

Multiple Sclerosis Healthcare Associate Certification Examination



Multiple Sclerosis
HEALTHCARE ASSOCIATE

Candidate Handbook 2023

Application Deadline*	Testing Window
December 7, 2022	January 7 – January 21, 2023
May 3, 2023	June 3 – June 17, 2023

***Applications will not be accepted after this deadline**

Administered by:



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This Handbook contains necessary information about the Multiple Sclerosis Healthcare Associate Certification Examination. Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This Handbook is subject to change.

CONTACT INFORMATION

<p style="text-align: center;">Professional Testing Corporation (PTC) www.ptcny.com (212) 356-0660</p>	<ul style="list-style-type: none"> • Apply for examination • Obtain general application policy and procedure information • Obtain information about testing policies and procedures • Transfer to a new testing period • Request Special Accommodations • Request Hand Score • Question about score reports • Miscellaneous inquiries
<p style="text-align: center;">Prometric http://www.prometric.com/CMSC (800) 741-0934</p>	<ul style="list-style-type: none"> • Schedule test appointment • Reschedule test appointment (within a testing period) • Cancel test appointment • Find directions to test site • Questions regarding testing sites and appointments
<p style="text-align: center;">Consortium of Multiple Sclerosis Centers (CMSC) www.mscares.org (201) 487-1050</p>	<ul style="list-style-type: none"> • General information • Electronic certificates

ATTENTION CANDIDATES

This handbook contains necessary information about the Multiple Sclerosis Healthcare Associate (MSHA) Certification Examination. It is required reading for those applying for and taking the Examination. All individuals applying for the examinations must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the application. Please retain this handbook for future reference. This handbook is subject to change. See www.ptcny.com for handbook updates.

ACCESSING CELL PHONES AND ELECTRONIC DEVICES AT ANY TIME WHILE YOU ARE TAKING THE EXAM IS PROHIBITED. YOU CAN ONLY REMOVE SNACKS, DRINKS, MEDICINE OR PERSONAL HEALTHCARE ITEMS FROM YOUR LOCKER- NO BACKPACKS, BAGS, POCKETBOOKS OR CLOTHING CAN BE REMOVED WHILE YOUR EXAM IS IN SESSION.

PURPOSES OF MULTIPLE SCLEROSIS CERTIFICATION

Multiple Sclerosis is a complex and lifelong disease that affects many aspects of an individual's life. Management across the lifetime of multiple sclerosis will require the expertise of multiple disciplines working together to meet the dynamic needs of the person and the family. Rapid advances in the treatment of multiple sclerosis require that health professionals have the basic knowledge and skills necessary to provide optimal care. The Consortium of Multiple Sclerosis Centers supports a voluntary certification process that reflects the knowledge of multiple disciplines in the specialized area of multiple sclerosis care. The Multiple Sclerosis Healthcare Associate Certification provides formal recognition of a specialized body of knowledge felt to be necessary to provide optimal care to those individuals and families living with multiple sclerosis.

Certification is intended to promote quality and consistent care to those living with multiple sclerosis by:

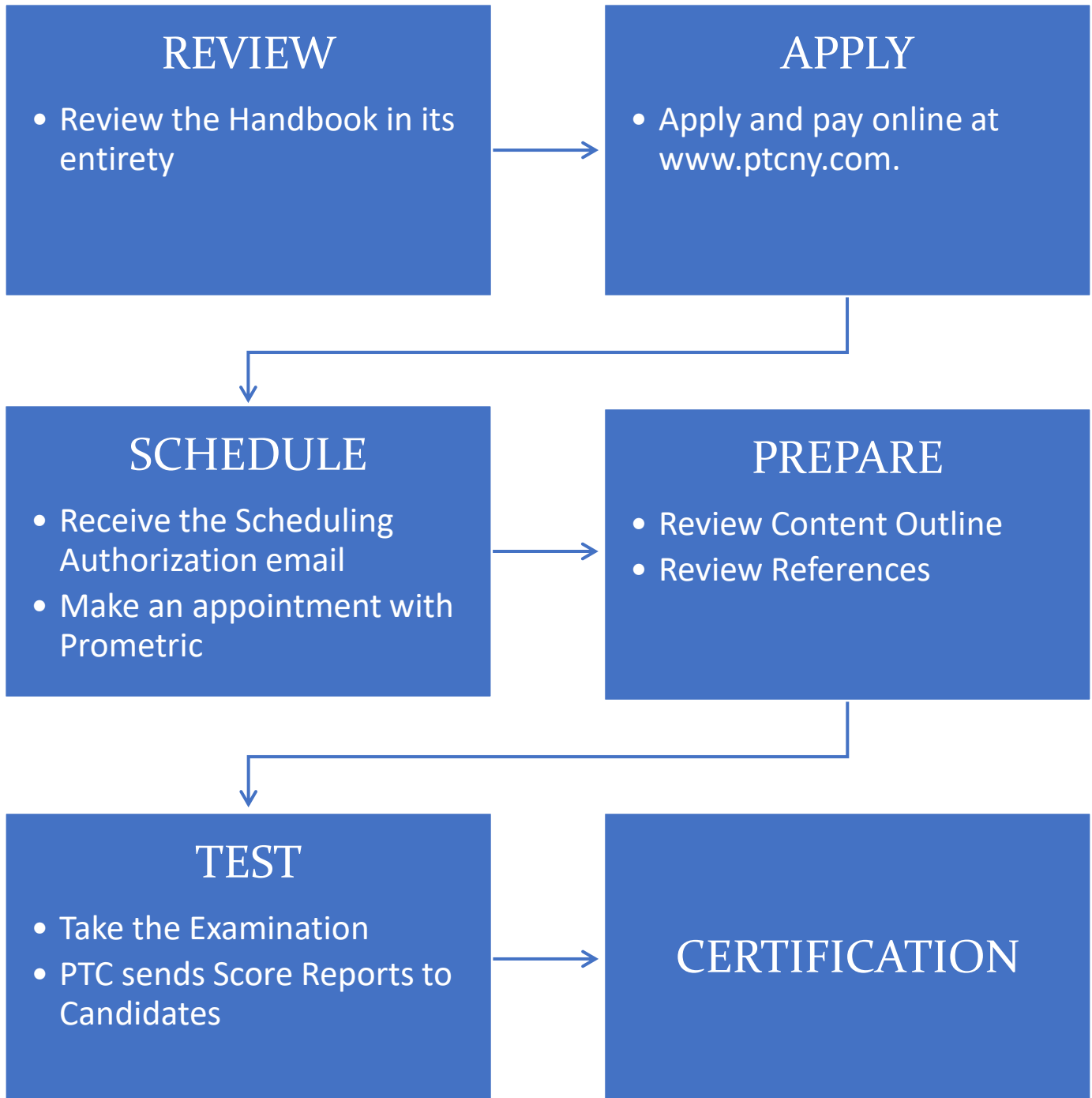
1. Formally recognizing knowledge across the multiple disciplines that are necessary for multiple sclerosis care delivery.
2. Establishing a level of knowledge required for Multiple Sclerosis Healthcare Associate Certification.
3. Providing encouragement for continued personal and professional growth in the care of individuals with multiple sclerosis.
4. Providing a standard of knowledge requisite for certification, thereby assisting the employer, public, and members of the health professions in the assessment of healthcare professionals involved in multiple sclerosis care.

DEFINITION OF MULTIPLE SCLEROSIS CARE

Multiple sclerosis care may cover clinical practice concepts underlying clinical practice, assessment and interventions in clinical practice, advocacy, education, and research. This may include but is not limited to health professionals who practice in the following settings:

- ◆ Private Medical Practices
- ◆ Rehabilitation Centers (acute or sub-acute)
- ◆ Hospitals
- ◆ Multiple Sclerosis Centers or Clinics
- ◆ Home or Community Care Programs
- ◆ Nursing Homes
- ◆ Assisted Living Facilities
- ◆ Pharmaceutical or other Commercial Organization
- ◆ Academic Programs
- ◆ Research Facilities

THE CERTIFICATION PROCESS



ELIGIBILITY REQUIREMENTS

It is suggested that candidates have a minimum of one year of experience in providing services for or interacting with individuals with multiple sclerosis. Candidates must meet the following requirements:

1. Have completed a healthcare associate program (e.g. medical assistant, physical therapy assistant, nursing assistant, exercise specialist, personal trainer, health coach, etc.) and be currently practicing in your field. **A copy of your transcript, diploma, letter of completion, etc. must be submitted with your application.**
2. Complete and file an Application for the Multiple Sclerosis Healthcare Associate Certification Examination.
3. Pay the required fee.

COMPLETION OF APPLICATION

Step 1 – Complete Application

Go to <http://www.ptcny.com/test-sponsors/CMSC> to view examination testing periods, application deadlines, and link to the online application. You must complete the examination application in full, using your first and last name exactly as it appears on your current government issued photo ID such as a driver's license or a passport. Applications are not considered complete until all information and payment has been provided. The completed application must be submitted online. Retain the link to the application and your login information.

Please note, for new applications you will be asked to create a PIN number. This PIN will be used when going into your existing application.

Step 2 – Submit Examination Fee and Application for Review

Receive email from PTC stating that your payment and application has been received and under review.

Step 3 – Receive Approval of Application

Receive email from PTC stating that your application has been approved.

Step 4 – Receive Scheduling Authorization and Schedule Testing Appointment

Within eleven (11) weeks prior to the start of the testing period, candidates will receive a Scheduling Authorization from PTC via email from notices@ptcny.com. The Scheduling Authorization includes an eligibility number and information on how to set up your examination location, date, and time through Prometric. Retain this document; you will need your eligibility number to access your score report.

You must present your current driver's license, passport, or U.S. Military ID at the testing center at the time of your examination appointment or you will be refused admission. The first and last name on the ID must exactly match the first and last name on the Scheduling Authorization.

Applicants who are not approved to sit for the examination or whose applications are incomplete 21 days prior to the first day of the testing window will receive a refund of their application fee minus the \$75 administrative fee. Refunds will be processed approximately 30 days after the end of the testing period.

EXAMINATION ADMINISTRATION AND SCHEDULING

The Multiple Sclerosis Healthcare Associate Certification Examination is administered during an established two-week testing window on a daily basis, excluding holidays, at computer-based testing facilities and via live remote proctor managed by Prometric.

Scheduling Authorization

PTC will send approved candidates an email called the Scheduling Authorization. These emails are sent out about 11 weeks before the first day of the testing window. The emails come from notices@ptcny.com. Candidates cannot make an appointment until they receive a scheduling authorization. If you don't receive your email 3 weeks before the start of your testing window contact PTC.

Scheduling Examination Appointments

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-served, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. **Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees**



Note: International candidates may also schedule, reschedule, or cancel an appointment online at <http://www.prometric.com/CMSC>.

IMPORTANT!

You **MUST** present your current driver's license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will **NOT** be accepted.

The first and last name on your Scheduling Authorization **MUST** exactly match the first and last name on your photo ID.

Fees will not be refunded for exams missed because of invalid ID.

Test Center or Live Remote Proctoring: What's the Difference?

	Test Center Exam	Live Remote Proctored Exam
Additional cost	No	No
ADA Accommodations offered	Yes	Yes – Extra time and private room accommodations only
Breaks allowed	Unscheduled breaks are permitted, however the exam timer will continue counting down.	No breaks are permitted. Candidates must NOT leave camera view until the exam has ended.
Equipment needed	None – Computer provided at test center	Candidate provides their own laptop or desktop computer to take the exam. The computer must have: <ul style="list-style-type: none"> • Webcam • Microphone • Secure, reliable internet For complete requirements: www.prometric.com/proproctorcandidate
Testing space needed	None – testing space provided by the test center	Candidates must test alone at a desk or table in a room with a door and no distractions or interruptions. Other people or pets are not permitted in your testing area.
Check-in procedure	Candidates must show their current Government-issued photo ID; walk through a metal detector or be wanded by staff; and roll up sleeves and turn out pockets for a visual inspection.	Prior to check-in, the candidate's equipment needs to pass a compatibility check. During check-in, candidates must show their current Government-issued photo ID; perform a 360° scan of the room using their camera; and roll up sleeves and turn out pockets for a visual inspection.
Monitoring	Proctors monitor candidates through video and physical walkthroughs in the testing room.	Remote proctors monitor candidates through video and audio, as well as ProProctor security software.

This information is provided as a courtesy summary and may not represent full requirements or specifications for in-person testing or live remote proctored testing. For Live Remote Proctored FAQs, visit <https://ptcny.com/remote-proctor-faqs/>

Scheduling a Remotely Proctored Examination Appointment

If you prefer to test via live remote proctoring in your home or another quiet distraction free location you must provide a computer with a camera, microphone, and an internet connection to allow real-time video communication with a remote proctor.

Please see our Live Remote Proctoring FAQs for more info: <https://ptcny.com/remote-proctor-faqs/>

PLEASE BE ADVISED: It is the candidate's responsibility to be sure their equipment and workspace meet all the requirements for Live Remote Proctoring. If a candidate makes an appointment for remote proctoring and is unable to test due to not meeting technical requirements or physical requirements of the workspace, the candidate will forfeit their examination fees and will need to follow the transfer policies in place for their exam. Please see your exam's transfer policies on page 9.

Rescheduling Examination Appointments within a Testing Period

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the Prometric website: <http://www.prometric.com/CMSC>.

Time Frame	Reschedule Permitted?	Stipulations
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay fees for a future testing period.
Requests to reschedule due to technical difficulties during a Live Remote Proctor appointment	No	Candidates who have technical difficulties during their Live Remote Proctor appointment will need to transfer to a new window following the policies in this handbook.

Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period may request a **ONE-TIME** transfer to a future testing period. **There is a transfer fee of \$206.00.** After you have transferred once by paying the \$206.00 fee, you will need to pay the full examination fee in order to transfer a second time; so, ***please plan carefully.***

Please note: requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

1. Go to <http://secure.ptcny.com/apply>.
2. Click “Start New Application.”
3. Choose CMSC-MSHA in the first drop-down menu; then choose the new examination period in the second drop down menu and fill out the rest of the information on the page.
4. Fill out the application making sure you answer Yes to the question asking if you are transferring.
5. When you have finished the application, click “Submit Transfer Request.”
6. PTC Support will send you an email letting you know your transfer application was approved and that you can log back into your application and pay the one-time \$206.00 transfer fee.

Call 212-356-0660 if you have any questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period the application will be closed and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on costs and is not punitive in nature. The transfer fee must be paid at the time the request is approved. The candidate is responsible for contacting Prometric and canceling the original examination appointment, if one was made.

Exams may only be transferred to a new testing period once; please plan carefully.

Please note: Transferring your Examination only refers to instances when a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.



Failing to Report for an Examination

If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

EXAMINATION FEES

Fee Type	Amount	Details
Application Fee	US \$225.00	<ul style="list-style-type: none"> • Non-refundable • Non-transferable • Includes testing center fees • Includes non-refundable \$75 administrative fee
Rescheduling Fee (29-5 days prior to scheduled appointment; see page 8)	US \$50.00	<ul style="list-style-type: none"> • Applies to candidates who need to move their appointment within their current testing period • Payable directly to Prometric • Reschedule with Prometric online or over the phone
Transfer Fee (Moving to a new testing window; see page 9)	US \$206.00	<ul style="list-style-type: none"> • Applies to candidates who need to move to a new testing period • Must submit new application & fee to PTC

All fees are non-refundable and non-transferable.



There will be no refund of fees unless applicants are ineligible for the examination. Ineligible candidates will be refunded their fees minus an administrative fee. No refunds will be issued for applying for the incorrect examination or testing period, for failing to make an examination appointment, or for failing to appear at your scheduled appointment.

Please be advised: Prometric does not have the authority to grant transfers to another testing period or refunds.

Applicants who are not approved to sit for the examination or whose applications are incomplete 21 days prior to the first day of the testing window will receive a refund of their application fee minus the \$75 administrative fee. Refunds will be processed approximately 30 days after the end of the testing period.

Veterans Administration Employees

Current employees of the Veterans Administration may sit for the MSHA Examination for a \$50 discount.

If you are currently employed by the VA, you will be asked to upload a copy of your VA ID card at the time of application.

TEST ACCOMMODATIONS

CMSC and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and test accommodations will be held in strict confidence.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Testing accommodations may be made upon receipt of the Application, examination fee, and a completed and signed Request for Test Accommodations Form, available from www.ptcny.com or by calling PTC at (212) 356-0660.

This Form must be uploaded with the online application no later than 8 weeks prior to the start of your chosen testing window. Candidates who do not submit their Test Accommodations Form with their application may not be able to test during their chosen testing period and therefore be subject to rescheduling or transfer fees.

Only those requests made and received on the official Request for Test Accommodations Form will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.

Please do not go to www.prometric.com or contact Prometric to request test accommodations as Prometric is not authorized to approve accommodations. All requests for test accommodations must be submitted on the PTC Request Form.

PREPARING FOR THE EXAMINATION

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the first and last name on your ID match the name on your Scheduling Authorization email? Prometric's proctors and readiness agents will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.
- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the

testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.

- In the event of inclement weather, check the Prometric website for site closures: <https://www.prometric.com/closures>.
- Prometric’s website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: www.prometric.com.
- This Handbook provides the Content Outline for the Examination (page 16). Use these to help you start studying for the examination.
- Review the Rules for the Examination on page 13 before your appointment.

Testing via Live Remote Proctoring

- Be sure to check your system compatibility BEFORE you schedule and again before your appointment.
- The check in process is about 30 minutes long and is not factored into your appointment. Be sure to log into ProProctor to start your exam at least 30 minutes prior to your appointment time
- Candidates are not permitted to take a break or leave camera view during the examination.
- You must alert the proctor when you have finished your exam and are ready to exit the software.
- **No scratch paper is allowed.** Be sure your workspace is clear of any extra items and electronic devices except for your government issued photo ID.
- Read the Live Remote Proctoring FAQs here: <https://ptcny.com/remote-proctor-faqs/>

WHAT TO EXPECT AT THE TESTING CENTER

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
 - Candidates will be asked to present their IDs
 - Candidates will be asked to empty and turn out their pockets
 - Candidates will be “wanded” or asked to walk through a metal detector
 - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
 - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
 - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies/personal healthcare items.

- During the Exam
 - No breaks are scheduled during the exam. Candidates testing at a physical testing center who must leave the testing room to take a break will not be given extra time on the exam; candidates testing remotely are NOT permitted to leave camera view
 - Candidates testing at a physical testing center are only permitted to leave the testing room to use the restroom or to access food, drink, or medicine/personal healthcare items from their assigned locker.
 - Candidates at a physical testing center who take an unscheduled break are subject to additional security screenings before being permitted to reenter the testing room
 - Accessing mobile phones, study materials, or anything other than food, drink, or medicine/personal healthcare items during the examination is prohibited
 - Smoking is prohibited at the testing center
 - All examinations are monitored and may be recorded in both audio and video format

Please keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Proctors periodically walk through the testing room for security monitoring. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

Please see [Prometric's website](#) for more information about what to expect on testing day.

RULES FOR THE EXAMINATION

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- ⇒ You must present your current driver's license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.
- ⇒ Cell phones, watches, and all other electronic devices are strictly prohibited at the testing center. Please leave these items in your car or in your assigned locker at the testing center. You may NOT access your cell phone, electronic devices, or study materials from your locker at any time.
- ⇒ No papers, books, or reference materials may be accessed during a break at a locker, taken into or removed from the testing room.
- ⇒ You may ONLY access snacks, drinks, medicines, or personal healthcare items from your locker.
- ⇒ No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
- ⇒ If testing at a physical testing center candidates are prohibited from leaving the testing room while their examination is in session, with the exception of going to the restroom or accessing their locker for food, drink, or medicine/personal healthcare items only.
 - Those testing via live remote proctoring may not leave camera view at any time during the examination.
- ⇒ Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker. Please see [Prometric's statement on Test Center Security](#) for more information.
- ⇒ All watches and "Fitbit" type devices cannot be worn during the examination.
- ⇒ Food/beverages are not permitted inside the testing room. Leave these items in your assigned locker.



Contact PTC at (212) 356-0660 or www.ptcny.com/contact with any questions about the Examination Rules.

Irregular or improper behavior that is observed, made apparent by statistical analysis, or uncovered by other means before, during or after the examination will be considered a violation of these rules and may constitute grounds for invalidation of a candidate's examination. CMSC will initiate an investigation and request suitable analyses and appropriate documentation.

TESTING CONDITIONS OR EXAMINATION FEEDBACK

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at www.ptcny.com/contact within 15 business days of the test appointment. Any comments about the test itself should also be reported to PTC at www.ptcny.com/contact within 15 business days of the test appointment.

REPORT OF RESULTS

Candidates will be notified via email by PTC within four weeks of the close of the testing period whether they have passed or failed the examination. Scores on the major areas of the examination and on the total examination will be reported. Successful candidates will also receive certificates from the CMSC.

SCORING PROCEDURE

Prior to administration of the examination, representatives from the CMSC Certification Committee and the Professional Testing Corporation meet to review all test items for accuracy. At this meeting, the passing score for the examination is set using recognized psychometric methods. The passing score represents the number of test items determined necessary for the candidate to answer correctly to be considered as having minimal basic knowledge of multiple sclerosis.

In order to protect the security and integrity of the certification examination, neither CMSC nor the Professional Testing Corporation will release examination items, candidate responses, or keys to any candidate or agency.

Setting the Passing Score

To ensure that pass/fail decisions are based on sound testing practices, CMSC uses a criterion referenced standard setting methodology.

The passing score for the Multiple Sclerosis Healthcare Associate Certification Examination represents an absolute standard and is determined using the modified Angoff technique, a well-established, and widely adopted, consistent approach in the testing industry. A panel of subject matter experts carefully evaluate each item on the examination and estimate the probability that each individual question will be answered correctly by a minimally competent/just qualified candidate. The recommended passing score is then reviewed and approved by CMSC.

REQUESTING A HANDSCORE

Candidates who fail the examination may request a hand scoring of their data file. Hand scoring is a manual check of the data file by the testing service to determine if there have been any errors in scoring. Although the probability of such an error is extremely remote, this service is available. Requests for hand scoring must be received by PTC no later than 90 days after the date of the examination by completing and returning the Request of Handscore form on www.ptcny.com with payment of \$25. Candidates who fail the examination will not be permitted to see the examination questions. For reasons of test security, no candidate is allowed to review the examination or any of its items.

To ensure correct reporting of results, PTC automatically performs handscores of examinations of candidates who score within 3 points of passing as a quality control measure. Thus, it is extremely doubtful that any examination results will change from “fail” to “pass” through handscoring.

CONFIDENTIALITY OF EXAMINATION SCORES

CMSC will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to CMSC or PTC.

REEXAMINATION

The Multiple Sclerosis Healthcare Associate Certification Examination may be taken as often as desired, upon filing of a new Application and fee. There is no limit to the number of times the examination may be repeated.

ATTAINMENT OF REGISTRATION & RECERTIFICATION

Eligible candidates who pass the Certification Examination for Multiple Sclerosis Healthcare Associate are eligible to use the registered designation MSHA after their names and will receive electronic certificates from the CMSC. A registry of certified Multiple Sclerosis Healthcare Associates will be maintained by the CMSC and may be reported in its publications.

Certification as a Multiple Sclerosis Healthcare Associate is recognized for a period of five years at which time the candidate must retake and pass the current Certification Examination for Multiple Sclerosis Healthcare Associate or meet such alternative requirements as are in effect at that time in order to retain certification.

REVOCATION OF REGISTRATION

Registration will be revoked for any of the following reasons:

1. Falsification of Application.
2. Revocation of current healthcare credential or license.
3. Misrepresentation of certification status.

The Appeals Committee of the CMSC provides the appeal mechanism for challenging revocation of Board Certification. It is the responsibility of the individual to initiate this process.

CONTENT OF THE EXAMINATION

The Multiple Sclerosis Healthcare Associate Certification Examination is a computer-based examination composed of a maximum of 100 multiple-choice, objective questions with a total testing time of two (2) hours. The content for the examination is described in the Content Outline on the next page.

The questions for the examination are obtained from individuals with expertise in multiple sclerosis care and are reviewed for construction, accuracy, and appropriateness by the CMSC.

CMSC, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The Multiple Sclerosis Healthcare Associate Certification Examination will be weighted in approximately the following manner:

I.	Fundamentals of Multiple Sclerosis	25%
II.	Multidisciplinary Management of Multiple Sclerosis	60%
III.	Patient Empowerment	15%

I. FUNDAMENTALS OF MULTIPLE SCLEROSIS

A. Disease Process

1. Definition of the disease
2. Theories of Cause
3. Epidemiology

B. Diagnosis of Multiple Sclerosis

1. How is the diagnosis is made
2. Presenting Clinical Symptoms
3. Diagnostic Testing

C. Clinical Course and Natural History

1. Relapsing Forms of MS
2. Progressive Forms of MS
 - a. Primary Progressive
 - b. Secondary Progressive
3. Radiologically Isolated Syndrome
4. Clinically Isolated Syndrome (CIS)
5. Advanced Disease
6. Pediatric MS

II. MULTIDISCIPLINARY MANAGEMENT OF MULTIPLE SCLEROSIS

A. Relapse

1. Definition and Recognition
2. Interventions

B. Disease Modifying Therapies

1. Purpose
2. Disease Modifying Agents
3. Immunosuppressants
4. Infusible Medications
5. Oral Medications
6. Other

C. Symptoms/Rehabilitation Strategies/Pharmacologic Interventions)

1. Fatigue
2. Pain
3. Spasticity
4. Tremor and Incoordination
5. Weakness
6. Altered Mobility and Balance Problems
7. Visual Impairment
8. Cognitive Dysfunction
9. Elimination Dysfunction
10. Altered Speech and Swallowing
11. Sexual Dysfunction
12. Altered Sensation
13. Depression/Anxiety
14. Other

D. Health Maintenance

1. Wellness Strategies
2. Prevention of Complications
3. Rehabilitation

E. Psychosocial Issues

1. Response to Chronic Illness
3. Support Network
4. Cultural Factors
5. Family and Relationships
6. Vocational Options
7. Financial Concerns
8. Abuse and Neglect
9. End of Life Issues

F. Complementary and Alternative Therapies

G. Adherence to Treatment

H. Models of Care

III. PATIENT EMPOWERMENT

A. Advocacy

1. Patient Rights
2. Negotiating the Healthcare System

B. Patient and Family Education

1. Disease Specific Issues
2. Goal Setting/Life Planning
3. Community Resources
4. Legal Issues
5. Advance Directives
6. Clinical Research

SAMPLE EXAMINATION QUESTIONS

In the following questions, choose the one best answer.

1. If an individual reports falling by catching his toe when walking with a walker, the most appropriate recommendation would be to

1. suggest changing footwear.
2. refer to physical therapist.
3. use a single point cane.
4. start using a wheelchair.

2. The fatigue often experienced by individuals with multiple sclerosis is most likely to be worsened by

1. cold.
2. heat.
3. high altitudes.
4. animal dander.

3. Which of the following is an example of an advance directive?

1. Living will
2. Treatment plan
3. Informed consent
4. Patient Bill of Rights

4. Relapsing multiple sclerosis can best be defined as periods of stability that are

1. followed by slow worsening over time.
2. intermittent and come and go throughout the day.
3. of less than 12 hours duration and then resolve.
4. suddenly changed with altered function due directly to the disease.

ANSWER KEY	
Q	A
1	2
2	2
3	1
4	4

REFERENCES

The Consortium of Multiple Sclerosis Centers (CMSC) has prepared a suggested reference list to assist in preparing for the Multiple Sclerosis Healthcare Associate Certification Examination. These references contain journals and textbooks which include information of significance to multiple sclerosis care. Inclusion of certain journals and textbooks on this list does not constitute an endorsement by the CMSC of specific professional literature which, if used, would guarantee candidates successful passing of the certification examination.

JOURNALS	
MS Journal	http://msj.sagepub.com
MS and Related Disorders	http://www.msard-journal.com
Neurology	http://www.neurology.org
International Journal of MS Care	http://www.ijmsc.org
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Xiang XM, Bernard J. Telehealth in multiple sclerosis clinical care and research. <i>Curr Neurol NeurosciRep</i> .2021;21(4):14 https://pubmed.ncbi.nlm.nih.gov/33646409	

WEBSITES

The International Organization of MS Therapists (IOMSRT)	http://iomsrt.org
The International Organization of MS Nurses (IOMSN)	http://www.iomsn.org
Multiple Sclerosis Association of America (MSAA)	http://www.mysaa.org
National MS Society (NMSS)	http://www.nationalmssociety.org
The Consortium of MS Centers	http://www.msca.org

BOOKS

Nursing practice in MS, Fourth Edition (A Core Curriculum). Editors: June Halper MSN, APN-C, MSCN, FAAN, and Colleen Harris, MN, NP, MSCN
Primer on Multiple Sclerosis. Editor: Barbara S. Giesser. Oxford. 2010
Multiple Sclerosis. Rodriguez M, Kantarci OH, Pirko I. Oxford. 2012
Beer S, Khan F, & Kesselring J. Rehabilitation interventions in multiple sclerosis: an overview. J. Neurol. (2012) 259:199-2008.
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How do I manage MS? Part 1: diagnosis and progression monitoring. myCME. Published July 31, 2020. Accessed April 23, 2021. https://www.mycme.com/courses/how-do-i-manage-ms-part-1-diagnosis-and-progression-monitoring-7195
MRI Protocol and Clinical Guidelines for the Diagnosis and Follow-up of MS. 2018 Revised Guidelines. Consortium of MS Centers. Published February 2018. Accessed April 27, 2021. https://cdn.ymaws.com/mscare.site-ym.com/resource/collection/9C5F19B9-3489-48B0-A54B-623A1ECEE07B/2018MRIGuidelines booklet with final changes 0522.pdf

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