EMR
CANDIDATE HANDBOOK

2022

National Registry of Emergency Medical Technicians®
THE NATION'S EMS CERTIFICATION™

OUR MISSION

TO SERVE AS THE NATIONAL EMS CERTIFICATION ORGANIZATION BY PROVIDING A VALID, UNIFORM PROCESS TO ASSESS THE KNOWLEDGE AND SKILLS REQUIRED FOR COMPETENT PRACTICE BY EMS PROFESSIONALS THROUGHOUT THEIR CAREERS AND BY MAINTAINING A REGISTRY OF CERTIFICATION STATUS.

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PART 1:
OVERVIEW

HANDBOOK PURPOSE

We are excited you are working on your National Registry certification.

We want to prepare you so that you know what to do to get certified. This handbook contains information on The Registry certification. It explains your responsibilities and the steps to earn certification. It also explains how exams work and what the certification policies are. Please read the entire handbook.

This handbook is for candidates who are completing or have recently completed an educational program.

You may have concerns that are not addressed in this handbook. For those questions, we are pleased to serve you through our website, call center and email.

NATIONAL REGISTRY CERTIFICATION

We use exams to make sure candidates have the knowledge and skills needed to be an Emergency Medical Responder (EMR). The exams are the same across the country to make sure that everyone meets the same standards. As a result, the EMR certification lets the public, healthcare providers, employers, and others know that you have the knowledge and skills to work safely and effectively.

? **FAQ: What is the difference between the Registry certification and state licensure?**
Having a National Registry certification means you have met a set of standards and that you have the knowledge and skills required for an EMR position. A license is the legal right to practice as an EMS professional within a set scope of practice and is granted by a state or other legally recognized authority.

Successfully obtaining Registry certification does not grant you the right to practice. You must obtain a state-issued license in order to legally practice as an EMR. In many states, National Registry certification is one of the requirements to earn a state license to practice.

ABOUT THE NATIONAL REGISTRY

he National Registry of Emergency Medical Technicians serves as the Nation's Emergency Medical Services Certification organization. The mission of the National Registry of Emergency Medical Technicians has always been centered on protecting the public and advancing the EMS profession. The National Registry:

- Establishes eligibility requirements for applicants for National Registry certification
- Develops exam (cognitive)
- Establishes recertification requirements
- Reviews applicants' self-disclosed criminal convictions and actions taken against their healthcare related professional licenses
- Monitors certification status of registrants and takes appropriate action against the certification when apprised of adverse licensure actions and criminal convictions
- Provides to licensing or designated authorizing agencies obtained adverse licensure action and criminal conviction information regarding registered EMS professionals

The Registry does not:
- Establish, accredit, or approve education programs for certification or recertification
- Assess job performance
- Assess fitness for all aspects of job performance (physical, mental, criminal background clearance)
- Investigate complaints regarding EMS practice
- Establish scopes of practice or standards of care
- Establish job-related standards of professional behavior

CERTIFICATION PROCESS OVERVIEW

The first four steps in this process are the following:

STEP 1

BEGIN AN EDUCATION PROGRAM

Before you can apply for EMR certification, you must be enrolled in an initial education program.

STEP 2

CREATE ACCOUNT

Once you are enrolled in an EMR education program, create your National Registry account.

STEP 3

SUBMIT APPLICATION AND PAYMENT

Submit your application about four weeks before you complete your program. Your Program Director needs to approve your application. The Director will approve your application when you complete the course requirements. The payment for your cognitive exam is due when you are ready to test.

STEP 4

REGISTER FOR EXAM

You need three things for your application to be complete: submitted application, submitted payment, and your Program Director's approval. Once your application is complete, we will update your National Refistry account with your Authorization to Test (ATT) within 1-2 business days.

You have 90 days from the day we issue your ATT to complete your cognitive exam. You will lose your ATT and the money you paid if you do not use your ATT in 90 days.

Go to the Pearson VUE website to schedule your cognitive exam. After your exam, your results will post to your National Registry account within 1-2 business days.

CONTACT INFORMATION

Contact the Registry with questions about your certification application, the cognitive or psychomotor exam, or certification policies:

Type of Questions	Registry Contact Information		
General	Website: www.nremt.org Telephone: 1-614-888-4484 Fax: 1-614-396-2428	Address for applications and check or money orders: The National Registry PO Box 77200 Detroit, MI, 48277-2000	Address for packages and general mail: 6610 Busch Blvd Columbus, OH 43229
National Registry Accounts, Applications, Name Changes, and General Questions	support@nremt.org		
Scheduling Exams, Cognitive and Psychomotor Exam Results	support@nremt.org		
Recertification	support@nremt.org		
Accommodations	accommodations@nremt.org		
Criminal Convictions	support@nremt.org		

Contact Pearson VUE with questions about Pearson VUE login assistance and scheduling or rescheduling cognitive exams:

Website	www.pearsonvue.com/nremt/
Telephone	1-866-673-6896
Email Form	https://home.pearsonvue.com/test-taker/customer-service/Email-form-americas-professional.aspx
Address	Pearson Professional Testing, 5601 Green Valley Drive, Bloomington, MN 55437

Contact your State EMS Office. The Registry has a State EMS Office contact list for your convenience. Follow the link below and select your state to find their contact information: www.nremt.org/rwd/public/states/state-ems-agencies

PART 2: CANDIDATE RESPONSIBILITIES

CANDIDATE AGREEMENT

You must agree to follow all National Registry policies, processes and procedures. The act of submitting your application means that you agree to follow them. When you submit the application, you are saying that you have read, understand, and agree to follow them.

These policies contain important information about how certification works and your rights and responsibilities as a candidate. It is your responsibility to read and understand them.

Please read the next three sections (Requirements, Code of Conduct, and Terms of Certification) and call us if you have any questions.

REQUIREMENTS

Individuals applying for EMR certification must meet the following requirements:

1. Successful completion of a state-approved EMR course that meets or exceeds the National Emergency Medical Services Education Standards for the EMR
   - Candidates must have completed the course within the past two years and the course Program Director must verify successful course completion on the Registry website.
2. Have a current CPR-BLS for "Healthcare Provider" or equivalent credential
3. Passed portions of the cognitive and psychomotor exam remain valid for 24 months, provided all other eligibility requirements are met. For candidates with a course completion date prior to November 1, 2018, passed portionsof each examination are vaild for 12 months. Provided all other entry requirements are met.

CODE OF CONDUCT

For you to gain National Registry certification or recertification, the National Registry Code of Conduct requires that you:

- Comply with all policies and rules of the Registry, provide full, truthful, and updated information to the Registry on any application for certification or recertification, or in any other communication to the Registry
- Provide accurate documentation of the training requirements for certification
- Accurately represent to the public your National Registry certification status
- Adhere to the highest standards of professionalism and ethics
- At all times, be eligible for or hold a full and unrestricted license to practice as an EMS professional under the laws of the licensing or authorizing agency of the jurisdiction(s) in which you practice
- Protect the security and integrity of the National Registry certification and exam process. You will not copy, reproduce, disclose, disseminate, or remove any exam-related materials from the test site or attempt to do so

UPDATING YOUR PERSONAL INFORMATION

You must notify the Registry within 30 days of any of the following:

· A change in address, email address, telephone number, state of employment, and/or licensure (through your online Registry profile)
· Any change that might impact eligibility for certification or recertification including but not limited to:
    1. Any disciplinary action by any authorizing or licensing body that has resulted in the suspension, revocation, or any restriction placed on the individual's license or right to practice
    2. Any voluntary surrender of any healthcare certification or license while under investigation or instead of disciplinary action
    3. Any felony conviction

It is important to keep all personal information updated.

POLICIES

To learn more about the National Registry policies please visit, our general policies page.

Here you will find more information including but not limited to, the certification policies, eligibility, and examinations.

PEACE OFFICER POLICY

A Peace Officer (a person whose primary duties involve the enforcement of laws and preserving the public peace, including, police officers, sheriffs, deputy sheriffs, marshals, correction officers and special agents) taking a National Registry examination may carry their firearm into the testing center where the individual testing center permits firearms in their facilities. Except for the circumstances set forth above, weapons of any kind (firearms, batons, tasers etc.) are not permitted inside the testing centers. Some testing centers may, in accordance with local law, prohibit firearms in their facilities.

All Peace Officers should be prepared to present their Peace Officer identification or credentials if they wish to carry their firearm into the testing center at testing centers that permit firearms on the premises. Individual testing centers may be contacted by phone to inquire about the firearm policy for Peace Officers.

In the event the Peace Officer is testing at a test center that does not permit firearms in their facility, the firearm will not be permitted. Firearm(s) are not allowed to be stored in the test center. The Peace Officer will be given the option to reschedule their examination.

PART 3: CERTIFICATION PROCESS

If you already have an account, go to The Application section.

ACCOUNT CREATION

To create an account, follow these steps:

1. Go to www.nremt.org

2. Select the red "Sign In" button on the Registry homepage if you already have an account OR select the blue "Create an Account" button

3. Enter your social security number and then select "Submit"

4. If you receive an alert message stating your social security number is already in use with another account, you can recover information via the website or by calling 614-888-4484

5. Select the "Submit" button

Next, you will be taken through the Registration Process.

REGISTRATION

After creating your account, you will need to follow these steps to complete your profile registration:

1. Enter the following account information:
   a. Username
   b. Password

2. Enter your personal information:
   a. First Name
   b. Middle Initial
   c. Last Name
   • Important to note: Enter your name as it appears on the forms of identification you will take to your exam site. How you enter your name in your profile is how it will appear on all cards, certificates, or official documentation sent to you from the Registry.

3. Enter your contact information:
   a. Email
   b. Phone

FAQ: The Registry asks for middle initial only, but my middle name is on my ID/ driver's license. Is that okay?

The Registry profile/account only allows candidates to enter one middle initial. The middle initial is optional. A blank middle initial will not prevent you from testing. If the initial on your account matches the first initial of your middle name on your ID/driver's license, you should not have any problems testing.

4. Select the following user role: "EMS Professional Role"

5. Read and check the attestation at the bottom of the page

6. Select the "Submit" button

Next, you will be logged out of the account, and will need to log back in with your username and password. After logging back in, you will then complete your Profile Information.

PROFILE INFORMATION

After creating your account, you will need to follow these steps to complete your Profile registration:

After the registration process, you will have to log back in to your Profile page. You will need to fill out the required fields below to complete your Profile Information:

1. Personal Information:
   a. First Name
   b. Middle Initial
   c. Last Name
   d. Date of Birth
   e. Social Security Number

2. Mailing Address:
    a. Address
    b. City
    c. Country
    d. State
    e. Zip Code

3. Contact Information:
    a. Select Phone Type
    b. Personal Email
    c. Work Email
    d. You may choose to uncheck the boxes for the following
       selections if you do not wish to receive notifications
         · Subscribe to Registry newsletters,   alerts, and
           emails
         · Sign up for SMS/text alerts: Message and data
           rates may apply

The following sections are optional and do not have to be completed to save your profile. The Registry uses the following fields for research and administrative tasks. Please enter any information you wish to share before saving your profile.

4. Professional Information:
    a. Primary Employer Type
    b. EMS Employment Status
    c. Primary EMS Responsibilities
    d. EMS Service Type
    e. Volunteer Status
    f. States Licensed in as EMS Provider
    g. Initial Year of State EMS Licensure

5. Demographic Information:
    a. Highest Level of Education Completed
    b. Sex
    c. Ethnicity
    d. Race

Once everything is completed, scroll to the bottom of the page and select "Save." You can then go the CBT Candidate Dashboard to start your application.

THE APPLICATION
After you complete your profile, begin the EMR application.

1. From the CBT Candidate Dashboard, click on the blue button "Create Certification Application"

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FAQ: My name, suffix, social security number, or birthday is wrong. How do I update this?
If your name, social security number or birthdate are wrong on your account, you will need to email support@nremt.org with legal documentation of the correct information. Legal documents that can be used to update the account are Social Security card, valid driver's license or government ID, or legal name change documents. If the name on your account does not match your ID for testing you will need to update it – this includes adding additional middle or last names, suffixes (Sr., Jr. or IV) or changes due to marital status.

FAQ: My address is incorrect. How do I change it?
If you need to update your address, you can do this by logging into your National Registry account. Click on the settings icon in the upper right-hand corner of the webpage, then click on "Edit NREMT Profile Information." From there you can make the needed changes to your account.

If your address does not match your ID when you go to test, that is okay. You need the information on your account to be accurate so that any communication sent from the Registry can reach your current mailing address.

FAQ: How long does it take to process my name change request?
Name change requests are processed within 3-5 business days, provided we have all the needed documents. We process all requests by date received. During higher volume times, this timeframe could be longer.

FAQ: How long will it take for Pearson VUE to receive my name change?
Once we have updated your name in the Registry system it can take up to one business day to update to Pearson VUE.

2. Verify your Personal Information:
    a. Name
    b. Address
    c. Home Phone
    d. Email
    e. Select "Next"

3. Choose one of the following Credentials Delivery Methods to let us know how you want to receive your National Registry card and certificate:
    a. I will print my own card/certificate
       • This option means you will only receive a patch and letter in the mail. You will need to print a copy of the card/certificate from your National Registry account
    b. I would like a printed card/certificate mailed to me
       • This option means you will have a card/certificate mailed to you and you still have the option of printing a card/certificate from your National Registry account
    c. Verify your selection
    d. Select "Next"

4. Choose Application Registry Level:
    a. Select "EMR" from the drop-down menu
    b. Verify your selection
    c. Select "Next"

5. Criminal Convictions and License Discipline Disclosures:
    a. Answer Criminal Convictions and License Discipline Disclosures
    b. Follow the prompts
    c. Answer the questions honestly
    d. Select "Agree & Submit"
       • If you have any concerns about the questions, review the **Criminal Convictions Policy.** If you have questions, please email **support@nremt.org**

6. Initial Course:
    a. Answer the question, "Are you currently enrolled in or have completed a full initial EMR course in the past two years?"
    b. Select "Next"

7. Course Dates:
    a. Enter Initial Course Completion Date
    b. Select "Next"

8. Program State: Location of Initial EMS Education Program
    a. Select state/location from drop down menu

    b. Select "Next"

9. EMS Education Program:
    a. Select EMS program
    b. Select "Next"

10. Program Section (you may see this if your program has designated Program Sections):
    a. Select Program Section - If you have not been given one you can select "None"
    b. Select "Next"

11. CPR Expiration Date:
    a. Enter CPR card expiration date
    b. Select "Next"

12. Review Application:
    a. Read the statement then verify the information is accurate
    b. Select "Next"

13. Attestation:
    a. Read the attestation carefully before verifying "I agree to abide by these terms"
    b. Select "Next"

Once the application is submitted you can monitor its status through the CBT Candidate Dashboard.

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FAQ: Where do I make my payment?
To make your payment use the following steps:
1. Log into your National Registry account
2. Select role "CBT Candidate"
3. Click on "View All Certification Applications"
4. Click on "Application Payment" link
5. Select payment type
6. Complete the needed payment information

APPLICATION REVIEW

Both the Registry and your education program review your application. Our system checks your application to make sure it is complete. We make sure the education listed is correct. If our system finds an error or missing information, a person reviews it. We will contact you about missing information or errors through your Candidate Dashboard.

DEADLINES

Here are the important deadlines you should be aware of:

Initial Course

Initial courses are valid for two years from the month and year of course completion.

· A course completed in 01/2019 would be valid until 01/31/2021

ATT

Authorizations to Test (ATT) are valid for 90 days.

· An ATT is only issued once an application is marked complete, which includes National Registry reviews, program reviews, and payment completion
· An ATT purchased within 90 days of the course expiration date will expire on the date of course expiration

Note: Some states require skills verification before ATT's are issued

? **FAQ: Will my ATT be emailed to me?**
You will not receive the ATT in an email. See the sections in this handbook for Authorization to Test (ATT) and How to Check on your Application and Exam Results.

Cognitive Exam Results

Cognitive exam results are valid for 24 months from the month, day and year of successful completion. For candidates with a course completion date prior to November 1, 2018, passed portions of each examination are valid for 12 months.

Psychomotor Exam Results

EMR psychomotor exam results are valid for 24 months from the month, day, and year of successful completion. For candidates with a course completion date prior to November 1, 2018, passed portions of each examination are valid for 12 months.

APPLICATION FEES

The EMR application fee is $85.
· The fee is charged for each attempt of the cognitive exam
· The application fee can be refunded within the National Registry Refund Policy criteria
We offer refunds within 90 days of payment, minus an administrative fee, for the following reasons:

· Completion of incorrect application
· Candidate no longer wishes to seek National Registry certification

You can read the policies and procedures related to payment and refund policy at:
www.nremt.org/rwd/public/document/policy-payment

HOW TO CHECK ON YOUR APPLICATION AND EXAM RESULTS

To get information about your application and its status, check your account. All updates to your account appear on the CBT Candidate Dashboard. We do not tell you or email you about your application or exam results. Instead, we post the information to your account, which you can access at any time. Check your account for updates related to:

· Application payments
· Application status
· Authorization to Test (ATT)
· Eligibility status (if applicable)
· Cognitive exam results

? **FAQ: Can I print a receipt for my application fee?**
Yes, you can print a receipt for the application fee. You can use the steps below to do so.
1. Log in to your Registry account at www.nremt.org. Select role, "CBT Candidate"
2. Click on "My Applications"
3. Click on "Application Status/ATT's"
4. Click on the smaller box that says "Print Payment Receipt"

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FAQ: What are the application statuses and what do they indicate?
Below are various application statuses you will see on your online National Registry account.

National Registry Application Review

Pending	Application has been submitted to the Registry but not reviewed
Incomplete Application	Application has been submitted and reviewed and is missing information
Application Submitted	Application has been submitted and reviewed
Application Being Processed	Application has been submitted and is on hold after review
Unsubmitted	Application has been saved but not completed and submitted

Course Completion

Verfication Request Submitted	The application has been submitted to have course completion verified by your EMS program
Practical Skills Verified	Your program director has verified your course completion date

Practical Skills Verification

Verfication Request Submitted	The application has been submitted to have your BLS psychomotor exam verified by your program or state office
Course Completion Verified	Your program director or state office has verified your BLS psychomotor skills

Application Payment

Not Submitted	No payment has been submitted to application
Paid in Full	Application has been paid in full

Application Complete

Ready to Test	Means your Authorization to Test (ATT) has been issued and you need to schedule your exam. You will only see Ready to Test on your account for the time period the ATT is valid.

GAINING CERTIFICATION

Once you have earned your certification, you can get your card and wall certificate. If you chose the "mail" option when you created your application, we will mail you a packet when your account updates with full certification. We use first class mail with the United States Postal Service, and packets can take up to 30 days for delivery. The packet will have a letter with a copy of your National Registry card attached, a wall certificate, and an EMR patch. If you chose the print option when you created your application, you can print the card and certificate, and we will mail a patch to you.

If you do not receive your packet after 30 days, email our Exams Department at **support@nremt.org.** You will need to verify your current address, registry number, and first and last name.

You also have the option of printing your card and certificate from your account in the My Certification page. Here is how to print your card/certificate:

1. Login to your account
2. Select "My Certification" from the drop-down menu
3. On the left-hand side, select "View Transaction History"
4. Click the blue "Print Card" button or the blue "Print Certificate" button

RECERTIFICATION

You need to recertify every two years. To recertify, you can submit continuing education hours or take a recertification exam. To learn about the recertification requirements, go to this website:

https://www.nremt.org/rwd/public/document/emr-recert

PART 4:
COGNITIVE EXAM

EXAM FORMAT

You will take the cognitive exam on a computer. The cognitive exam consists only of multiple-choice items. The exam items are written by members of the EMS community, including educators, providers and medical directors. Each exam has questions that count toward your score and questions that do not. Your exam will have between 90–110 questions. 30 of those questions do not affect your score.

The unscored questions are for testing new concepts to make sure that future questions are fair and appropriate. This is a standard part of making exams. You will not be able to tell which questions count toward your final score and which do not, so answer each one as if it counts.

The exam is a computerized adaptive test (CAT). This means the number and difficulty of test items will vary for each exam session, but the passing standard remains the same for all candidates. The decision regarding passing or failing the exam is based on the following question: "Has the candidate reached the level of entry-level competency (passed) or has the candidate not yet reached entry-level competency (failed)?"

A CAT exam is different from a traditional exam. The more questions you get right, the harder the CAT gets. The goal is to find out if you have enough knowledge compared to the passing standard. If the exam asks the nine hardest questions about, for example, trauma, and you get them right, then it will not need to ask the easier questions. Instead, it can move on to other categories. All you need to do is demonstrate entry-level competency, which may take nine questions or may take 24. As long as you demonstrate competency, you will pass. CAT testing is faster and more accurate than a traditional exam.

The EMR cognitive exam covers the following areas:

Content Area	Percent of Exam	Adult / Pediatric Mix
Airway, Respiration & Ventilation	18%-22%	85% Adult; 15% Pediatric
Cardiology & Resuscitation	20%-24%	85% Adult; 15% Pediatric
Trauma	15%-19%	85% Adult; 15% Pediatric
Medical; Obstetrics & Gynecology	27%-31%	85% Adult; 15% Pediatric
EMS Operations	11%-15%	N/A

You can find more information on the format of the exam at:
www.nremt.org/rwd/public/document/cognitive-exam

Sample Items

Each item consists of a prompt or question and presents four responses. Only one response is the correct answer. Below are several sample items to help you prepare for the types of items that are on the exam. The correct response is bolded.

1. A 13-year-old male presents with left arm pain after a fall. You observe swelling and a deformity to his left lower arm. You are unable to palpate a pulse distal to the injury. You should first

    A. place his arm in a sling and swathe.
    B. splint his arm in the anatomical position.
    C. splint his arm in the position found.
    D. place him on a long backboard.

2. A 48-year-old male presents with a laceration to his abdomen. You observe bowel protruding from the wound. You should first

    A. apply a moist, sterile dressing.
    B. place the bowel back into his abdomen.
    C. apply a dry, sterile dressing.
    D. place the exposed bowel on ice.

3. A 59-year-old female is unresponsive, pulseless, and apneic. You should first

    A. begin chest compressions.
    B. ventilate her with a BVM.
    C. retrieve the AED.
    D. perform abdominal thrusts.

Preparation

The following suggestions may help you prepare for the cognitive exam:

· Study your textbook and education materials
· Review the current American Heart Association's Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care
· Review the National EMS Education Standards and Instructional Guidelines

More information that will help you prepare for the exam can be found on:
https://www.nremt.org/rwd/public/document/cognitive-exam

The Registry does not recommend any particular exam preparation materials. If you have any additional questions after reviewing the previous information, ask someone in your education program for more information.

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> **FAQ: Do I have to take my cognitive exam prior to my psychomotor exam?**
> The Registry does not have a set order for the exams. However, you need to check with your program director or state office for local requirements.

AUTHORIZATION TO TEST [ATT]

To get an Authorization to Test (ATT), you need to have completed an application and paid the application fees. Your program director must verify your eligibility. When those steps are complete, our system will give you an ATT, usually within 1-2 business days, but the process may take longer during high volume times. The ATT will post to your account. We do not send emails about or tell you that you have an ATT.

You can find and print your ATT from the "Application Status" page using these steps:
1. Log into your National Registry account

> **?**
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> **FAQ: What do I do with my ATT and what information do I need off it?**
> You will need to print/view your ATT since it contains key information to creating your Pearson VUE account and scheduling your exam. You need to view the Registry Candidate ID; it starts with the letters NR. You will also need to know your Deadline to Test; this tells you how long your ATT is valid. The ATT contains information on how to contact Pearson VUE to schedule your exam and what forms of ID are acceptable.

2. Select "CBT Candidate"
3. Select "My Applications" on the left-hand side
4. Select "Application Status/ATTs"
5. Select the box "Current Applications"
6. Select the box labeled "Print/View Authorization to Test Letter" on the application
7. Follow the prompts to print or view the ATT

The ATT tells you how to schedule your exam and gives you

important information about testing requirements at Pearson VUE centers.

The ATT is only valid for 90 days from the day it posts to your account. We do not offer extensions for expired ATTs.

If your ATT expires, you must apply again and pay the fee again in order to get a new ATT.

You can find the ATT expiration date and refund policy at: https://content.nremt.org/static/documents/policy-ATT-refund.pdf

SCHEDULING
Print the ATT. Follow the instructions on the ATT to schedule your exam at:
www.pearsonvue.com/nremt

The National Registry utilizes Pearson VUE as its exclusive test provider. You will have two options for taking your exam:
· At a Pearson VUE Testing Center; or
· From your home or office using Pearson VUE's online proctoring platform, OnVUE

We post all information about your application to your National Registry account. Pearson VUE is an independent testing vendor and has its own way of contacting you. They will send you an email about your exam. The email will confirm the day and time of your exam, the delivery method/testing location, and the testing rules.

If you do not receive an email confirming your exam appointment, your exam has not been successfully scheduled.

If the email has an error and you do not contact Pearson VUE to correct it, you will not be allowed to take the exam.

OnVUE Online Proctored Examinations
You will have the option to schedule your examination via OnVUE online proctoring. For more information on OnVUE requirements and procedures click here:
https://home.pearsonvue.com/nremt/onvue

Rescheduling/Cancellation
If you need to reschedule or cancel your exam, contact Pearson VUE at least one business day (24 hours) prior to your exam appointment. Call 866-673-6896 (M-F 7:00 am to 7:00 pm CST) or log into your Pearson VUE account to make changes to your appointment.

The fee to reschedule or cancel your exam is $25. If you reschedule or cancel by telephone, Pearson VUE will charge an additional $10 call center fee.

Important Note: If you fail to appear for your scheduled exam appointment, fail to cancel or reschedule within the required time, or are refused admission, you will forfeit your exam fee. You will have to complete an express application and submit the associated application fee to receive a new ATT. The Registry does not issue refunds for failure to appear for your scheduled exam appointment.

No-Show Policy
If you fail to notify Pearson VUE at least one business day (24 hours) before your scheduled exam, your account will be marked with a "no show" and you will forfeit your exam fee.

You can appeal the "no show" status if extenuating circumstances are involved. You will need to provide documentation of the circumstances if you want to try to reschedule the missed exam at no additional cost.

If you are denied a "no show" appeal, you will need to reapply. Use an Express Application and pay the application fee to receive a new ATT.

To learn more about "no show" policies and procedures, go to: https://www.nremt.org/rwd/public/document/policy-cognitive-exam

CONTACTING THE REGISTRY VS PEARSON VUE
If you have questions about your eligibility for the Registry certification, the application, your ATT, the exam format, exam results, retesting, Registry appeals and disciplinary processes, and maintenance of certification, please contact the Registry at 614-888-4484.

If you have questions concerning Pearson VUE test site rules and regulations, acceptable forms of identification, your Pearson VUE username and password, scheduling a cognitive exam appointment at a Pearson VUE Test Center, directions to the Pearson VUE Test Center, and/or your exam appointment, please contact Pearson VUE at 866-673-6896. Please note: Pearson VUE charges a $10 fee for scheduling or canceling an appointment over the phone.

? **FAQ: What do I do if I do not have a valid ID?**
You will need to obtain a valid ID before scheduling your exam.

TAKING THE EXAM

Pearson VUE Protocols and Rules

Arrive at the test center at least 30 minutes before your scheduled testing time. You must bring two forms of acceptable identification with you on the day of your exam. Your ATT contains vital information about what documents to bring to the Pearson VUE Test Center. Review the information contained in your ATT carefully before arriving for your confirmed exam appointment.

You are not allowed to bring personal items, including but not limited to, mobile electronic devices, watches, wallets, purses, firearms or other weapons, hats (and other non-religious head coverings), bags, jackets, notes, pens or pencils into the testing room. There are no exceptions to this policy.

The test center will provide a small locker space to secure personal belongings. All electronic devices must be turned off before storing them in a locker. You are encouraged to leave as many of these as possible at home. Pearson VUE and the Registry are not responsible for lost, stolen, or misplaced personal items at any test center. If you refuse to store your personal items, you will not be permitted to test, and you will forfeit your testing fee.

Before you enter the testing area, the Pearson VUE Test Administrator is required to verify that you are not bringing any unauthorized materials or devices into the room. You may be asked to pull your hair back, pat yourself down, or roll up your sleeves during this process.

You will have 1 hour, 45 minutes to complete the EMR exam.

Starting the Exam

The test center administrator will bring you to the computer you will use to take your exam. You will have a tutorial on how to take a computer based test. This tutorial is untimed.

Next, you will have to read and acknowledge a non-disclosure agreement about the exam. The non-disclosure agreement has a **maximum time limit of five minutes**, and if you do not complete the non-disclosure agreement in this time window, you will not be allowed to begin the exam. After the tutorial and non-disclosure agreement, you will then begin your exam.

Exam Security

We take exam security seriously. We put security policies and procedures in place to protect exam content and testing session data. These policies help make sure that the exam is given in the same way in every testing center, without inappropriate aid. They also make sure that the person who was given the ATT is the same one taking the exam. As a result, you may be required to:

· Show identification as described in your ATT
· Have your identity verified by a digital security device (infrared palm reader)
· Provide a legal signature
· Have your picture taken
· Store all belongings prior to entry into the exam room
· Be recorded (by audio and/or video) during the exam

All Registry cognitive exam materials are copyrighted. You may not copy or record any material from the exam in any way. You are prohibited from the following:

· Disclosing or discussing any information about the exam with anyone, including instructors
· Posting or discussing questions on any internet or social media websites
· Reconstructing exam content using your memory or the memory of others
· Seeking help from anyone in answering exam questions
· Removing exam materials or recorded information from the testing center

If you witness any of the above behavior, or any irregular behavior that may be in violation of the National Registry Candidate Policies, report it to the Registry immediately by calling 614-888-4484. The NREMT reserves the right to terminate a certification, invalidate the results of an exam, and take any other appropriate action against any candidate who violates copyright or performs any of the above behaviors.

EXAM RESULTS

Scoring and Accessing of Exam Results

Pearson VUE sends your cognitive exam to us. We score the exam electronically. The Pearson VUE staff does not have access to your results and cannot give you results.

Our system posts your exam results to your National Registry account, generally within two business days after you complete your exam, provided all other requirements are met. Your results are only available to you on your National Registry account. If your results have not posted after five business days, please contact the Registry.

To find your exam results, please follow the steps below:

1. Log into your National Registry account
2. Click on "View All Certification Applications"

3. Click on "Results"
4. Click on "Print Exam Results"

Report of Candidate's Results

If you pass the cognitive exam, we do not send you specific details about your exam results. If you do not pass the cognitive exam, we will post more information about your results to your account. In the results report, there will be three categories for overall exam performance, see below. Further, we give you information about each content area in the results report. You can use the information to think about your strengths and weaknesses. The information may also help you decide what to study before you take the exam again. We will describe your results for a content area in one of three ways:

Above Passing – You can be relatively confident that you have sufficient knowledge in that content area. However, you should still review the material in that content area.

Near Passing – Your performance was slightly above or below the standard. Near passing does not indicate a pass or fail outcome; rather it can be interpreted as an area to study.

Below Passing – You need to study the content area.

Our system scores the exam as a whole. If you fail, however, the system splits the exam into content areas, so that you can see which were your strongest areas and which were your weakest. This should help you study. You cannot add up your "near passing" and "passing" content areas to get a "passing" score because that is not how we score the exam. We score based on the overall results, not by how many content areas you passed. "Near Passing" does not mean that you passed in the content area. Also, you should still study any area with an "Above Passing" to maintain your knowledge.

RETESTING

If you did not pass the exam, you may apply to retest 15 days after the last exam.

You have three chances to pass the EMR cognitive exam. If you fail three times, we require you to complete an entire, new EMR course.

More information on the retest policy can be found on:
https://www.nremt.org/rwd/public/document/policy cognitive-exam

EXAM REVIEW

The National Registry is committed to a fair and unbiased testing process and follows industry best practices to ensure that all examinations are accurately scored. As a service to the community, the National Registry offers candidates the option to have their examinations rescored by a qualified staff member. Although it is extremely unlikely an examination was incorrectly scored, the rescoring process allows verification of a score.

If a candidate suspects that their score may have been negatively affected by a specific item, or items, delivered on their written examination, they may ask for a review of such item(s) as part of their rescoring request. Only items identified in the request will be reviewed. For example, if a candidate suspects that an item asking to interpret a 12-lead ECG was outside the scope of practice for the certification level at which they tested, they must indicate that in their rescoring request. If such items were present on their examination, they will be reviewed to ensure (1) their accuracy, (2) whether they were within the scope of practice for the relevant certification level, and (3) whether they had any impact on the test score.

The rescoring process is not:
· A review of the content of all items administered during the examination
· A reconsideration of the passing standard or the acceptability of the testing conditions
· An opportunity for the candidate to review examination items

How to Request a Review of the Scoring Report

To request a review of the scoring report, please complete the Rescoring Request Form detailing the specific reason for the request. Requests must be submitted within 30 days of the official release of the cognitive examination score reports.

A **$150.00** fee is due prior to the rescoring process. Once a rescore request is received, The National Registry of Emergency Medical Technicians will e-mail a payment request to the candidate that will include a link to make a payment via credit card.

Once payment is submitted and confirmed, the National Registry will rescore the examination and, if requested, conduct a review of items identified in the rescoring request. The review will take place within 30 days of receipt of payment.

Upon completion of the rescoring process, candidates will be provided with a Rescoring Report similar with the one included below as a sample. If an irregularity is discovered during the review process, the review fee will be refunded, and we will work with the candidate on further accommodations and resolutions.

PART 5: CERTIFICATION POLICIES

The policies in this section are frequently asked about or represent critical information for some candidates. Not all of these policies may apply to you.

ACCOMMODATIONS

The National Registry wants to ensure that all candidates receive a fair and unbiased opportunity to demonstrate their knowledge, skills, and abilities related to EMS. To ensure that each candidate receives a fair opportunity to test, the National Registry offers reasonable and appropriate accommodations for persons with documented disabilities. The National Registry recognizes that each disability is unique to the individual and all National Registry decisions regarding reasonable accommodations are evaluated on a case-by-case basis. The National Registry complies with the American with Disabilities Act (ADA).

To apply for accommodations for a Registry exam, follow these steps:

1. **Review the National Registry's** Accommodations Policy (email accommodations@nremt.org if you have questions.)

2. **Create an application.** If you haven't already done so, complete an application to take an exam:

    a. In your account, click on 'Create a New Application'

    b. Select the application level you wish to complete

    c. Do not pay the exam fee until AFTER you receive the results of your accommodations request

3. **If you don't have an account,** Create an account. You must have an account with the National Registry to be approved for accommodations.

4. **Complete the questionnaire.** Print, complete, and sign the accommodations questionnaire.

5. **Get your supporting documentation.** Ask your healthcare specialist for the appropriate documentation to support your request. These documents include:

    a. Diagnosis of your disability by an appropriately credentialed professional, such as a psychologist

    b. Specific disability symptoms

    c. Psychoeducational evaluation, signed comprehensive assessment report, and accompanying standard scores

    d. Evidence of previously approved accommodations

    e. A personal statement describing your disability and its impact on daily life and educational functioning

    f. A letter from your healthcare professional with recommendations for accommodations

This information should be written on professional letterhead, dated, and signed

6. **Email it to the Registry:** support@nremt.org

7. **Wait patiently.** Please allow at least 30 days. If we do not receive the appropriate documentation, it may take longer.

8. **Watch for our email.** We will send you an email with a letter indicating the results of your accommodations review.

    a. The letter will provide detailed instructions on what to do next

    b. Please do not schedule your exam until you have received this letter. If you do, you will not receive your accommodations and will need to reschedule

The accommodations policy and procedures to submit an accommodations request can be accessed at: www.nremt.org/rwd/public/document/policy-accommodations

APPEALS

When the Registry makes an unfavorable ruling regarding an individual's application for certification or recertification, request for an accommodation in the administration of an exam, cancellation or revocation of exam results or any disciplinary action, including, but not limited to, the revocation or suspension of certification (collectively "Adverse Decision"), the Executive Director shall send to that individual, by certified mail, return receipt requested, a statement setting forth:

- The action taken
- The reason(s) for the action and, if applicable, a statement of facts constituting the alleged violation of any of the Registry's rules or standards or the reasons for ineligibility
- The time period in which the individual may appeal and provide any additional information

An applicant or registrant who is subject to an Adverse Decision of the Executive Director, excluding decisions with respect to the timeliness of applications or the scoring or reporting of the exams, may appeal such decision by mailing a notice of appeal to the office of the Registry within 45 days of the date that such decision was mailed (based on postmark). The request for appeal must contain the individual's statement of the basis of his or her appeal, as well as any documents in support of the appeal. Materials not included in the request shall not be considered on appeal unless expressly requested in writing by the Registry.

The entire appeals policy and procedures that are followed are located on this page:
www.nremt.org/rwd/public/document/policy-eligibility

CANDIDATE RETESTING AT REQUEST OF THE REGISTRY
The Registry may require an applicant to retake a certification exam if presented with sufficient evidence that the security or integrity of the exam has been compromised, notwithstanding the absence of any evidence of an applicant's personal involvement in the security compromise.

COMPLAINTS
The Registry responds to all complaints, inquiries, and concerns brought to our attention in a constructive and timely manner. Complaints can be submitted by email to support@ nremt.org. The Registry will confirm receipt by email and provide status updates. Most notifications and initial responses are sent within five business days.

A candidate who wishes to submit a complaint to the Registry must submit notice of complaint to the office of the Registry within 30 days of the action(s) resulting in complaint. The notice of complaint must contain the individual's personal statement and any supporting documentation. The Registry will treat any person who invokes this complaint procedure courteously. The Registry will handle all complaints swiftly and confidentially to the extent possible, considering the need to take appropriate corrective action. Most complaints are investigated and resolved within 30 days, and updates will

be provided if delays are encountered. Documentation and information submitted as part of a complaint will be subject to the Registry Privacy Policy.

CRIMINAL CONVICTIONS
The Registry has adopted a Criminal Conviction Policy to safeguard the public from individuals who, in practice as an EMS professional, might pose a danger to the public.

EMS professionals, under the authority of their state licensure, have unsupervised, intimate, physical and emotional contact with patients at a time of maximum physical and emotional vulnerability, as well as unsupervised access to a patient's personal property. These patients may be unable to defend or protect themselves, voice objections to particular actions, or provide accurate accounts of events at a later time. EMS professionals, therefore, are placed in a position of the highest public trust.

The public in need of out-of-hospital medical services relies on state licensure and National Registry certification to assure that those EMS professionals who respond to their calls for aid qualify for this extraordinary trust. For these reasons, the Registry has adopted a Criminal Conviction Policy to ensure that individuals, who have been convicted of certain crimes, are identified and appropriately evaluated as to whether they would pose a risk to public safety as an EMS provider.

The entire criminal convictions policy is located on this page:
www.nremt.org/rwd/public/document/policy-criminal

Any applicant or registrant subject to an adverse decision by the Registry under this Policy may appeal that decision as outlined in the Registry Certification Eligibility, Discipline and Appeals Policy.

DENIAL OR REVOCATION OF CERTIFICATION

The Registry may, at its own discretion, deny an individual's eligibility for initial certification or recertification, deny, suspend or revoke an individual's certification or take any other appropriate disciplinary action against an individual's application, certification and/or recertification or deny authorization to use the Registry's website for any purpose, including submitting applicant training information in the case of:

1. Ineligibility for National Registry certification
2. Failure to comply with any policy or rule of the Registry, including, but not limited to the Registry's website Terms of Use Policy
3. Irregular behavior regarding any National Registry exam
4. Misrepresenting, withholding, or the failure to update any information on any application for certification or recertification or in any other communication with the Registry
5. The intentional misrepresentation by a trainer of any applicant's successful completion of education requirements for certification
6. Misrepresentation of the individual's status as a registrant of the Registry
7. The conviction of, plea of guilty or plea of nolo contendere (no contest) to, a felony or any criminal offense which is related to public health or emergency medical service in accordance with the Registry's Criminal Conviction Policy
8. Any disciplinary action is taken by a licensing or authorizing agency relating to practice, or the ability to practice safely and effectively, as an EMS professional or the voluntary surrender of a licensee as a punishment for or in place of any disciplinary action. The Registry can suspend an individual's certification, prior to any right of appeal, should a licensing or authorizing agency find the individual poses an imminent threat to the public or cannot practice safely and effectively
9. Copying, reproducing, disclosing, disseminating or removing of exam related materials from the test site; attempting to copy, reproduce, disclose, disseminate or remove of exam related materials; or asking someone to copy, reproduce, disclose, disseminate or remove of exam related materials

IMPARTIALITY

The Registry ensures that personnel, vendors, and all involved in our certification activities understand the importance of impartiality and potential conflicts of interest. To reassure the Registry continues to act impartial, we conduct ongoing assessments to identify and address any risk that may result in a conflict of interest or imply a potential threat to impartiality. Policies and procedures are implemented for individuals involved in our certification activities to sustain a consistent and fair process. The Registry prides itself on being fair and objective when dealing with candidates and applicants pursuing the National Registry certification.

NONDISCRIMINATION AND FAIRNESS

The Registry is committed to providing an equal opportunity for all applicants, certificants, staff, volunteers and vendors. The Registry does not discriminate on the basis of race, color, religion (creed), gender, gender expression, national origin, disability, marital status, sexual orientation or military status in any of its certification activities or operations. These activities include, but are not limited to, initial applicants and recertification certificants, internal staffing practices, and selection of volunteers and vendors.

PRIVACY

The Registry's privacy policy is applicable to personal information that we may receive related to certification, licensure and research. We will handle and treat all personal information collected and received by us in connection with application, exam administration, and certification in the manner outlined in our privacy policy.

The privacy policy covers personal information collected, aggregation of non-person-specified data, mailings and contact, transfer of information to licensing agencies, transfer of information to educational institutions, other transfer of information, public information, independent testing centers, information access and corrections, research data, protections of personal information, resolution of concerns, information from children, information received from internet service providers through the National Registry website, cookies, transmission of information, links to other websites, and changes to the privacy policy.

The entire privacy policy can be accessed at:
https://www.nremt.org/rwd/public/document/policy-privacy