

FLORIDA DEPARTMENT OF HEALTH  
Division of Medical Quality Assurance



CANDIDATE INFORMATION BOOKLET  
*for the*  
DENTAL AND DENTAL HYGIENE  
LAWS AND RULES EXAMINATION  
COMPUTER BASED TEST (CBT)  
2014

This Candidate Information Booklet (CIB) contains the procedural information which will assist candidates 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.

# Table of Contents

## SECTION 1

### ADMINISTRATIVE POLICIES

Controlling authority	4
Improper conduct warning	4
Fees and scheduling procedures	5
Admission to the examination	6
Late arrivals	7
Apparel	7
Special accommodations	7
Prohibited items	8
Liability	8
Rules for the examination	8

## SECTION 2

### THE EXAMINATION

Testing procedures	10
Content overview	11
Pilot testing of new questions	11
Sample questions	12

## SECTION 3

### SCORING INFORMATION AND SCORE

#### NOTIFICATION

Scoring procedures	13
Notification of results	13
Directions for obtaining scores	14
Irregularity analysis	14

## SECTION 4

### POST-EXAMINATION PROCEDURES

Passing candidates	15
Failing candidates	15
Re-examination	15
Post-examination review	15
Election of hearing rights	16

## SECTION 5

### APPENDICES

Change of address	19
Contact information	20

## ADMINISTRATIVE POLICIES

### 1.1 Controlling authority

“The Examination 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.” section 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.

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

(1) The Examination 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 section 775.082, section 775.083, or section 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

Candidates **MUST** apply to the Board of Dentistry 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 this Laws and Rules Examination.

Once a candidate has received their notification of eligibility from the Board Office or Operational Support Services Unit, they may contact Prometric, Inc., Florida Department of Health's CBT vendor, to pay the examination fee and schedule their examination (contact information located on the last page of this booklet).

### Fees

- **The examination fee for this Computer-Based Testing examination is \$55.50.**
  - This fee shall be paid directly to Prometric, Inc.
  - This fee may be paid by Visa, MasterCard, American Express, or electronic check.
  - Payment will be due at the time of scheduling.

#### Scheduling:

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

#### Rescheduling:

- **Candidates may reschedule their examination appointment as needed, without penalty, up to two (2) days prior to the examination.**
- **If a candidate attempts to reschedule an examination within two (2) days of their appointment, they will be considered a “late cancel.” Candidates must then contact Examination Services to have their eligibility (with Prometric) reset, wait approximately one week before rescheduling their examination, and repay the examination fee to Prometric.**

#### Missed appointment or late cancellation:

- Candidate registrations will be invalid, they will not be able to take the examination as scheduled, and will forfeit examination fees, if they:
  - Do not cancel their appointment two (2) days before the schedule examination date;
  - Do not appear for their examination appointment;
  - Arrive after examination start time;
  - Do not present proper identification upon arrival for the examination.

## 1.4 Admission to the examination

On the scheduled examination day, candidates should arrive at least thirty (30) minutes before their appointment. This extra time is for sign-in and identification. **If a candidate arrives late, they may not be admitted to the examination center and will forfeit their registration fee.**

Candidates must provide one of the following acceptable valid ID's bearing a recent 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.

- **NOTE: The name on the Examination Registration Form and the Registration Confirmation Notice must match the name on the ID presented at the Prometric testing center.** If these names do not match, a candidate will not be allowed to test. To change the name on the eligibility, contact the Board Office.

## 1.5 Late arrivals

If a candidate arrives at the examination site after the examination start time, they will NOT be permitted to take the examination.

## 1.6 Apparel

Please dress comfortably but appropriately for the examination. The examination room is usually climate controlled. However, it is not always possible to maintain a temperature suitable to each candidate. From time to time there are maintenance problems which are beyond the Department's control. It is suggested that candidates dress in layers and bring a sweater or jacket in case the temperature is cooler or warmer than their individual preference.

## 1.7 Special testing accommodations

If a candidate requires special testing accommodations under the Americans with Disabilities Act, or if they must bring anything into the examination room, candidates must receive approval from Operational Support Services BEFORE scheduling their 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 their disability. Applicants who have previously received special testing accommodations through the Operational Support Services (OSS) Unit and need accommodations for another examination or for a retake of the same examination must file a re-application with OSS Unit each time accommodations are needed. Special testing accommodation forms are available online at <http://www.floridasdentistry.gov/resources/examination/> or contact OSS for additional information; contact information is located on the last page.

## 1.8 Prohibited items

NOTE: Prohibited items will be subject to removal by the Department's representative at the examination site.

Prohibited items will not be allowed in the testing room. **Prohibited items include, but are not limited to the following:**

- Electronic digital devices such as PDA's, iPod's, 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

## 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 designated agent in maintaining a secure and proper examination administration for Computer Based Testing.

Examination administration, safety and security rules established by Prometric must be followed.

No examination materials, documents, or memoranda are to 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.



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

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

Prometric will provide scratch paper or white boards, and pencils.

Candidates concerns regarding the content of an examination question may be indicated in the post examination survey.

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

**Any voluntary breaks will be subtracted from the candidate's examination time.**

Headphones and/or earplugs are available to all candidates at the examination site. Candidates 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 seated at the examination computer, the process will be as follows.

#### Non-Disclosure Agreement

- Before beginning the examination, candidates will be **REQUIRED** to agree to a confidentiality clause stating that they 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 candidates may practice using the keys, answering questions, and reviewing answers.

#### Examination

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

#### Post-Examination 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 regarding the testing process and/or individual examination questions.

## Preliminary Score Report

- A preliminary score will be provided 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 the preliminary score report may not reflect the true score. This preliminary report is intended to give candidates a general idea of how they scored, but is not official or legally binding, and cannot be used to gain licensure or employment. Official examination results can be obtained after approximately ten (10) business days from:  
<http://www.floridasdentistry.gov/resources/examination/>
- **The following summary describes the preliminary score reporting process:**
- **On screen** – the preliminary score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination; if using review features, candidates will be able to obtain their score immediately when they indicate that they have finished and would like to see the results.
  - If a candidate **passes**, they will immediately receive a successful notification on screen.
  - If a candidate **does not pass**, they will immediately receive an unsuccessful notification on screen.
- **On paper** – a preliminary score report will be printed at the examination site.

## 2.2 Content overview

- Candidates will be given one hour and thirty (30) minutes (1.5 hours) to complete the examination. Not including the fifteen (15) minutes for the tutorial.
- The examination consists of sixty-four (64) scored multiple-choice questions.
- Areas covered:
  - Florida Dental Practice Act Section 466, Florida Statutes
  - Florida Dental Practice Act Section 456, Florida Statutes
  - Florida Dental Board Rules Chapter 64B5, Florida Administrative Code

## 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.

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 examples of the type and structure of the examination questions. The answer for each question is in **bold** type.

1. What is NOT included in the definition of DIRECT supervision?
  - A. diagnosing the condition to be treated
  - B. authorizing the procedure to be performed
  - C. remaining on the premises
  - D. **writing work authorizations to a commercial laboratory**
  
2. What is the minimum number of continuing education hours that a dental hygienist must complete biennially for re-licensure?
  - A. 22
  - B. **24**
  - C. 26
  - D. 28
  
3. A dentist who administers any form of anesthesia must possess certification
  - A. from the American Board of Oral and Maxillofacial Surgery.
  - B. from the American Dental Society of Anesthesiology.
  - C. in basic cardiopulmonary resuscitation.
  - D. **in conscious sedation.**
  
4. When examining an established patient in a multi-dentist practice, the new dentist of record is NOT required to
  - A. **develop a new treatment plan.**
  - B. examine the patient.
  - C. review the patient's dental records.
  - D. review the patient's medical history.
  
5. Advertised fees for dental service must state a specified period which the fee is in effect or that the service will remain at or below the advertised fee for at least how many days?
  - A. 30
  - B. 60
  - C. **90**
  - D. 120
  
6. Appropriate subject matter for continuing education for dental hygienists would include
  - A. dental financial management.
  - B. dental office management.
  - C. dental personnel management.
  - D. **patient stress management.**

## SCORING INFORMATION AND SCORE NOTIFICATION

### 3.1 Scoring procedures

Candidates 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 the computer based examination **candidates will receive their preliminary score report**. When candidates check-out, the Proctor will print a copy of this preliminary score report.

Official scores will be posted on the Operational Support Services Unit Website approximately ten (10) business days following the examination at <http://www.floridasdentistry.gov/resources/examination/>. Candidates may log in to the 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, Operational Support Services Unit in all record keeping.

- Hardcopy score reports **will NOT** be mailed to candidates.
- 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, Operational Support Services Unit, or Prometric for this information.**

### 3.3 Directions for obtaining scores

Locate the Operational Support Services Unit web site:

<http://www.floridasdentistry.gov/resources/examination/>

Candidates will need their social security number and date of birth to access the website.

The instructions below will assist in navigating the website to view examination scores. Proceed through the website as follows:

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

Candidates who pass the examination 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

To retake the examination, candidates must re-apply to the Board Office and must repay the application/examination fee to the Board Office and the CBT fee to Prometric. **To request an examination application, please contact the Board Office at 850-245-4474.**

### 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 rules regarding post-examination reviews.

All requests for post-examination review must be emailed within twenty-one (21) days from the date that official scores are released on the Operational Support Services Unit Website. Reviews will be completed within sixty (60) days after the official score release date. Candidates must wait at least thirty (30) days from the date of the post-examination review before they may retake the examination again. If a candidate chooses to exercise their right for a post-examination review, it can be up to ninety (90) days from their examination date before they may retake the 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, candidates must email their request to Prometric at [FLDOH@prometric.com](mailto:FLDOH@prometric.com).**

## 4.5 Election of hearing rights

Under Florida law, if a candidate failed their licensure examination by less than ten (10) percent of the score required for passing, they can contest the examination. To do this, they must request a hearing by choosing one of the options set forth below and filing a 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.

**Candidate petitions 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 a candidate is not disputing the examination's grading, scoring, validity as a testing tool, or methodology, they may request a Hearing Not Involving Disputed Issues of Material Fact. This hearing will be before the Board that regulates the 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, candidates will be given an opportunity to appear at a scheduled Board hearing and present their case to the Board. Candidate petitions must be in substantial compliance with *Rule 28-106.301, Florida Administrative Code*. If this option is elected, candidates will not be able to dispute anything relating to the exam itself, and the Department will not re-score the examination. Candidates will only be allowed to explain how mitigating factors such as external conditions, loud noises, or temperature affected their ability to take the examination.

**OR,**



**Administrative Hearing, Option B** - If a candidate dispute anything related to the examination's grading, scoring, validity as a testing tool, or methodology, they may request a Hearing Involving Disputed Issues of Material Fact. This hearing will be before an Administrative Law Judge. Candidate petitions will be forwarded to the Division of Administrative Hearings and the 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. Candidates 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 Dentistry**  
**4052 Bald Cypress Way,**  
**BIN #C-08**  
**Tallahassee, Florida 32399-3257**  
**Fax (850) 921-5389**

---

**ADDRESS CHANGE FORM**

**Dental / Dental Hygiene**

Type or print in the appropriate spaces below a change of address or address correction.

**NAME:** \_\_\_\_\_

**EXAMINATION DATE:** \_\_\_\_\_

**PHONE NUMBERS:** \_\_\_\_\_  
**Area Code/Number                      Area Code/Number**

**OLD ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

**NEW ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**NOTE: If a candidate's name has changed, please use the 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"><li>◆ Application Policies</li><li>◆ Name Changes</li><li>◆ License Information</li><li>◆ Fees</li><li>◆ Change of Address</li></ul>	Department of Health Medical Quality Assurance Board of Dentistry 4052 Bald Cypress Way, BIN #C-08 Tallahassee, Florida 32399-3257 Phone: (850) 245-4474 Email: <a href="mailto:MQA_Dentistry@flhealth.gov">MQA_Dentistry@flhealth.gov</a> Web: <a href="http://www.floridasdentistry.gov/">http://www.floridasdentistry.gov/</a>
◆ Applications	MQA Call Center Phone: (850) 488-0595
<ul style="list-style-type: none"><li>◆ Score Notification</li><li>◆ Special Testing Accommodations</li></ul>	Department of Health Medical Quality Assurance Operational Support Services Unit 4052 Bald Cypress Way, BIN #C-90 Tallahassee, Florida 32399-3290 Phone: (850) 245-4252 Fax: (850) 487-9537 Email: <a href="mailto:MQA_Testing@flhealth.gov">MQA_Testing@flhealth.gov</a>
<ul style="list-style-type: none"><li>◆ Scheduling</li><li>◆ Examination Fees</li></ul>	<b>Prometric</b> PHONE 1-888-345-2778 Web: <a href="http://www.prometric.com">www.prometric.com</a>
◆ Post-examination Reviews	<a href="mailto:FLDOH@prometric.com">FLDOH@prometric.com</a>
◆ Administrative Hearings	<b>Agency Clerk</b> Department of Health Office of the General Counsel 4052 Bald Cypress Way, Bin A-02 Tallahassee, FL 32399-1703