



Candidate Handbook and Application

Effective May 2015

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CPHIMS Candidate Handbook and Application

This Candidate Handbook provides information about the Certified Professional in Healthcare Information and Management Systems (CPHIMS) program, including CPHIMS Examination administration policy and process as well as the CPHIMS Examination Application. Keep this Candidate Handbook until after the examination is completed. Additional copies of this Candidate Handbook may be obtained by downloading a copy from www.himss.org. The most current version of the Candidate Handbook is posted here and supersedes any other version.

About HIMSS

HIMSS is a cause-based, not-for-profit organization focused on better health through information technology (IT). HIMSS leads global efforts to optimize health engagements and care outcomes using information technology.

HIMSS is a cause-based, global enterprise producing health IT thought leadership, education, events, market research and media services around the world. Founded in 1961, HIMSS encompasses more than 52,000 individuals, of which more than two-thirds work in healthcare provider, governmental and not-for-profit organizations across the globe, plus over 600 corporations and 250 not-for-profit partner organizations, that share this cause. HIMSS, headquartered in Chicago, serves the global health IT community with additional offices in the United States, Europe, and Asia.

HIMSS Vision

Better health through information technology.

HIMSS Mission

Lead global endeavors optimizing health engagements and care outcomes through information technology.

Statement of Nondiscrimination

HIMSS does not discriminate among candidates on the basis of age, gender, race, color, religion, national origin, disability or marital status.

HIMSS Certification Program Examinations

HIMSS conducts certification examinations for programs in healthcare information and management systems:

- CPHIMS (Certified Professional in Healthcare Information and Management Systems)
- CAHIMS (Certified Associate in Healthcare Information and Management Systems)

Each certification examination is designed to test a well-defined body of knowledge representative of professional practice in healthcare information and management systems. Successful completion of a certification examination is an indicator of broad-based knowledge in healthcare information and management systems. Certification examinations conducted by HIMSS are independent of each other. Each leads to a certification credential in healthcare information and management systems.

Content of each examination was defined by an international or national role delineation study. The study involved surveying practitioners in the field to identify tasks that are performed routinely and considered important to competent practice. Each edition of a certification examination is developed through a combined effort of qualified subject-matter experts and testing professionals, who construct the examination in accordance with the Examination Content Outline.

Testing Agency

HIMSS contracts with Applied Measurement Professionals, Inc. (AMP) to assist in the development, administration, scoring, score reporting and analysis of the CPHIMS Examination.

CPHIMS Certification Program

The CPHIMS certification program promotes the healthcare information and management systems field through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of CPHIMS and pass the examination
- Requiring certification renewal through continued personal and professional growth in the practice of healthcare information and management systems
- Providing an international standard of requisite knowledge for certification; thereby assisting employers, the public and members of health professions in assessing healthcare information and management systems professionals

CPHIMS Eligibility Requirements

Candidates who meet eligibility requirements and pass the CPHIMS Examination attain the CPHIMS designation. HIMSS reserves the right, but is not obligated to, accuracy of information supplied by or on behalf of a candidate.

Eligibility for the CPHIMS Examination requires fulfilling one (1) of the following requirements:

- Baccalaureate degree from an accredited college or university plus five (5) years of information and management systems experience*, three (3) of those years in a healthcare setting**.
- Graduate degree or higher from an accredited college or university plus three (3) years of information and management systems experience*, two (2) of those years in a healthcare setting**.

**Information and management systems experience refers to work experience in systems analysis; design; selection, implementation, support, and maintenance; testing and evaluation; privacy and security; information systems; clinical informatics; management engineering.*

***Includes experience with a provider of health services or products to a healthcare facility (e.g., hospital; healthcare consulting firm; vendor; federal, state, or local government office; academic institution; payer; public health, etc.).*

CPHIMS Examination

The CPHIMS Examination is structured as follows:

- Composed of 115 multiple-choice questions. A candidate's score is based on 100 of these questions. Fifteen (15) are 'trial' or 'pretest' questions that are interspersed throughout the examination.
- A candidate is allowed two (2) hours in which to complete the CPHIMS Examination.
- The CPHIMS Examination is based on the three (3) major content areas listed in the Content Outline.
 - Each content area is further defined in the Content Outline by a list of tasks representative of that job responsibility.
 - The number of CPHIMS Examination questions devoted to each major content area is included in the Content Outline.
- CPHIMS Examination questions are categorized by the following cognitive levels:
 - **Recall (RE):** The ability to recall or recognize specific information
 - **Application (AP):** The ability to comprehend, relate or apply knowledge to new or changing situations
 - **Analysis (AN):** The ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
1. General	22	6	0	28
A. Healthcare Environment	10	4	0	14
1. Articulate characteristics and services of different types of healthcare organizations (e.g., hospitals, clinics, ambulatory centers, community health organizations, healthcare payers, regulators, research and academic)				
2. Articulate characteristics of interrelationships within and across healthcare organizations (e.g., health information exchange, public, private, continuity of care)				
3. Differentiate the roles and responsibilities of healthcare information and management systems professionals within the organizational structures in which they work				
4. Describe roles of governmental, regulatory, professional, and accreditation agencies related to healthcare and their impact on clinical outcomes and financial performance				
B. Technology Environment	12	2	0	14
1. Articulate characteristics of applications commonly used in healthcare (e.g., clinical, administrative, financial, consumer, business intelligence)				
2. Articulate characteristics of technology infrastructure that support the healthcare environment (e.g., network, communications, data integration, privacy and security)				
2. Systems	3	22	15	40
A. Analysis	2	10	4	16
1. Define the problem or opportunities				
2. Conduct a needs analysis				
3. Define requirements				
4. Prioritize requirements				
5. Analyze current business and clinical processes (e.g., process mapping, flow diagramming, gap analysis)				
6. Formulate alternate processes and potential solutions				
7. Evaluate if a proposed solution aligns with the organization's strategic and operational plans				
8. Perform cost-benefit analysis to evaluate impact on issues related to healthcare systems (e.g., customer satisfaction, patient care quality, economics, access to care, business process improvement)				
9. Develop proposals that include recommended approaches and solutions, and plans for realizing benefits				
10. Present interpretations and recommendations of data analyses to decision makers				
11. Manage projects and/or resources, including:				
a. assessing resource requirements (e.g., space, personnel, environmental, communication, productivity)				
b. utilizing project management skills and tools				

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
<ul style="list-style-type: none"> c. conducting a risk assessment d. facilitating project status and business value assessments e. facilitating change management f. controlling scope, schedule, and budget of project g. maintaining project materials and documentation h. developing implementation strategies 				
12. Promote and apply: <ul style="list-style-type: none"> a. problem solving and quality improvement methodologies b. analytical tools to optimize systems function c. organizational change management techniques 				
13. Understand the roles and responsibilities of health professionals and the associated workflow in the environments where they work				
14. Analyze future trends in healthcare and technology to anticipate how technology and IT services evolve to meet changing needs				
15. Perform gap analysis to evaluate where current systems can be enhanced				
B. Design	0	3	3	6
<ul style="list-style-type: none"> 1. Identify system designs to accommodate business processes 2. Develop requests for information and/or requests for proposals 3. Ensure compatibility of software, hardware, network components, and medical devices 4. Ensure compliance with applicable industry, regulatory, and organizational standards 5. Ensure a process exists to incorporate industry, technology, infrastructure, legal and regulatory environment trends 6. Design an information infrastructure that supports current and anticipated business needs (e.g., business continuity, disaster recovery) 7. Evaluate existing and emerging technologies to support organization's future growth and strategy 8. Employ data management practices 				
C. Selection, Implementation, Support, and Maintenance	0	4	3	7
<ul style="list-style-type: none"> 1. Facilitate solution selection criteria 2. Select and review team members 3. Conduct solution selection activities (e.g., demonstrations, site visits, reference checks) 4. Employ organizational change management techniques in support of solution implementation 5. Provide knowledge transfer through user and operational manuals and training 6. Execute the implementation of solutions 7. Integrate systems to support business requirements 8. Manage healthcare information systems (e.g., operate, upgrade) 				

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
<ul style="list-style-type: none"> 9. Analyze data for problems and trends (e.g., error reports, help desk logs, surveys, performance metrics, network monitoring) 10. Prioritize issues to ensure critical functions are repaired, maintained, or enhanced 11. Incorporate solution into organizational disaster recovery and business continuity plans 12. Develop system and personnel downtime procedures 				
D. Testing and Evaluation <ul style="list-style-type: none"> 1. Design a formal testing methodology to demonstrate that solutions meet functional requirements (e.g., unit test, integrated test, stress test, acceptance test) 2. Implement internal controls to protect resources and ensure availability, confidentiality, and integrity during testing (e.g., security audits, versioning control, change control) 3. Validate implementations against contractual terms and design specifications 4. Corroborate that expected benefits are achieved (e.g., return on investment, benchmarks, user satisfaction) 	0	2	3	5
E. Privacy and Security <ul style="list-style-type: none"> 1. Participate in defining organizational privacy and security requirements, policies and procedures 2. Assess privacy and security risks 3. Mitigate privacy and security vulnerabilities 4. Ensure user access control according to established policies and procedures 5. Ensure confidentiality, integrity, and availability of data 6. Define organizational roles (e.g., information security, physical security, compliance) 7. Develop data management controls (e.g., data ownership, criticality, security levels, protection controls, retention and destruction requirements, access controls) 8. Validate disaster recovery and business continuity plans 9. Coordinate privacy and security audits 10. Validate security features in the evaluation of existing and new systems 	1	3	2	6
3. Administration	5	18	9	32
A. Leadership <ul style="list-style-type: none"> 1. Participate in organizational strategic planning (e.g. measure performance against organizational goals) 2. Assess the organizational environment (e.g., corporate culture, values, and drivers) 3. Forecast technical and information needs of an organization by linking resources to business needs 	3	10	9	22

CPHIMS Examination Detailed Content Outline (effective March 01, 2013)	Cognitive Level			TOTAL
	Recall	Application	Analysis	
<ul style="list-style-type: none"> 4. Develop an IT strategic plan and departmental objectives that align and support organizational strategies and goals 5. Evaluate performance (e.g., goal/performance indicators, systems effectiveness) 6. Evaluate effectiveness and user satisfaction of systems and services being provided 7. Promote stakeholder understanding of information technology opportunities and constraints (e.g., business and IT resources, budget, project prioritization) 8. Develop policies and procedures for information and systems management 9. Comply with legal and regulatory standards 10. Adhere to ethical business principles 11. Employ comparative analysis strategies (e.g., indicators, benchmarks) 12. Prepare and deliver business communications (e.g., presentations, reports, project plans) 13. Facilitate group discussions and meetings (e.g., consensus building, conflict resolution) 14. Provide consultative services to the organization on IT matters 15. Develop educational strategies regarding the information and management systems function 16. Maintain organizational competencies on current IT technologies and trends 17. Assure that risk management is embedded in internal and external management processes, and consistently applied (e.g., risk assessment, risk mitigation) 18. Ensure quality standards and practices are followed by monitoring internal and external performance 				
<p>B. Management</p> <ul style="list-style-type: none"> 1. Define roles, responsibilities, and job descriptions for IT-related functions 2. Assure staff competency in information and management systems skills 3. Manage projects and portfolios of projects (e.g., initiate, plan, execute, control, close) 4. Manage relationships with vendors (e.g., contract cost, schedule, support, maintenance, performance) 5. Facilitate steering committee meetings and/or topics 6. Assure adherence to industry best practices (e.g., change control, project management) 7. Maintain system, operational, and department documentation 8. Provide customer service (e.g., service level management, request tracking, problem resolution) 9. Manage budget and financial risks 10. Manage customer relationships with business unit leaders 	2	8	0	10
Total	30	46	24	100

CPHIMS Examination Preparation

The method of preparation and amount of time spent preparing for the CPHIMS Examination can be driven by the candidate's preferred study style, level of professional experience or academic background. Some methods of preparation may include but are not limited to the following methods:

Review the Content Outline

Candidates who have passed the CPHIMS Examination report that study should begin by reviewing the CPHIMS Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CPHIMS Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts.

Complete the CPHIMS Self-Assessment Examination (SAE)

A Self-Assessment Examination (SAE) for the CPHIMS Examination is an online tool created by HIMSS to simulate the CPHIMS Examination. This tool is available for purchase at <http://store.lxr.com/dept.aspx?id=49>.

The 100-question online practice examination was developed using the same procedures as the CPHIMS Examination, and conforms to examination specifications in content, cognitive levels, format, and difficulty. Feedback reports from the SAE provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CPHIMS Examination. The questions presented in the SAE are different from the questions contained on the CPHIMS Examination.

The CPHIMS Review Guide, 2nd Edition

Available in softcover and eBook versions. Whether you're taking the CPHIMS examination, or simply want the most current and comprehensive overview in healthcare information and management systems today, this updated publication has it all. For those preparing for the CPHIMS examination, this text book is an ideal study partner. The content reflects the examination content outline covering healthcare and technology environments; systems analysis, design, selection, implementation, support, maintenance, testing, evaluation, privacy and security; and administration leadership and management. Candidates can challenge themselves with the sample multiple choice questions at the end of the book. Visit the HIMSS Store at <https://marketplace.himss.org/default.aspx?tabid=56&category=CERT>.

HIMSS Dictionary of Healthcare IT Terms, Acronyms and Organizations

This dictionary was developed and extensively reviewed by industry experts. The resource includes:

- Definitions of terms for the IT and clinical, medical and nursing informatics fields.
- Acronyms, with cross references to current definitions.
- Academic and certification credentials commonly used in healthcare and IT.

For more information and to order a copy, visit the HIMSS Store at www.himss.org/store.

HIMSS eLearning Academy (eLA) CPHIMS Review

The eLA offers three options to assist candidates in preparing for the CPHIMS Examination.

- Option 1: Online Course Only
- Option 2: Virtual Instructor Led Training Only (four live webinars offered at various times throughout the year)
- Option 3: Online Course & Virtual Instructor Led Training Combo (available at various times throughout the year)

For more information and the upcoming schedule, visit himss.learn.com.

Use Other Study Resources

HIMSS recommends that study for the CPHIMS Examination focus on references and programs that cover the information summarized in the CPHIMS Examination Content Outline. It should not be inferred that questions in the CPHIMS Examination are selected from any single reference or set of references, or that study from specific references guarantees a passing score on the examination. For information about references, study guides and review sessions offered by HIMSS, visit www.himss.org.

CPHIMS Examination Administration

The CPHIMS Examination is administered in the following ways:

- On computers at AMP Assessment Centers worldwide
- During special administrations at conferences, meetings or other specially-arranged sessions

In accordance with the Americans with Disabilities Act (ADA), special arrangements can be made for candidates with a disability.

Computer Administration at AMP Assessment Centers

The primary mode of delivery of the CPHIMS Examination is by computer at AMP Assessment Centers geographically distributed throughout the world. Assessment Center locations, detailed maps and directions are available at www.goAMP.com.

For computer administrations at AMP Assessment Centers, a candidate who meets eligibility requirements for the CPHIMS Examination may submit an application and fee at any time. A candidate must make an appointment for testing and take the CPHIMS Examination within ninety (90) days from confirmation of eligibility from AMP. The CPHIMS Examination is administered by appointment only Monday through Saturday at 9:00 AM and 1:30 PM, with the exception of holidays. Candidates are scheduled on a first-come, first-served basis.

If AMP is contacted by 3:00 PM CST on...	Depending upon availability, the examination may be scheduled as early as...
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday/Saturday
Thursday	Monday
Friday	Tuesday

Special Administration | Laptop or Paper/Pencil

The CPHIMS Examination may be offered on laptop or in paper-and-pencil format during conferences or meetings. A candidate who meets eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. Different application procedures apply for special administrations. Contact HIMSS for information on how to apply for a special administration.

Testing Outside of the United States

Candidates who are eligible for the CPHIMS Examination and wish to take the CPHIMS Examination outside of the United States may be accommodated. International AMP Assessment Center locations may be found by visiting www.goAMP.com.

Special Arrangements for Candidates with Disabilities

HIMSS complies with applicable provisions of the Americans with Disabilities Act (ADA) and strives to ensure that no individual with a disability is deprived of the opportunity to take the CPHIMS Examination solely by reason of that disability. Through its agents, HIMSS will provide reasonable accommodation for a candidate with a disability who requests timely accommodation by completing and timely submitting the Request for Special Examination Accommodations form included in this Candidate Handbook to AMP.

AMP Assessment Centers are equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 AM to 5:00 PM (CST) Monday through Friday at 913-895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery. Additionally, wheelchair access is available at all AMP Assessment Centers.

A candidate with a visual, sensory or physical disability that prevents taking the examination under standard conditions may request special accommodations and arrangements. For either a computer or a special administration of the CPHIMS Examination, complete the Request for Special Examination Accommodations form included in this Candidate Handbook and submit it with a CPHIMS Examination application and fee at least 45 days prior to the CPHIMS Examination date desired.

Adhering to Professional Standards of Conduct

HIMSS is responsible to its candidates, employers, the profession and the public for ensuring the integrity of all processes and products of its certification programs. As such, HIMSS requires adherence to these Professional Standards of Conduct by all who have achieved certification through successful completion of its programs. A candidate's signature on the application for the CPHIMS Examination attests to ongoing agreement to adhere to the following Professional Standards of Conduct.

Professional Standards of Conduct: An individual who is awarded certification by HIMSS agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behavior that is indicative of professional integrity. By accepting certification, the individual agrees to the following:

- Maintain professional competence.
- Demonstrate work behavior that exemplifies ability to perform safely, competently and with good judgment.
- Conduct professional activities with honesty and integrity.
- Avoid discriminating against any individual based on age, gender, race, color, religion, national origin, disability or marital status.
- Avoid conflicts of interest.

- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession.
- Abide by rules and regulations governing programs conducted by HIMSS.

Infraction of these *Professional Standards of Conduct* is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by HIMSS.

Reporting Violations. To protect the international credential and to ensure responsible practice by its holders, HIMSS depends upon its candidates, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these Professional Standards of Conduct. A certified individual who has violated these Standards should voluntarily surrender his/her certification.

Written reports of infraction of these Standards may be sent to HIMSS, Manager of Certification, 33 West Monroe Street, Suite 1700, Chicago, Illinois 60603-5616 USA. Only signed, written communication will be considered.

HIMSS will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During its investigation and decision, HIMSS will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by HIMSS.

CPHIMS Examination Application and Scheduling Process

After fulfilling the CPHIMS eligibility requirements, a candidate may apply to AMP for the CPHIMS Examination in one of the following ways.

- Online Application (available at www.goAMP.com; requires credit card payment for fees)
- Paper Application (included in this Candidate Handbook)

Documentation of eligibility does not need to be submitted with a CPHIMS Examination Application. HIMSS reserves the right, but is not obligated, to verify accuracy of information supplied by or on behalf of a candidate. If selected for an audit, the candidate will be asked to submit documentation as proof of meeting the eligibility requirements.

To apply for the CPHIMS Examination, an eligible candidate must submit the appropriate fee (see below) with a complete CPHIMS Examination Application to AMP.

HIMSS Individual Organizational Affiliate Member	\$270 U.S.
HIMSS Regular, Corporate or Student Member	\$300 U.S.
Non-Member	\$375 U.S.

(Chapter Only and Online Only Members are not eligible for the Member rate)

- Payment may be made by credit card (VISA , MasterCard, American Express or Discover) or by company check, cashier's check or money order made payable to AMP. Cash and personal checks are not accepted.
- Examination-related fees are non-refundable.
- For computer administrations at AMP Assessment Centers, candidates may request to re-schedule a scheduled appointment up to two (2) business days prior to the scheduled administration. The CPHIMS Examination may be re-scheduled once without incurring an additional fee. The new date must be within 90 days of AMP confirming receipt of the application. Additional re-scheduling of a CPHIMS Examination date is subject to a \$75 U.S. re-scheduling fee.

- Credit card transactions that are declined are subject to a \$25 U.S. handling fee. A certified check or money order for the amount due, including the handling fee, must be submitted to AMP to cover declined credit card transaction.
- Candidates who fail a CPHIMS Examination and apply to re-take the CPHIMS Examination must pay the full Examination fee as listed above.

Online Application and Scheduling

(for computer administrations at AMP Assessment Centers only)

Complete the application and scheduling process in one online session. Visit www.goAMP.com and select “Schedule/Apply for an Exam.” Follow the online instructions for accessing the application.

If you are a current member of HIMSS, you are eligible for a reduced HIMSS member rate for the CPHIMS Examination fee. When prompted, enter your membership number, name and address exactly as they appear in HIMSS’s membership database. Your preferred mailing and email addresses designated in HIMSS’s membership database are used for all records and communications.

For information on your membership record, please contact HIMSS at *HIMSS Individual Member Services* at membersupport@himss.org.

After completing the CPHIMS Examination application and submitting credit card payment information (VISA , MasterCard, American Express, Discover), AMP confirms the candidate’s certification of eligibility, and prompts the candidate to schedule a CPHIMS Examination appointment or supply additional eligibility information, respectively. The candidate must schedule a CPHIMS Examination date that is within 90 days of AMP confirming receipt of the CPHIMS Examination application.

Paper Application and Scheduling

(for computer administrations at AMP Assessment Centers only)

Complete and submit to AMP a CPHIMS Examination application with the appropriate fee. Candidates may complete the paper application included in this Candidate Handbook or obtained by contacting AMP at 888-519-9901.

Incomplete applications will be returned to the candidate along with any fee submitted less a \$50 U.S. processing fee. A CPHIMS Examination application is considered complete only if all of the following conditions are met:

- Information provided is legible and accurate.
- All of the following required information is provided:
 - Personal Information
 - Examination Type
 - Application Status
 - Membership Status. Eligibility for the Member rate of the Examination Application fee requires recording the membership number, name, and address exactly as they appear in HIMSS’s membership database. For information on your member record, contact HIMSS at *HIMSS Individual Member Services* at membersupport@himss.org.
 - Method of payment for the applicable fee
 - Demographic information
 - Signature
- The candidate is eligible for the CPHIMS Examination and can provide evidence if requested to do so.
- Appropriate fee accompanies application (credit card, company check, cashier’s check or money order)

If *special accommodations* are required, complete and submit to AMP the *Request for Special Examination Accommodations* form included in this Candidate Handbook and submit with the CPHIMS Examination application and fee at least 45 days prior to the desired testing date.

Generally, within approximately two (2) weeks of receiving the paper application, AMP processes it, confirms the CPHIMS candidate's eligibility, and sends an e-mail and postcard confirmation notice with a toll-free phone number and website at which a testing appointment can be scheduled. If a confirmation notice is not received within four (4) weeks of mailing your application, candidates should contact AMP at 888-519-9901.

A candidate is allowed to take only the CPHIMS Examination for which application is made and confirmation from AMP is received. Unscheduled candidates (walk-ins) are not allowed to take the CPHIMS Examination.

Re-Scheduling or Cancelling a CPHIMS Examination

Although examination application fees are non-refundable, the following options to re-schedule a CPHIMS Examination are available, except in the case of special administrations conducted by HIMSS. Special administrations are non-refundable and non-transferable to another person or another administration.

- A candidate may *reschedule the CPHIMS Examination once at no charge* by calling AMP at 888-519-9901 at least two (2) business days prior to a scheduled administration date.
- A candidate may *re-schedule the CPHIMS Examination a second or additional time* by submitting to AMP a written request including their name, address, identification number and the **\$75 U.S. re-scheduling fee**. A new CPHIMS Examination application is not required. The CPHIMS Examination must be re-scheduled *within 90 days* of the originally scheduled CPHIMS Examination date. For payment by credit card, the credit card number, and expiration date must be included.
- A candidate who re-schedules a CPHIMS Examination after the 90-day period forfeits the application and all fees paid to take the CPHIMS Examination. A new, complete application and full CPHIMS Examination fee are required to re-apply for the CPHIMS Examination.
- A candidate who *cancels a CPHIMS Examination after confirmation of the candidate's certification of eligibility is received* from AMP forfeits the application and all fees paid to take the CPHIMS Examination. A new, complete application and *full* examination fee are required to re-apply for the CPHIMS Examination.

On the Day of the CPHIMS Examination

Reporting for the CPHIMS Examination

Bring with you the *confirmation notice* provided by AMP. It contains the unique identification number required to take the test and is required for admission to the testing room.

For a computer administration, report to the AMP Assessment Center no later than the scheduled testing time. After entering the testing location, follow the signs indicating AMP Assessment Center Check In.

For a special administration (laptop or paper-and-pencil), report to the designated testing room at the time indicated on the confirmation notice. The CPHIMS Examination will begin after all scheduled candidates are checked-in and seated and no more than one hour after the scheduled check-in begins. Follow the signs provided in the hotel/convention center to locate the testing room.

A candidate who arrives more than fifteen (15) minutes after the scheduled testing time is not admitted. A candidate who is not admitted due to late arrival must re-schedule to a new date as outlined above.

On-Site Security

HIMSS and AMP maintain examination administration and security standards are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment at AMP Assessment Centers is continuously monitored by audio and video surveillance equipment or examination personnel.

Identity Verification

To gain admission to the AMP Assessment Center or a testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current and include the candidate's name, signature and photograph. No form of temporary identification will be accepted. The candidate will also be required to sign a roster for verification of identity.

- Examples of valid primary forms of identification are current driver's license with photograph, current identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification. (e.g., credit card with signature, social security card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification, the candidate must bring proof of the name change (e.g., marriage license, divorce decree or court order).

Candidates must have proper identification to gain admission to the Assessment Center. Failure to provide appropriate identification at the time of the examination is considered a missed appointment. There will be no refund of examination fees.

Use of Calculators

Some examination questions may require calculations. Use of a silent, non-programmable calculator without a paper tape-printing capability or alpha keypad is permitted during testing. Use of a computer or a cellular/smart phone is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the Assessment Center or testing room. Calculators that do not comply with these specifications are not permitted in the AMP Assessment Center or testing room.

Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of examination, HIMSS, in concert with AMP, will determine whether circumstances warrant the cancellation and subsequent re-scheduling of a CPHIMS Examination. If testing personnel are able to conduct business, the examination usually proceeds as scheduled.

Every attempt is made to administer a CPHIMS Examination as scheduled; however, should a CPHIMS Examination be canceled, the scheduled candidate will receive notification following the examination regarding a re-scheduled examination date or re-application procedures. In the case of cancellation, no additional fee is required to test.

For computer administrations at AMP Assessment Centers, candidates may visit AMP's website at www.goAMP.com prior to the examination to determine if any Assessment Centers have been closed.

In the event of a personal emergency on the day of examination, a candidate may request consideration of re-scheduling the examination without additional fee by contacting HIMSS in writing within 30 days of the scheduled testing session. A description of the emergency and supporting documentation are required. Re-scheduling without an additional fee being imposed will be considered on a case-by-case basis.

Failing to Report for the CPHIMS Examination

A candidate who fails to report for a scheduled CPHIMS Examination has the option to re-schedule as stated on the previous page.

Taking the CPHIMS Examination

After identity of the CPHIMS candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing carrel for a computer administration or an assigned seat for a special administration. Candidates are provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.

For a *paper-and-pencil administration*, the CPHIMS candidate is provided oral and written instructions about the examination administration process.

For a *computer administration at an AMP Assessment Center or a laptop administration*, the CPHIMS candidate is provided instructions on-screen. First, the candidate is instructed to enter his/her unique identification number. Then, the candidate's photograph is taken and remains on-screen throughout the CPHIMS Examination session. Prior to attempting the CPHIMS Examination, the candidate is provided a short tutorial on using the software to take the examination. Tutorial time is NOT counted as part of the two (2) hours allowed for the examination. Only after a candidate is comfortable with the software and chooses to start the Examination does the examination time begin.

The *computer monitors the time spent on the examination*. The CPHIMS Examination terminates at the two (2)-hour mark. Clicking on the "Time" button in the lower right portion of the screen reveals a digital clock that indicates the time remaining. The time feature may also be turned off during the CPHIMS Examination.

Only one CPHIMS Examination question is presented at a time. The question number appears in the lower right portion of the screen. The entire CPHIMS Examination question appears on-screen (question and four options labeled A, B, C and D). Select an answer either by entering the letter of the option (A, B, C or D) or using the mouse to click on the selected option. The letter of the selected option appears in the window in the lower left portion of the screen. To change an answer, enter a different option by entering the letter of the option or by clicking on the option using the mouse. An answer may be changed multiple times.

To move to the next question, click on the forward arrow (>) in the lower right corner of the screen. This action allows the candidate to move forward through the CPHIMS Examination question by question. To review a question, click the backward arrow (<) or use the left arrow key to move backward through the CPHIMS Examination.

A CPHIMS Examination question may be left unanswered for return later in the testing session. Questions may also be bookmarked for later review by clicking in the blank square to the right of the Time button. Click on the hand icon to advance to the next unanswered or bookmarked question on the CPHIMS Examination. To identify all unanswered or bookmarked questions, repeatedly click on the hand icon.

When the CPHIMS Examination is completed, the number of CPHIMS Examination questions answered is reported. If fewer than 115 questions were answered and time remains, return to the CPHIMS Examination and answer the remaining questions. Be sure to answer each examination question before ending the examination. There is no penalty for guessing.

Candidates may provide comments about a test item. Comments will be reviewed, but individual responses will not be provided.

- For a *computer administration*, online comments may be provided for any CPHIMS Examination question by clicking on the button displaying an exclamation point (!) to the left of the Time button. This opens a dialogue box where comments may be entered.
- For a *paper-and-pencil administration*, comments may be provided on the answer sheet on the day of the CPHIMS Examination.

Rules for CPHIMS Examination

All CPHIMS Examination candidates must comply with the following rules during the CPHIMS Examination administration:

1. No personal items (including watches, hats and coats), valuables or weapons should be brought into the testing room. Only keys, wallets and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed or heard (e.g., cellular/smart phone, alarm) in the testing room after the examination is started, the examination administration will be forfeited. AMP is not responsible for items left in the reception area.
2. Only silent, non-programmable calculators without alpha keys or printing capability are permitted in the testing room. Calculator malfunction during the CPHIMS Examination does not constitute grounds for challenging examination scores or requesting additional testing time.
3. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
4. CPHIMS Examinations are proprietary. CPHIMS Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers or cellular/smart phones or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CPHIMS Examination.
5. Eating, drinking and smoking will not be permitted in the testing room.
6. No documents or notes of any kind may be removed from the testing room. For computer administrations, candidates are provided one sheet of scratch paper for calculations that must be returned to the examination proctor at the completion of testing. Failure to do so will result in the test score report not being released.
7. No questions concerning the content of the CPHIMS Examination may be asked of anyone during the CPHIMS Examination.
8. Permission from the CPHIMS Examination proctor is required to leave the testing room during the examination. No additional time is granted to compensate for time lost.
9. No guests, visitors or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CPHIMS Examination may be dismissed from the CPHIMS Examination session, their score on the CPHIMS Examination voided and the CPHIMS Examination fees forfeited. Evidence of misconduct is reviewed by HIMSS to determine whether the CPHIMS candidate will be allowed to re-apply for the CPHIMS Examination. If re-examination is granted, a complete CPHIMS Examination application and full CPHIMS Examination fee are required.

- Gaining unauthorized admission to the CPHIMS Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to pagers and cellular/smart phones
- Talking or participating in conversation with other CPHIMS Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the AMP Assessment Center or testing room during the CPHIMS Examination
- Attempting to record CPHIMS Examination questions in any manner or making notes
- Attempting to take the CPHIMS Examination for someone else
- Having possession of personal belongings
- Using notes, books or other aids without it being noted on the roster
- Attempting to remove CPHIMS Examination materials or notes from the AMP Assessment Center or the testing room

Copyrighted Examination Questions

All CPHIMS Examination questions are the copyrighted property of HIMSS. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these CPHIMS Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

Following the CPHIMS Examination

Score Reports

Score reports are issued by AMP, on behalf of HIMSS. Scores are reported in written form only, in person or by U.S. mail. Scores are not reported over the telephone, by electronic mail or by facsimile.

- A candidate who takes the examination in *paper-and-pencil format* receives his/her score report from AMP by mail approximately five (5) weeks after the examination.
- A candidate who takes the examination *on a computer at an AMP Assessment Center or on laptop* receives his/her score report before leaving the testing center except when the examination program is in a provisional score report mode.
- A candidate who takes the examination *outside of the United States on a computer at an AMP Assessment Center* will not receive his/her score before leaving the testing center. Results will be sent via U.S. mail within two business days after completion of the examination to the applicant's address of record.

The score report indicates a "Pass" or "Fail," which is determined by the raw score on the total CPHIMS Examination. The score report also includes raw scores for each of the major and minor categories of the CPHIMS Examination Content Outline. A raw score is the number of questions answered correctly. Responses to individual CPHIMS Examination questions will not be disclosed to a candidate. Although the CPHIMS Examination consists of 115 questions, the score is based on 100 questions. Fifteen (15) questions are "pretest" questions and do not impact the candidate's score.

Recognition of CPHIMS certification and information about CPHIMS certification renewal is issued from HIMSS in about eight (8) weeks of successfully completing the CPHIMS Examination. This package is mailed to the address provided on the CPHIMS Examination application.

How the CPHIMS Passing Score is Set

The methodology used to set the initial minimum passing score is the Angoff method in which expert judges estimate the passing probability of each question on the CPHIMS Examination. These ratings are averaged to determine the preliminary minimum passing score (i.e., the number correctly answered questions required to pass the examination). This method takes into account the difficulty of the CPHIMS Examination. The preliminary minimum passing score is validated by the performance of candidates. The passing standard is applied consistently across the CPHIMS candidates who take the same form of the CPHIMS Examination.

When new forms of the CPHIMS Examination are introduced, a certain number of CPHIMS Examination questions in the various content areas are replaced by new CPHIMS Examination questions. These changes may cause one form of the CPHIMS Examination to be slightly easier or harder than another form. To adjust for these differences in difficulty, a procedure called "equating" is used. For equated CPHIMS Examinations that have different passing scores, the equating process helps ensure that the levels of CPHIMS examinee knowledge are equivalent on the various CPHIMS Examination forms.

Passing the CPHIMS Examination

An eligible candidate who passes the CPHIMS Examination is awarded the Certified Professional in Healthcare Information and Management Systems (CPHIMS) credential. Approximately eight (8) weeks after the candidate passes the CPHIMS Examination, HIMSS mails to the candidate a certificate of recognition. Information about CPHIMS certification renewal can be found at www.himss.org. The name on the certificate and the address to which the package is mailed is based on information in the candidate's HIMSS membership record. It is the candidate's responsibility to keep this information current.

HIMSS reserves the right to recognize publicly any candidate who has successfully completed the CPHIMS Examination. Scores are never reported over the phone.

Failing the CPHIMS Examination

If a candidate does not pass the CPHIMS Examination, the score report includes a shortened application form to apply for re-taking the examination.

- To schedule a retake of the CPHIMS Examination, a candidate may apply by using the online application and scheduling feature on www.goAMP.com or by submitting the re-application form included with the score report. To use this shortened application form, the completed application and full CPHIMS Examination fee must be submitted and a CPHIMS Examination scheduled within the 90-day period following the failed examination.
- A candidate who applies to retake the CPHIMS Examination after 90 days following the failed examination date must submit a complete application and full examination fee.

There is no limit to the number of times an individual may take the CPHIMS examination. Every retake requires submitting a CPHIMS Examination application and full CPHIMS Examination fee.

Scores Cancelled by HIMSS

HIMSS and AMP are responsible for maintaining the integrity of the scores reported. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. HIMSS is committed to rectifying such discrepancies as expeditiously as possible. HIMSS may void CPHIMS Examination results if, upon investigation, violation of CPHIMS regulations is discovered.

Score Confidentiality

Information about a candidate for testing or renewal of certification and examination results is considered confidential; however, HIMSS reserves the right to use information supplied by or on behalf of a candidate in the conduct of research. Studies and reports concerning candidates contain no information identifiable with any candidate, unless authorized by the candidate.

Demographic information about a candidate is shared only when beneficial to the candidate. Scores are never reported to anyone other than the candidate, unless the candidate directs such a request in writing.

Administrative Matters

Duplicate Score Report

A candidate may purchase additional copies of their CPHIMS score report for a fee of \$25 U.S. per copy. The request must be submitted in writing to AMP, must include the candidate's name, AMP identification number, mailing address, telephone number, date of examination and examination taken, as well as the \$25 U.S. fee payable to AMP. After receipt of the request, a duplicate score report is generally mailed in about two (2) weeks.

Name and Address Change

Candidates are responsible for keeping current all contact information. HIMSS is not responsible for communication not received due to incorrect contact information. To update any contact information, the candidate should login to the [HIMSS Member Center](#) or contact *HIMSS Individual Member Services* at membersupport@himss.org.

Renewal of CPHIMS Certification

Achieving CPHIMS certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the CPHIMS certification is required to maintain certified status and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of certification is valid for three (3) years.

Eligible candidates who successfully complete the CPHIMS Examination are provided information about CPHIMS certification renewal requirements in a certification package sent by HIMSS. A copy of the CPHIMS Renewal Requirements and Application is also available at www.CPHIMS.org. *The CPHIMS Renewal Application may be submitted up to six (6) months in advance but no later than 30 days prior to the expiration date listed on the certificate.*

HIMSS e-mails notices to candidates of their pending certification expiration. Candidates are responsible for keeping their contact information accurate. HIMSS is not responsible for communications not received due to incorrect contact information in a candidate's record.

Candidates may renew the CPHIMS credential through one (1) of the following ways:

Successful re-examination. To renew this way, successfully pass the CPHIMS Examination no more than six (6) months prior to expiration of your CPHIMS certification (subject to usual fees and provisions for testing). An additional CPHIMS Renewal fee is not required if a candidate selects this way to renew the designation.

Completion of 45 clock hours of continuing professional education over the three (3)-year renewal period and payment of the renewal fee. To renew this way, submit a complete CPHIMS Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending professional organization conferences, completing on-line courses, and attending or teaching academic courses, among other activities. There is no limitation on the maximum allowable hours. Refer to the current CPHIMS Renewal Requirements and Application for a description of eligible activities and other provisions for renewing your certification.

CPHIMS Renewal Application processing requires eight (8) weeks. Candidates who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition listing the new certification expiration date, as well as information about renewing the certification. Candidates are responsible for keeping current contact information in their membership record.

Failing to Renew

A candidate who fails to renew his/her CPHIMS certification is no longer considered certified and may not use the CPHIMS credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CPHIMS Examination (subject to the usual fees and provisions for testing.)

Appeals

A candidate who believes he/she was unjustly denied eligibility for the CPHIMS Examination, who challenges results of a CPHIMS Examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to the HIMSS, c/o CPHIMS Technical Committee, 33 W. Monroe St., Suite 1700, Chicago, IL 60603 USA. The CPHIMS candidate for certification or renewal of CPHIMS certification must provide evidence satisfactory to the Appeal Board that severe disadvantage was afforded the candidate during processing of an application for the CPHIMS Examination or renewal of the CPHIMS certification or prior to or during administration of a CPHIMS Examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification from the HIMSS or its agents. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 U.S. fee (payable to HIMSS) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact HIMSS.

Checklist for Becoming Certified

- Read the CPHIMS Candidate Handbook. Use the Examination Content Outline to focus study efforts.
- Apply for the CPHIMS Examination by one (1) of the following ways:
 - Apply online for the examination and schedule an appointment to test on computer at an AMP Assessment Center. Visit www.goAMP.com, click on “Get Started”, and then follow the online instructions.
 - Mail or fax the complete CPHIMS Examination Application to AMP as directed on the form. Include the examination fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received from AMP, make an appointment to take the examination.
- Appear on time for the examination on the date and at the time and location confirmed. Bring the confirmation notice, identification as described in this Candidate Handbook, and a simple calculator.



CERTIFIED PROFESSIONAL IN HEALTHCARE INFORMATION AND MANAGEMENT SYSTEMS (CPHIMS) EXAMINATION APPLICATION

This form is to be used for exams given at established AMP Assessment Centers only

To apply for the CPHIMS examination, complete this application and return it with the examination fee to:

Applied Measurement Professionals, Inc. • CPHIMS Examination • 18000 W. 105th St. • Olathe, KS 66061-7543
913-895-4650

PERSONAL INFORMATION

HIMSS Member Number

I am not a member of HIMSS (a unique identification number will be assigned)

Name (Last or Family Name, First, Middle Initial, Former Name) (Please enter names as you wish them to appear on your certificate)

Name of Company (if work address)

Title

Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country)

Daytime Telephone Number with country code if outside of North America

Email Address

EXAMINATION TYPE

I am applying for a computer administration at an AMP Assessment Center.

ELIGIBILITY FOR EXAMINATION

To be eligible for the CPHIMS examination, a candidate must fulfill one of the following requirements for education and work experience. Please check one that applies from list below.

- Baccalaureate degree, or global equivalent, plus five (5) years of associated information and management systems experience*, three (3) of those years in healthcare.
- Graduate degree, or global equivalent, plus three (3) years of associated information and management systems experience*, two (2) of those years in healthcare.

*Associated information and management systems experience includes experience in the following functional areas: administration/management, clinical information systems, e-health, information systems, or management engineering.

APPLICATION STATUS

- I am applying as a new candidate.
- I am applying as a reapplicant.
- I am applying for renewal of certification.

MEMBERSHIP STATUS AND EXAMINATION FEE

Membership Status

To be eligible for the reduced CPHIMS examination fee, a candidate must be a current member of HIMSS.

For information on joining HIMSS, visit the HIMSS website at www.himss.org. Membership must be obtained before application for examination at the reduced fee can be honored. If you have applied for membership, but have not yet received your membership number, enter NEW in the space provided for membership number.

Enter your membership no: _____

Examination Fee

Payment may be made by credit card, company check, cashier's check or money order made payable to AMP.

- HIMSS Organizational
Affiliate Member \$270 (U.S. dollars)
- HIMSS National Member . . \$300 (U.S. dollars)
- Non-member. \$375 (U.S. dollars)
- Rescheduling Fee. \$75 (U.S. dollars)

If payment is made by credit card, complete the following:

- VISA MasterCard American Express
 Discover

Credit Card Number

Expiration Date

Your Name as it Appears on the Card

Signature

SPECIAL ACCOMMODATIONS

Do you require special disability related accommodations during testing? No Yes

If yes, please complete the *Request for Special Examination Accommodations* form included with this handbook and submit it with an application and fee at least 45 days prior to the desired testing date. Specific information about special accommodations is provided in the handbook.

DEMOGRAPHIC INFORMATION

The following demographic information is requested.

1. How many years of experience do you have in information and management systems?
 - 1 3-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 More than 20
2. How many years have you worked in healthcare information and management systems?
 - 1 2-5 years
 - 2 6-10 years
 - 3 11-15 years
 - 4 16-20 years
 - 5 More than 20
3. What type of facility most accurately describes your primary information and management systems activities?
 - 1 Hospital
 - 2 Health Care System (corp. office)
 - 3 Clinical Group Practice
 - 4 Other Provider
 - 5 Payer
 - 6 Vendor Organization
 - 7 Health Care Consulting Firm
 - 8 Academic
 - 9 Law/Investment Firm
 - 10 Government
4. What is your level of responsibility?
 - 1 CEO
 - 2 CFO
 - 3 CIO
 - 4 COO
 - 5 Director/Department Head
 - 6 Other Senior Management
 - 7 Senior Staff/Manager
 - 8 Staff
 - 9 Student
 - 10 Consultant
5. What is your principal work focus?
 - 1 Administrative/Management
 - 2 Clinical Systems and/or Applications
 - 3 IT Infrastructure, Systems Implementation and Management
 - 4 Management Engineering
 - 5 Security/Privacy
 - 6 Telehealth/e-health

I am a U.S. military veteran, active duty service member, or military spouse: Yes No

SIGNATURE

I certify that I agree to abide by regulations of the CPHIMS program contained in this handbook. I believe that I comply with all admission policies for the CPHIMS examination. I certify that the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my examination results may be delayed or voided.

Name (Please Print): _____

Signature: _____ Date: _____



REQUEST FOR SPECIAL EXAMINATION ACCOMMODATIONS

If you have a disability covered by the Americans with Disabilities Act, please complete this form and the Documentation of Disability-Related Needs on the reverse side so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated with strict confidentiality. Please return this form to AMP within 45 days of the desired testing date.

CANDIDATE INFORMATION

Name (Last or Family Name, First, Middle Initial, Former Name) _____

Mailing Address _____

City _____

State/Province _____

Zip Code/Postal Code and Country _____

Daytime Telephone Number with country code if outside of North America _____

Email Address _____

SPECIAL ACCOMMODATIONS

I request special accommodations for the _____ examination.

Please provide (check all that apply):

- Reader
- Extended examination time (time and a half)
- Reduced distraction environment
- Large print examination (paper and pencil administration only)
- Circle answers in examination booklet (paper and pencil administration only)
- Other special accommodations (Please specify.)

Comments: _____

PLEASE READ AND SIGN:

I give my permission for my diagnosing professional to discuss with AMP staff my records and history as they relate to the requested accommodation.

Signature: _____ Date: _____

Return this form with your examination application and fee to:
Examination Services Department, AMP, 18000 W. 105th St., Olathe, KS 66061-7543.
If you have questions, call the Examination Services Department at 913-895-4600.



DOCUMENTATION OF DISABILITY-RELATED NEEDS

Please have this section completed by an appropriate professional (education professional, physician, psychologist, psychiatrist) to ensure that AMP is able to provide the required examination accommodations.

PROFESSIONAL DOCUMENTATION

I have known _____ since ____ / ____ / ____ in my capacity as a
Candidate Name Date (month/date/year)

Professional Title

The candidate discussed with me the nature of the examination to be administered. It is my opinion that, because of this candidate's disability described below, he/she should be accommodated by providing the special arrangements listed on the reverse side.

Description of Disability: _____

Signed: _____ Title: _____

Printed Name: _____

Address: _____

Telephone Number: _____

Date: _____ License # (if applicable): _____

Return this form with your examination application and fee to:
Examination Services Department, AMP, 18000 W. 105th St., Olathe, KS 66061-7543.
If you have questions, call the Examination Services Department at 913-895-4600.