to a wholesale supplier

2. Which is NOT provided in the rule as an acceptable method of authenticating a transaction on a pedigree paper?
 - a. **Confirm that each wholesale distributor listed on the pedigree paper is licensed or permitted in its resident state**
 - b. E-mail communication with the seller
 - c. Receipt of a copy of the invoice or shipping document for a prior transaction
 - d. Verification of the transaction on a secure web-based system

3. The safety of a drug returned to a prescription drug wholesale distributor is doubted by the certified designated representative. Which option is NOT available to the certified designated representative?
 - a. Destroy the drug
 - b. **Return the drug to stock**
 - c. Return the product to its manufacturer
 - d. Test the product

4. What type of agreement must a purchasing wholesale drug distributor and a selling wholesale drug distributor enter into before a wholesale transaction occurs?
 - a. Confidentiality
 - b. Cooperative
 - c. Fixed-price
 - d. **Indemnity**

5. Why must the outside perimeter of an establishment used for wholesale drug distribution be well-lighted?
 - a. For the protection of personnel working at the establishment
 - b. In case the establishment takes delivery of prescription drugs after dark
 - c. To aid local law enforcement officials
 - d. **To help secure the establishment from unauthorized entry**

SCORING INFORMATION AND SCORE NOTIFICATION

3.1 Scoring Procedures

You must obtain a score of 75% or better to pass the examination.

The grading process includes a statistical analysis of the examination. The statistical analysis and review are done prior to release of the scores by the Department of Health in order to ensure the accuracy of all examination results.

3.2 Notification of Results

At the end of your computer based examination **you will receive your preliminary score report**. When you check-out, the Proctor will print a copy of this report for you.

Official scores will be posted on the Practitioner Reporting & Examination Services Unit Website approximately ten (10) business days following the examination at <http://www.doh.state.fl.us/mga/Exam>. You may log in to our website at anytime to check the status of the online posting of scores. According to Section 456.017, *Florida Statutes*, the date that the examination scores are published to the website is the official date of score release utilized by the Department of Health, Practitioner Reporting & Examination Services Unit in all record keeping. A hardcopy score report will not be mailed to the candidate. Paper score reports will only be available upon request by the candidate.

- Score results CANNOT be given out over the telephone.
- Score results CANNOT be picked up in person.
- Score results WILL NOT be sent via mail.
- **Please do not call the Board Office, Practitioner Reporting & Examination Services Unit, or Prometric for this information.**

3.3 Directions for Obtaining Scores from Practitioner Reporting & Examination Services Unit

<http://www.doh.state.fl.us/mqa/Exam>

You will need your social security number and date of birth to access the website.

The instructions below will assist you in navigating the website to view your exam score. Proceed through the website as follows:

1. Select "Examination Results"
2. Select from the drop-down menu
 - Profession
3. Enter your Birth Date
4. Enter the last 4 digits of your Social Security Number
5. Select "Find Exams"
6. The "Examination Score Report" will appear that contains your examination details, score/score results and pass/fail status
7. Print a copy of the Score Report for your records

3.4 Irregularity Analysis

The Department reserves the right to perform statistical analysis on the scores to determine the likelihood that the security of the examination has been compromised. In the event that the analysis indicates a security problem, the scores of those affected will be held and a report will be submitted to the board for review.

POST-EXAMINATION PROCEDURES

4.1 Passing Candidates

Passing Candidates will receive additional licensure information from the Board Office.

4.2 Failing Candidates

Any candidate who fails to pass this examination will be required to retake the examination in order to become licensed in the State of Florida. In addition, failing candidates have rights regarding post-examination reviews and administrative hearings.

4.3 Re-Examination

Please visit the Pharmacy Board Office website www.doh.state.fl.us/pharmacy/drugs or call center (850) 488-0595 for applications and specific information regarding re-examination.

4.4 Post-Examination Review

Any candidate who fails the examination is provided the opportunity to review the examination questions, answers, scores, papers, and grading keys for the examination questions which they answered incorrectly. A post-examination review is NOT required and does NOT alter a failing score in any way. See *Rule 64B-1.013, Florida Administrative Code*, for post-examination reviews rules.

All requests for post-examination review must be emailed within twenty-one (21) days from the date that official scores are released on the Practitioner Reporting & Examination Services Unit Website. Reviews will be completed within sixty (60) days after the official score release date. You must wait at least thirty (30) days from the date of your post-examination review before you may retake the examination again. If you choose to exercise your right for a post-examination review, it can be up to ninety (90) days from your examination date before you may retake your examination.

Candidates reviewing the examination will be provided with a clean, exact copy of the questions they missed. Candidates will NOT be given the questions they answered correctly. Generally, candidates are granted half the original testing time for a post-examination review. The same security requirements observed at the examination will be followed during the review process. The reviews will be conducted during normal business hours on a date designated by Prometric. If a candidate arrives late for a post-examination review appointment, they will not receive extra review

time. Candidates may NOT bring anything into the post-examination review session. No talking is allowed during the post-examination review. No examination materials may be removed from the review site. Any observance or evidence of a candidate attempting to copy or remove test items, questions, booklets, or other examination materials will be fully documented in writing. The written report will be referred to the Board Office and Department of Health Investigative Services for actions deemed appropriate. The non-refundable fee for the post-examination review is \$50.00.

For a post-examination review, you must email your request to Prometric at FLDOH@prometric.com.

4.5 Election of Hearing Rights

Under Florida law, if you failed your licensure examination by less than ten (10) percent of the score required for passing, you can contest the examination. To do this, you must request a hearing by choosing one of the options set forth below and filing your petition with the Agency Clerk. The petition must be filed within twenty-one (21) days from the date the Department has posted official examination scores, or if you plan to review, or have reviewed your examination, within twenty-one (21) days of the date of your review of the examination.

Your petition must be received by the Agency Clerk within the above-stated twenty-one (21) day period at the following address:

**AGENCY CLERK
Florida Department of Health
Office of the General Counsel
4052 Bald Cypress Way, BIN A02
Tallahassee, Florida 32399-1703**

Administrative Hearing, Option A - If you are not disputing the examination's grading, scoring, validity as a testing tool, or methodology, you may request a Hearing Not Involving Disputed Issues of Material Fact. This hearing will be before the Board that regulates your specific profession or the Department of Health if there is no Board for that profession. Although the Board's greatest authority is limited to ordering a free re-take of the examination, or a section of the examination, you will be given an opportunity to appear at a scheduled Board hearing and present your case to the Board. Your petition must be in substantial compliance with *Rule 28-106.301, Florida Administrative Code*. If you elect this option, you will not be able to dispute anything relating to the exam itself, and the Department will not re-score your exam. You will only be allowed to explain how mitigating factors such as external conditions, loud noises, or temperature affected your ability to take the exam.

OR,

Administrative Hearing, Option B - If you dispute anything related to the examination's grading, scoring, validity as a testing tool, or methodology, you may request a Hearing Involving Disputed Issues of Material Fact. This hearing will be before an Administrative Law Judge. Your petition will be forwarded to the Division of Administrative Hearings and your petition must state all disputed facts pertaining to the exam questions and/or procedures, and be in substantial compliance with *Rule 28-106.201, Florida Administrative Code*.

Please be advised that the administrative hearing process is lengthy and it may take 6 to 12 months, or longer, before a final decision is made. The Department will be represented by an attorney and may offer the testimony of one or more expert witnesses. You are hereby notified, pursuant to Section 120.573, *Florida Statutes*, that mediation is not available to resolve these issues.

Section
5

APPENDICES

Please fill out the change of address form below and fax or mail to:

**Department of Health
Division of Medical Quality Assurance
Board of Pharmacy
4052 Bald Cypress Way, BIN #C-04
Tallahassee, Florida 32399-3257
Fax (850) 413-6982**

ADDRESS CHANGE FORM

Certified Designated Representative

Please type or print in the appropriate spaces below if you have a change of address correction.

NAME: _____

EXAMINATION DATE: _____

PHONE NUMBERS: _____
Area Code/Number Area Code/Number

OLD ADDRESS: _____

NEW ADDRESS: _____

SIGNATURE: _____

NOTE: If your name has changed, please use your prior name on this form and contact the Board Office for name change or name correction information.

CONTACT INFORMATION

<ul style="list-style-type: none">◆ Application Policies◆ Name Changes◆ License Information◆ Fees◆ Change of Address	<p>Department of Health Medical Quality Assurance Board of Pharmacy 4052 Bald Cypress Way, BIN #C-04 Tallahassee, Florida 32399-3257 Phone: (850) 245-4292 Email: mailto:MQA_DDC@doh.state.fl.us Web: www.doh.state.fl.us/pharmacy/drugs</p>
<ul style="list-style-type: none">◆ Applications	<p>MQA Call Center Phone: (850)488-0595</p>
<ul style="list-style-type: none">◆ Score Notification◆ Special Testing Accommodations	<p>Department of Health Medical Quality Assurance Practitioner Reporting & Examination Services Unit 4052 Bald Cypress Way, BIN #C-90 Tallahassee, Florida 32399-3290 Phone: (850) 245-4252 Fax: (850) 487-9537 Email: MQA_Testing@doh.state.fl.us Web: www.doh.state.fl.us/mqa/Exam</p>
<ul style="list-style-type: none">◆ Scheduling◆ Examination Fees	<p>Prometric PHONE 1-888-345-2778 Web: www.prometric.com</p>
<ul style="list-style-type: none">◆ Post-examination Reviews	<p>FLDOH@prometric.com</p>
<ul style="list-style-type: none">◆ Administrative Hearings	<p>Agency Clerk Department of Health Office of the General Counsel 4052 Bald Cypress Way, Bin A-02 Tallahassee, FL 32399-1703</p>