



EXAMINATION GUIDE

Guidelines for Challenging the Canadian College of Health Information Management National Certification Examination

2019

**READ THIS GUIDE IN FULL BEFORE
COMPLETING THE APPLICATION**

CONTACT INFORMATION AND ADDRESS

Questions related to the examination application should be directed to us at CHIMA and our contact information can be located by visiting: <https://www.echima.ca/chima/contact>

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TABLE OF CONTENTS

Contents

TABLE OF CONTENTS.....	3
CALENDAR FOR EXAMINATION CANDIDATES.....	4
EXAM DATES	4
INTRODUCTION.....	4
ABOUT CHIMA/CCHIM.....	4
CODE OF ETHICS.....	4
EXAMINATION PROCEDURE.....	5
CONFIDENTIALITY OF EXAMINATION PROCESS.....	6
ONLINE PROCTORING	6
TIMETABLE FOR EXAMINATION	6
COMPUTER REQUIREMENTS.....	6
SPECIAL NEEDS POLICY.....	7
APPLYING TO WRITE THE EXAMINATION	7
POLICIES, RULES AND REGULATIONS.....	9
POLICY AND PROCEDURES FOR PROFESSIONAL CONDUCT DURING THE CHIMA EXAMINATION PERIOD	10
ABOUT THE EXAMINATION.....	11
SPECIAL NOTIFICATION REGARDING ONLINE EXAMINATION.....	15
STUDYING FOR AN EXAMINATION.....	15

CALENDAR FOR EXAMINATION CANDIDATES

EXAM DATES

The National Certification Examination dates for the year can be found on our website at:

<https://www.echima.ca/cchim/nce>

INTRODUCTION

ABOUT CHIMA/CCHIM

The Canadian Health Information Management Association was founded in 1942 to provide a forum for Health Information Management (HIM) professionals to share their expertise. The Canadian College of Health Information Management was formed in 1972 to provide educational standards and professional certification of the HIM professional. These bodies operate jointly under the acronym CHIMA to attain the following mission, vision, and values:

Mission (2018-2021)

A national organization advancing the health information management profession.

Vision (2018-2021)

A healthy Canada enabled by quality health information.

Values (2018-2021)

- Collaboration
- Stewardship
- Leadership
- Systems thinking

Members

CHIMA has over 5000 certified members nationwide. CHIMA members provide leadership and expertise in health information management through principles and guidelines referable to the three domains of practice, which include electronic Health Information Management (e-HIM), data quality, and privacy of health information.

Board of Directors

CHIMA members elect a national board of directors, the organization's governing body. The Board addresses members' interests through leadership, strategic initiatives, representation, advocacy, and financial accountability.

Canadian Offices

CHIMA has staff across Canada and is head quartered in London, Ontario, where the team manages the daily business of the organization; delivers membership services; and interacts with members, stakeholders, and the public.

CODE OF ETHICS

In applying to challenge the certification examination, you are applying for registration in the Canadian College of Health Information Management (CCHIM). Successful registration will qualify you for membership in the Canadian Health Information Management Association (CHIMA).

Membership in CHIMA means that you will join other certified Health Information Management professionals who have a commitment to CHIMA's mission, vision, and values. Individuals registered with the CCHIM are bound by their professional Code of Ethics.

CODE OF ETHICS

It is the responsibility of each member to:

1. Strive, at all times, to provide services consistent with quality health care, promotion, and prevention.
2. Strive, at all times, to protect the privacy, security, and confidentiality of health information in any form or medium.
3. Perform duties diligently and offer only those services for which one is qualified.
4. Conduct oneself in the practice of the profession so as to bring honour and dignity to oneself, the HIM™ profession, and the Canadian College of Health Information Management.
5. Conduct oneself in an ethical manner consistent with the values of the Canadian College of Health Information Management and report any unethical practices to the appropriate authority.
6. Strive to improve one's professional knowledge and competence through continuing education and lifelong learning.
7. Offer leadership and a proactive, innovative approach to advancements in health information management practices.
8. Abide by the policies and by-laws of the Canadian College of Health Information Management, and actively support its strategic directions.
9. Support and mentor students, peers, and colleagues to develop and strengthen the workforce and profession.
10. Respect the dignity and worth of every person.

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EXAMINATION PROCEDURE

- To achieve registration in the Canadian College of Health Information Management (CCHIM), candidates must be a graduate of a CCHIM Learning Outcomes for Health Information Management (LOHIM)-accredited program and pass the National Certification Examination.

- All graduates of CCHIM LOHIM-accredited programs are eligible to write the National Certification Examination, which measures entry-level competence.
- All examination candidates must complete an online application form by logging in to the 'Member's Only' section of the CHIMA website and following the link to the exam application.
- To pass the examination, candidates must obtain a minimum grade of 50% on each section and an overall minimum grade of 60% on the entire examination.
- All successful candidates shall receive a certificate of registration in the Canadian College of Health Information Management (CCHIM).
- Candidates who do not achieve a minimum grade of 50% on each section and an overall minimum grade of 60% may appeal the results in writing within 30 days of the mailing of their examination outcome, and upon payment of the required fee (See Appeal Procedure section).
- Candidates who are unsuccessful are eligible to rewrite the examination, providing all conditions of the CHIMA rewrite policy are fulfilled. **Examination candidates are eligible to challenge the examination a total of three times – one initial write and two re-writes.** The CHIMA board of directors approved this limit of three examination sittings in March 2008. Please note that any examination attempts prior to July 2008 are not included in this limit. If an exam candidate is not successful on their third attempt, they must graduate from another HIM program in order to be eligible to challenge the exam again.
- Rewrite candidates must rewrite the entire examination and are responsible for all applicable fees.

CONFIDENTIALITY OF EXAMINATION PROCESS

Individuals who apply to challenge the CCHIM National Certification Examination enter into a confidential relationship with CCHIM. To ensure confidentiality, all applicant inquiries about the process before, during, and after the examination will be dealt with directly between the applicant concerned and the CCHIM Registrar or designate.

ONLINE PROCTORING

Starting in January 2019, CCHIM will be using Examity®, an online proctoring solution that gives students the flexibility to take exams remotely. Exam candidates will no longer be required to find exam writing centres or invigilators.

Once your application has been approved, simply follow the steps outlined in your approval email to set up your Examity® account and schedule your exam writing time within your approved exam sitting (e.g. January 21-25, 2019).

TIMETABLE FOR EXAMINATION

The exam must be submitted 3.5 hours (210 minutes) after the exam is started.

COMPUTER REQUIREMENTS

Your computer must meet certain requirements for online proctoring.

Examity® system requirements are:

- Desktop computer or laptop (not tablet, Chromebook, or cell phone)
- A working built-in or external webcam and microphone
- An Internet speed of at least 2 mbps download and 2 mbps upload; **hot spots are not recommended**; test internet speed at: <http://www.speedtest.net>

- Browser with pop-up blocker disabled

For further information on Examity® and the services they provide, please visit their FAQ page, here:

<https://examity.com/faqs-students/>

If you have any questions or concerns, email support@examity.com and arrange to do a system check with someone on our support team.

You may also view a [video](#) on how the online proctoring works. If you do not meet the system requirements, you may not be able to write the exam during the scheduled time and you may be required to repay and reschedule your online proctored exam.

SPECIAL NEEDS POLICY

Special need, as defined for CCHIM policy, refers to an applicant or candidate with any documented temporary or permanent physical impairment or any persistent mental, psychological, sensory, or learning impairment. For testing purposes, these individuals are considered to be disadvantaged in relation to other candidates because of:

- Visual disability;
- Hearing impairment;
- Motor disability;
- Learning disability;
- Limited physical tolerance; or
- Other disabling circumstances

Applicants with special needs who would like their special needs taken into consideration when challenging the National Certification Examination must fill in the appropriate section of the application form. All formal documentation of an examination applicant's disability must be received in writing. This documentation must include a final report from an educational psychologist, physician, or equivalent professional detailing the diagnosed disability, recommendations, and required examination accommodations.

Please send formal documentation to the CCHIM office at: <https://www.echima.ca/chima/contact>

APPLYING TO WRITE THE EXAMINATION

APPLICATION FORM

Candidates must complete the online exam application by logging in to the 'Member's Only' section of the CHIMA website and following the link to the exam application.

EXPLANATION OF EACH SECTION OF THE APPLICATION FORM

Section 1. Identification

All information in this section will auto populate based on the current information in your online CHIMA membership profile. Please review all information to ensure it is correct and make changes on the application and in your CHIMA membership profile as necessary.

Name: This information is used to prepare certificates for successful candidates. If you want a middle name or initial included on the certificate, please ensure that you include it on your application form.

Address: Applicants are responsible for keeping their online CHIMA membership profile up to date.

Email address: An email address is mandatory. Please ensure it is correct. Correspondence following receipt of your examination application, including the provision of your examination password, will be carried out via email once your application is approved. If your email address is not correct, you will not receive any of the follow-up information.

Section 2. HIM Certification Application

Health Information Management school and year of graduation: Complete the details for the name of the health information management school (not the program) in which you are currently enrolled, or from which you have most recently graduated, and year of graduation.

Documentation required: You must arrange for your **final** transcript, which states that you have graduated from a CCHIM LOHIM- accredited Health Information Management program, to be sent directly to CCHIM. Ensure this is a **certified, original, and final** transcript. Non-receipt of a final transcript will make you ineligible to challenge the examination.

Please note:

- If you are re-writing the examination or are an active Associate member of CHIMA, you do not need to provide another transcript.
- "Certified" means bearing the signature of the school's Registrar and the school's seal.
- Photocopies of transcripts will not be accepted.
- Original transcripts will not be returned to the examination candidate, as they are kept as part of your permanent file.
- Final transcripts must be requested through your school of graduation. It is the applicant's responsibility to ensure that the CCHIM receives a final transcript, which confirms that they have graduated from the health information management program.
- These transcripts become the property of CCHIM and will not be returned.

Examination Fee

The examination fee is \$498.00 (plus applicable taxes). This fee includes a copy of the CCHIM Exam Primer, which can be downloaded directly from the exam application page on the CHIMA website. Your receipt will be emailed to the email address provided on your application.

Release of Aggregate Information

All applicants are advised that CHIMA shares aggregate certification examination results, as well as the name of the successful exam candidates/newly certified members, with the HIM program you graduated from.

Declaration

Read the statements as presented. Agree to the statements by checking the agreement box on your application. By checking this box, you are confirming that the information contained on the form is accurate and that you agree to abide by all examination policies and rules and the CHIMA Code of Ethics during the entire examination process. You agree that the information provided can be released to Captus Press, the online examination company contracted by CHIMA.

Captus Press will use the information provided for the express purpose of examination administration only. Captus Press will not contact you and your information will not be sold or released to anybody other than CHIMA.

This section **must** be checked by the applicant before the application can be processed.

ACKNOWLEDGMENT/CONFIRMATION

You will receive a confirmation email once your application has been received and payment has been processed. If there is any problem with your application, CCHIM will notify you upon the processing of it.

****Please check your bulk or junk email folder prior to contacting CHIMA, as the email may end up here.**

APPROVAL OF EXAMINATION APPLICATION

Your application will be approved when all of the following have occurred:

- Your complete application is submitted by the due date
- All appropriate fees are paid
- You meet the criteria for eligibility detailed in the examination policy
- CCHIM receives your original, certified, final transcript by the due date

You will receive notification requesting additional information if components of your application are incomplete. The information must be submitted by the stated due date in order for your examination application to be processed.

Please Note: Your eligibility to challenge the CCHIM certification examination is based on the validation of your graduation from a CCHIM LOHIM-accredited Health Information Management program. You must arrange for the submission of an original, certified, final transcript with your application. Ensure the school is aware of the CCHIM due dates.

It is the applicant's responsibility to ensure all documentation is received by CCHIM no later than the deadline dates provided.

APPROVAL EMAIL

Each approved applicant will receive an email containing the candidate passcode and information on how to book the exam time/sitting with Examity® during the selected exam week. Please read these instructions carefully, as they are time sensitive.

WITHDRAWAL OR DELAY FROM THE EXAMINATION

Applicants who choose to **withdraw** from the examination will receive a 50% refund of the examination fee upon their submission of a request for refund, received by CCHIM. If notice is received later than the dates outlined, no refund will be provided.

Refunds will not be provided if an applicant:

1. Fails to attend the examination and has not provided a written notice as outlined above; or
2. Fails to submit a written refund request to the CCHIM Executive Office according to the dates outlined above

POLICIES, RULES AND REGULATIONS

Any breach of the following rules and regulations constitutes a breach in the Code of Ethics and could result in disqualification from writing, automatic failure of the examination, or a professional conduct enquiry.

1. Exam candidates must not access any other websites or documents during the entire exam.
2. Candidate departure from the examination room during the examination shall be for medical reasons only.

3. Any form of reproduction (verbal or physical) of the examination is contrary to the policy of CHIMA and must not occur under any circumstances. All information with respect to the examination remains the property of CCHIM.
4. Cellphones, electronic devices (including USB drives), notebooks, study papers, dictionaries, briefcases, purses, coats, etc. will not be allowed into the examination area. Candidates may bring pencils, scrap paper, and battery-operated non-programmable and non-scientific calculators into the examination (i.e. those with basic arithmetic functions). Candidates must destroy all used scrap paper, following the exam.
5. The proctor will not interpret examination questions for the candidates. If a candidate requests assistance, the proctor will make a note of the candidate number, the question number, the part number, the nature of the request/problem, and the form of assistance provided.
6. The examination must be submitted within 3.5 hours (210 minutes) of logging on to the exam site.

POLICY AND PROCEDURES FOR PROFESSIONAL CONDUCT DURING THE CHIMA EXAMINATION PERIOD

Policy Statement

All candidates and other persons associated with the CCHIM national examinations will comply with the policies and procedures, rules and regulations, and the professional Code of Ethics in the period leading up to, during, and following the CCHIM national examinations.

Supporting Policies

1. Candidates will not take materials that constitute illegal aids into the examination room. Illegal aids are any item other than what is acceptable as stated in CCHIM Rules and Regulations, unless the item is approved by CCHIM prior to the commencement of the examination.
2. If the proctor should witness or suspect behaviour that contravenes the CCHIM rules and regulations and policies, or which constitutes the use of an illegal aid, the proctor will document the allegation clearly, including such particulars as the examination part number, time of misconduct, student response, full description of misconduct.
3. Upon receipt of an allegation from a proctor during the examination process the Registrar, in consultation with legal counsel, will:
 - 3.1. Ensure that marking of the candidate's examination is withheld
 - 3.2. Notify the candidate of the allegation in writing, indicating that the candidate has 30 days in which to make an appeal to the allegation by presenting facts
 - 3.3. Review the evidence from the proctor and the candidate to determine if:
 - 3.3.1. The allegation will not be upheld and the candidate's examination will be marked
 - 3.3.2. The allegation will be upheld
4. If any person involved in or associated with the national examination should witness or suspect behaviour that contravenes the CCHIM rules and regulations and policies before or after the national examinations, the person will:
 - 4.1. Notify the CCHIM Registrar immediately
 - 4.2. Upon such notification the Registrar, in consultation with legal counsel, may:

- 4.2.1. Withhold the writing of the examination
 - 4.2.2. Withhold marking of the examination and notify the affected candidates
 - 4.2.3. Conduct a full investigation and make recommendations to the appropriate body
5. If any allegation is upheld, the Registrar reserves all rights to reissue the examination, disqualify the candidate and refuse entry to the Canadian College of Health Information Management, or present the circumstance to the Professional Conduct Committee. Should the Registrar disqualify a candidate, the candidate will have no privileges to challenge the national examination at any other time.
 6. The Registrar will notify the candidate/person(s) involved of the results of the misconduct determination and action in writing.

PROTOCOL FOR EXAMINATION DELAY DUE TO EMERGENCY

Examiity® offers technical support all day, every day. If something goes wrong either before or during an exam, students can connect with the support team by email, phone, or live chat.

CANCELLATION OF THE EXAMINATION

In the event of any weather or other occurrence beyond the control of CCHIM, the examination may, at the sole discretion of CCHIM, be cancelled, postponed, or administered at a different site or on an alternate date. Every effort will be made to notify candidates by telephone or email of a cancellation or change of date or designated site. All efforts will be made to hold the examination as scheduled. Only CCHIM can cancel the administration of the examination.

ABOUT THE EXAMINATION

HEALTH INFORMATION MANAGEMENT PROFESSIONAL (Certificate Level)

Objective of the Examination

To assess a minimum level of competence in health information management practice in order to entitle a person to practice as a certified Health Information Management professional.

Competencies

The competencies are presented as “Professional Entry Functions” (PEFs). The PEFs are the functions that an entry-to-practice Health Information Management professional would be expected to fulfill.

1. Professional Leader:

- 1.1. Excels in the management of health information and in the commitment to the profession’s clients, users, stakeholders, and peers

2. Data Manager:

- 2.1. Designs systems to facilitate clinical and health documentation
- 2.2. Collects data
- 2.3. Classifies clinical and health documentation
- 2.4. Secures data

3. Information Manager:

- 3.1. Designs a health information database

3.2. Manages health information

4. Data Provider:

4.1. Retrieves and presents data

5. Information Provider:

5.1. Regulates access to health information

6. Information Analyst:

6.1. Creates health information from data

6.2. Contributes to decision making

7. Data Technologist:

7.1. Promotes the advancement of technologies for information management

8. Researcher:

8.1. Performs research

8.1. Develops health information management theory and practice

9. Advisor:

9.1. Serves as a health industry resource

10. Educator:

10.1. Educates clients, users, and stakeholders about health information

11. Advocate:

11.1. Informs patients of their roles and responsibilities

11.2. Advocates on behalf of health consumers

11.3. Facilitates relations between the consumers and providers of health care

12. Privacy Officer:

12.1. Ensures organizations compliance with federal and provincial privacy laws

CONTENT

This examination will cover seven content areas. The content areas will be grouped, for the purposes of calculating sectional pass marks, as follows:

CONTENT AREA(S)	APPROXIMATE WEIGHTING ON THE EXAMINATION
Biomedical Sciences Health Information Science (including coding theory)	33%

Ethics and Practice	
Health Information Analysis and Presentation Technology and Health Information Ethics and Practice	33%
Access and Security Ethics and Practice The Health Care System in Canada	34%

Content areas on the examination will not necessarily be presented in the sequence outlined above.

This examination consists of 154 multiple-choice questions. Three and a half hours (210 minutes) are allotted for the examination.

WHAT TO BRING

Candidates may bring battery-operated, non-programmable, non-scientific calculators into the examination (i.e. those with basic arithmetic functions). Electrical outlets will not be available.

Candidates may use pencils and a piece of scrap paper during the examination. Do not bring anything else into the exam room with you, including purses, backpacks, memory sticks, hats, jackets, etc.



ENTRY TO THE EXAMINATION

Candidates are advised to arrive 15 minutes prior to the start of their exam time. This will allow ample time to connect with the proctor and troubleshoot any technical issues that may arise.

MARKING THE EXAMINATION

All multiple-choice questions are computer graded. An objective and accurate mark for each part of the examination is calculated for each candidate. The examination score will be the total of correct answers. You do not lose marks for wrong answers.

VALIDATION OF SCORES

CCHIM is responsible for the validity and integrity of the reported scores. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. CCHIM reserves the right to void or withhold

examination results if, upon investigation, violation of CCHIM's regulations are discovered. Candidates are expected to fully cooperate with the investigation.

PASS REQUIREMENT FOR CHIMA EXAMINATION

The objective of the certification examination is to measure minimum national entry standards for certification with the CCHIM. Final results are calculated as a percent (%) of the marks achieved by a candidate in all examination sections in order to determine each candidate's certification status. The pass requirement is a minimum of 50% in each section **and** an overall result of not less than 60%.

Candidates who achieve this examination outcome are "certified." Candidates who do not achieve this examination outcome are "not certified."

NOTIFICATION OF RESULTS

Examination results are reported as "certified" or "not certified" and marks or percentages will be provided. Candidates will be notified in writing of their official certification status approximately four (4) weeks after the examination; however, please allow an additional two (2) to three (3) weeks due to the mail. An email with "certified" or "not certified" is sent out within 14 business days following the exam but does not include the breakdown of marks.

Successful candidates will receive a CCHIM certificate along with the breakdown of marks. Names of successful candidates are entered in the CCHIM register.

All candidates will be notified of their marks for the specific content sections on the examination. Unsuccessful candidates should review the areas where they demonstrated particular weaknesses (i.e. received less than 50%).

APPEAL PROCEDURE

An appeal to re-mark the national certification examination may be considered in keeping with the following:

1. If a candidate fails to achieve certification and wishes to challenge this result, a letter of appeal must be filed with the Registrar of the CCHIM within 30 days of the mailing of the official result.
2. The appeal processing fee of \$200.00 (plus applicable taxes) must accompany the letter of appeal in the form of a cheque or money order.
3. The candidate's examination will be re-marked within two (2) weeks of receipt of the appeal.
4. The results will be communicated to the candidate within one (1) month of receipt of the appeal.
5. If the original outcome is reaffirmed, options for a re-write will be relayed to the candidate.
6. If a new outcome indicating certification status is proven, the candidate will be notified and reimbursed the appeal processing fee.

For further information regarding an appeal, please contact certification@echima.ca.

RE-EXAMINATION

A candidate who is unsuccessful on the examination may re-write the examination twice more (for a total of three writes), provided all conditions of the CCHIM policy for re-writing are fulfilled. The exam candidate must complete the entire examination each time.

For further information regarding exam administration or general inquiries, please contact us at:

<https://www.echima.ca/chima/contact>

SPECIAL NOTIFICATION REGARDING ONLINE EXAMINATION

NUMBER OF PAGES ON EXAMINATION

The entire examination consists of seven (7) pages. Once you have submitted a page, you CANNOT go back to it. You may review the page as many times as you wish prior to submission. Please pace yourself accordingly. This is what the examination will look like as you enter each page:

Certified Health Information Management Professional Exam

Candidate Code : c12345678
Candidate Name: Smith, John ← Please ensure that your name appears here.

Part A: Page 4 of 7

1. Please do not switch to any other web page until you have completed the session.
2. Please answer all questions by clicking the radio button (circle) beside your selected answer.

SUBMITTING YOUR ANSWERS

When it is time for you to submit your completed page, you must check the box **FIRST** and then hit the **Submit Answers** button. If you do not do this, you may be bumped out of the page. If this does occur, hit the Back button. If this does not restore the page, the examination invigilator must contact Captus Press to confirm whether or not the page was submitted properly. If it was not, then you will have to complete the page again.

Please Check this box prior to submitting the exam.

Submit Answers

STUDYING FOR AN EXAMINATION

Examinations can be a stressful experience, and preparation can help minimize stress by reaffirming the knowledge that you do have and assisting in the identification of areas that may require additional review. It is best to study one subject area/topic at a time. Dedicate time (ideally a significant period, such as a few hours over several days) to that subject and spend the time focused. Do not try to review multiple/different subjects in a shorter period of time. Take frequent short breaks to provide both mental and physical separation from the topic and workspace, allowing you an opportunity to 'recharge.'

Study over a period of time well in advance of the examination. Ideally, you will have been reviewing material throughout the academic year. Do not wait until the week or night before the exam to cram.

One approach to studying is to go beyond merely reading and re-reading the material. After each key point, compose a question with that key point. For example, if you have just reviewed your notes on diabetes, your questions may look like this: Diabetes is a disease of which body system? What organ affects the manufacturing of insulin? What types of diabetes are there? What are some of the common treatments for diabetes?

Periodically, review the questions you have written – can you answer them? If yes, continue on. If not, go back and review the material again. At the end of the time dedicated to that topic or study period, review ALL questions one more time. Put those that you find challenging aside and start with them in your next study period.

The CHIMA National Certification Exam (NCE) Primer is a valuable tool to assist any individual preparing to challenge the NCE. Based on the learning outcomes for Health Information Management programs, it identifies each learning outcome with a few examples of the knowledge content and the level to which this will be tested. It also provides some practice questions and helpful tips for preparing for the exam.

SAMPLE QUESTIONS FOR CERTIFICATION EXAMINATION

The questions presented below are samples of the types of questions that will be on the examination.

1. The criteria considered in staging of tumours are the:
 1. Presence and extent of lymph node involvement
 2. Presence of metastases
 3. Tumour is benign or malignant
 4. Tumour size and extent at the primary site

A) 1, 2, and 4
B) 1, 3, and 4
C) 2 and 3
D) All of the above
2. Prior to delivery, the physician performed a left mediolateral episiotomy in order to:
 - A) Decrease the chance of postpartum hemorrhage
 - B) Prevent laceration of the perineum
 - C) Reduce the likelihood of puerperal sepsis
 - D) Reduce the pain due to perineal stretching
3. A law restricting the period of time during which an action may be brought against another party is known as the:
 - A) Civil law
 - B) Common law
 - C) Res ipsa loquitur
 - D) Statute of limitations
4. When a user is receiving an e-mail, a message display template will appear on the screen. Typical options provided with an incoming message include all of the following except:

- A) Delete the next incoming message
- B) Forward this message intact to another user
- C) Print the message on your printer
- D) Reply to the originator using the same subject line

5. The total number of births for the last 12-month period was 2,000. Of those births, the following death statistics were recorded:

AGE			
BABY	A: 16 weeks	B: 4 months	C: 8 months
BABY	D: stillbirth	E: 14 months	F: 11 months
BABY	G: 1 week	H: stillbirth	I: 9 months

The infant mortality rate for this region is:

- A) 1
- B) 2
- C) 3
- D) 9

Answers to sample questions

1. A 2. B 3. D 4. A 5. C

TIPS ON ANSWERING MULTIPLE-CHOICE QUESTIONS

When you are taking multiple-choice examinations, you are often being challenged to make the distinction between correct and almost-correct statements. Many of the questions will not simply be recognition or definition questions, but will require you to analyze or apply the information learned during your course of study in order to choose the best answer.

Set-Up of a Multiple-Choice Question		
Part	Definition	Example
Stem	Asks a question, poses a problem, or presents an incomplete sentence.	Team building and working in teams can provide the manager of the health information management department with a tool that provides high performance and increased employee moral and personal empowerment, while still meeting the goals of the organization. A functioning team exhibits various characteristics including:
Distracter	Four statements that complete the stem. One distracter will make a correct statement.	a. Exclusive cliques that provide for individual growth and development

		<ul style="list-style-type: none"> b. Minimal communication between the members of the group c. Minimal support provided by management d. Ownership of team decisions by members
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How to Approach a Multiple-Choice Question

- **Read the Stem CAREFULLY.**
- Break it down into grammatical parts, retrieving the subject and verb and then the modifiers to the subject and verb. Eliminate all extraneous information, which is meant to distract you.
 - *“A functioning team... characteristics include...”*
- Make sure you understand what kind of information you are looking for.
 - *“What factor determines whether a team works effectively”*
- Anticipate the answer before you read the alternatives.
 - *“Opportunity for discussion, support from management and team members, value of each member is recognized, the team work is greater than that of each individual, a goal that everyone agrees on, two-way communication, openness”*
- Read each distracter with the stem. Some alternatives may be partly correct or correct statements in themselves, but not when joined to the stem.
 - *A functioning team exhibits various characteristics, including minimal communication between the members of the group.*
 - *A functioning team exhibits various characteristics, including minimal support provided by management.*
- If you know the answer right away, you should mark the correct answer but **read all the variables/distracters.**
 - *If another distracter reads correctly, this should be a warning to go back and review your first impression of the correct answer. Have you made a mistake in reading the stem or in your interpretation of one or more of the distracters?*
- Watch for “all of the above” or “none of the above” distracters. Review each distracter to ensure that all (or none) of them will apply.
- Be careful of the negatives in the stem, such as “none,” “not,” “never,” “neither,” and “except.”
- If you don’t know an answer, mark the question and move on. Plan to go back to the question at the end of the section.
 - *Another question further along may refresh your memory or may clarify the correct answer.*

- *You might be able to answer the question by the process of elimination. Begin by crossing out any answers you know are wrong.*
- *Even if you can't eliminate any of the distracters, you still have a 1 in 4 chance of guessing correctly. You will not be penalized for guessing.*
- The answer is not always "C."

Preparing to write a multiple-choice examination should be part of your pre-examination studying. Make sure you review the demonstration website prior to the examination to familiarize yourself with the online examination process and to make sure you can access the site. The website information will be provided on your admission form. The demo site information is on page 19 under the computer requirements section.

Your textbooks may have questions written in multiple-choice format that you can use as a review. There are numerous online resources available to help you prepare for a multiple-choice examination.

Examples Of "Except" Questions

1. Some of the more important characteristics of an arithmetic mean include all of the following except:
 - A) It is a computed measure whose value is affected by the value of every observation
 - B) It is affected by the number of observations, but not by the value of these observations
 - C) It is the most familiar and widely used measure
 - D) The value may be distorted too much by a few extreme values

(Answer: B. Rationale: This is an important characteristic of a median. Extremely high or very low values will distort the mean.