



PSI licensure:certification

3210 E Tropicana  
Las Vegas, NV 89121  
www.psiexams.com

Dental Hygiene Committee of California  
Registered Dental Hygienist (RDH) &  
Registered Dental Hygienist in Alternate Practice (RDHAP)  
Law and Ethics Written Examinations



CANDIDATE INFORMATION BULLETIN

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Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com).

## EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

Once a candidate is determined to be eligible, DHCC will notify the examination administration contractor, PSI licensure:certification (PSI). PSI will mail a scheduling notice indicating how the candidate may schedule an examination.

Your examination eligibility expires and your application is deemed abandoned if you fail to take the RDH/RDHAP written examination within one year after being deemed eligible by the Committee. This is the date on the eligibility letter the Committee sends to you. When your eligibility expires, you will need to reapply to the Committee to be considered eligible to take the RDH/RDHAP written examination.

### FEE

The following fee table lists the applicable fee for the examination. The fee is for each registration, whether you are taking the examination for the first time or repeating.

EXAMINATION FEE	
RDH Law & Ethics	\$28.00
RDHAP Examination Fee	\$23.00
<b>NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE</b>	

In most California testing centers, testing does not take place on the following major holidays:

Memorial Day	Closed May 28-30, 2011
Independence Day	Closed July 2-4, 2011
Labor Day	Closed September 3-5, 2011
Thanksgiving	Closed November 24-27, 2011
Christmas	Closed December 24-26, 2011
New Years	Closed December 31-January 2, 2012

### INTERNET SCHEDULING

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may schedule for a test via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your test.
3. You will need to choose a date to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

### TELEPHONE REGISTRATION AND SCHEDULING

The second fastest method of scheduling is via the telephone with PSI's Interactive Voice Response system (IVR) during non-business hours or through live registrars during business hours. For telephone registration, you will need a valid VISA or MasterCard.

1. Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.

Call (877) 392-6422, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday, between 4:30 am and 7:00 pm and Saturday, between 8:00 am and 2:00 pm, Pacific Time, to receive the information listed on your Examination Registration Form and schedule your appointment for the examination.

### FAX REGISTRATION AND SCHEDULING

For Fax registration, you will need a valid VISA or MasterCard.

Complete the Examination Registration Form, including your credit card number and expiration date.

1. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
2. If your information is incomplete or incorrect, it will be returned for correction.

Please allow 4 business days to process your Registration. After 4 business days, you may schedule your examination using a touch-tone phone, by calling PSI 24 hours a day at (877) 392-6422 between 4:30 am and 7:00 pm and Saturday, between 8:00 am and 2:00 pm, Pacific Time. You may also schedule online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com).

### STANDARD MAIL REGISTRATION AND SCHEDULING

For those desiring to make a payment for their examination using cashier's checks or money orders, or for those that simply do not wish to provide credit card information over the phone or Internet, you must use the Standard Mail Registration. In order to register, please follow the steps below.

1. Complete the PSI Examination Registration Form (found at the end of the bulletin), and include appropriate examination fee to PSI. Payment of fees can be made by money order or cashier's check. Money orders or cashier's checks should be made payable to PSI. Print your social security number on your cashier's check or money order to ensure that your fees are properly assigned. **CASH, COMPANY CHECKS AND PERSONAL CHECKS ARE NOT ACCEPTED.**



Mail the completed Registration Form to:

PSI licensure:certification  
ATTN: Examination Registration CA DHCC  
3210 E Tropicana  
Las Vegas, NV 89121  
(877) 392-6422 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

Please allow 2 weeks to process your Registration. After 2 weeks you may schedule your examination using a touch-tone phone, by calling PSI 24 hours a day at (877) 392-6422. To schedule with a PSI registrar, call Monday through Friday, between 4:30 am and 7:00 pm and Saturday, between 8:00 am and 2:00 pm, Pacific Time. You may also schedule online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com).

#### CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee *if your cancellation notice is received 2 days prior to the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (877) 392-6422. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the internet, automated telephone system, or call PSI and speak to a Customer Service Representative.

#### MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if:

- You do not cancel your appointment 2 days before the scheduled examination date;
- You do not appear for your examination appointment;
- You arrive after examination start time;
- You do not present proper identification when you arrive for the examination.

#### EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (877) 392-6422. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

## SPECIAL ACCOMMODATIONS AVAILABLE

Requests for special testing accommodation must be received by DHCC at the time the examination application is submitted to allow for processing. Accommodations that fundamentally alter the measurement of the skills or knowledge the examination is intended to test will not be provided.

#### REQUESTING EXAMINATION ACCOMMODATIONS

Accommodations will not be provided at the examination site unless prior approval by DHCC has been granted. Reasonable, appropriate, and effective accommodations may be requested from the Committee by submitting the "Request for Accommodation of Disabilities" package, which can be obtained from DHCC's Web site ([www.DHCC.ca.gov](http://www.DHCC.ca.gov)).

The Committee will contact you once approved with further instructions. Do not call PSI to schedule your examination until you have received written notification from the Committee regarding your request for accommodations.

## EXAMINATION SITE LOCATIONS

The California examinations are administered at the PSI examination centers in California as listed below:

#### **ANAHEIM**

2301 W. LINCOLN AVE, SUITE 252  
ANAHEIM, CA 92801  
(714) 254-1453

*TAKE I-5 SOUTH TO SANTA ANA. EXIT ON BROOKHURST ST. AND MAKE A RIGHT GOING SOUTH. TURN RIGHT (WEST) ON LINCOLN AVE. RIGHT AFTER MONTEREY LN. GO HALF A BLOCK AND ENTER ON THE FIRST OR SECOND DRIVEWAY ON 2301 LINCOLN. SUITE 252 IS LOCATED ON THE SECOND FLOOR.*

#### **ATASCADERO**

7305 MORRO RD, SUITE 201A  
ATASCADERO, CA 93422  
(805) 462-8983

*FROM US-101 N, TAKE THE CA-41 EXIT- EXIT 219-TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. Turn LEFT onto CA-41/MORRO RD.*

*FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT- EXIT 219, TURN RIGHT ONTO CA-41/MORRO RD.*

#### **BAKERSFIELD**

5405 STOCKDALE HIGHWAY, SUITE 206  
BAKERSFIELD, CA 93309  
(661) 398-9354

*FROM I-5 S, TAKE THE STOCKDALE HWY EXIT (253). TURN LEFT ONTO STOCKDALE HWY.*

*FROM I-5 N TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CA-99 N VIA EXIT (221) TOWARD BAKERSFIELD/FRESNO. TAKE THE CA-58 E EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CAL STATE UNIV/STOCKDALE HWY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE RD. TURN SLIGHT LEFT ONTO STOCKDALE HWY.*

#### **CARSON**

17420 S. AVALON BLVD, SUITE 205  
CARSON, CA 90746  
(310) 217-1066



FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).

FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT HAND SIDE. (SAME PARKING LOT AS CARL'S JR).

#### **EL MONTE**

9420 TELSTAR, SUITE 138  
EL MONTE, CA 91731  
(626) 442-4112

FROM I-10 E TOWARD SAN BERNARDINO, MERGE ONTO ROSEMEAD/CA 19 S TOWARD LONG BEACH. TURN LEFT ONTO E. TELSTAR AVE.

FROM I-10 W TOWARD LOS ANGELES, TAKE THE ROSEMEAD BLVD/CA-19 EXIT TOWARD PASADENA. TAKE THE ROSEMEAD BLVD RAMP TOWARD LONG BEACH. MERGE ONTO ROSEMEAD BLVD/CA-19 S. TAKE A LEFT ONTO E. TELSTAR AVE.

#### **FRESNO**

351 E. BARSTOW, SUITE 101  
FRESNO, CA 93710  
(559) 221-9006

FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT HAND SIDE.

FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE.

TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.

#### **HAYWARD**

24301 SOUTHLAND DRIVE, SUITE B-1  
HAYWARD, CA 94545  
(510) 784-1114

FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.

FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.

#### **REDDING**

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002  
(530) 221-0945

ON 299 FROM EAST TAKE RAMP ONTO I-5 S. TAKE EXIT #677/REDDINGCYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

ON 299 FROM WEST TURN RIGHT ON MARKET ST (CA-273 S). TURN LEFT ON TEHEMA ST (CA-299 E). CONTINUE TO FOLLOW CA-299 E. TAKE EXIT #2A/RED BLUFF/SACRAMENTO ONTO I-5 S. TAKE EXIT #677/REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

ON I-5 FROM NORTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD  
ON I-5 FROM SOUTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN RIGHT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD

ON HWY 44 FROM EAST TAKE RAMP TOWARD VICTOR AVE. TURN LEFT ON VICTOR AVE. TURN RIGHT ON E CYPRESS AVE. TURN LEFT ON CHURN CREEK RD.

FROM ALL DIRECTIONS, FRONT BUILDING IS 2881 CHURN CREEK, DRIVEWAY INTO COMPLEX IS DIRECTLY ACROSS FROM MAJOR MUFFLER ON EAST SIDE OF CHURN CREEK. 2861 IS FIRST BUILDING ON THE LEFT.

#### **RIVERSIDE**

RIVERSIDE TECHNOLOGY BUSINESS PARK  
1660 CHICAGO AVE, SUITE M-15  
RIVERSIDE, CA 92507  
(951) 680-9720

FROM I-215 N TOWARD RIVERSIDE/SAN BERNARDINO, TAKE THE COLUMBIA AVENUE EXIT. TURN RIGHT ONTO E LA CADENA DR. TURN LEFT ONTO COLUMBIA AVE. TURN RIGHT ONTO CHICAGO AVE. TURN LEFT ONTO MARLBOROUGH AVE AND END AT 1660 CHICAGO AVENUE.

FROM I-215 S TOWARD SAN BERNARDINO/RIVERSIDE, TAKE THE EXIT TOWARD COLUMBIA AVENUE. TURN SLIGHT RIGHT ONTO INTERCHANGE DR. TURN LEFT ONTO PRIMER ST. TURN LEFT ONTO COLUMBIA AVE. TURN RIGHT ONTO CHICAGO AVE. TURN LEFT ONTO MARLBOROUGH AVE AND END AT 1660 CHICAGO AVENUE.

#### **SACRAMENTO**

9719 LINCOLN VILLAGE DR.  
BUILDING 100, SUITE 100  
SACRAMENTO, CA 95827  
(916) 363-6455

FROM SAN FRANCISCO/VALLEJO ON I-80 E, TAKE US-50 E TOWARD SACRAMENTO/SOUTH LAKE TAHOE. TAKE BRADSHAW ROAD, EXIT 13, TURN RIGHT ONTO BRADSHAW ROAD. TURN IMMEDIATE LEFT ONTO LINCOLN VILLAGE DR.

#### **SAN DIEGO**

5440 MOREHOUSE DRIVE, SUITE 3300  
SAN DIEGO, CA 92121  
(858) 658-0786

FROM I-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

#### **SANTA ROSA**

160 WIKIUP DRIVE, SUITE 105  
SANTA ROSA, CA 95403  
(707) 544-6723

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

#### **SANTA CLARA**

2936 SCOTT BLVD  
SANTA CLARA, CA 95054  
(408) 844-0004

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.



## Out-of-state Examination Sites

The following out-of state sites will also offer this examination.

### ALBUQUERQUE

2301 YALE BLVD, SE  
BUILDING C, SUITE 4  
ALBUQUERQUE, NM 87106

*FROM INTERSTATE 25, TAKE THE GIBSON BLVD EXIT AND TRAVEL EAST ON GIBSON BLVD UNTIL YOU REACH YALE BLVD SOUTHEAST. TURN RIGHT ON YALE BLVD S.E. (HEADING SOUTH), JUST PAST RENARD PLACE AND THEN TURN RIGHT INTO THE COMMERCE CENTER. THE SITE IS ACROSS THE STREET FROM THE WAFFLE HOUSE AND COMFORT INN.*

### ATLANTA

CIRCLE 75 OFFICE PARK  
1000 CIRCLE 75 PARKWAY, SUITE 720  
ATLANTA, GA 30339

*FROM I-285 BYPASS N, TAKE EXIT- EXIT 51B- TOWARD CHATTANOOGA/GREENVILLE. MERGE ONTO I-285 N / GA-407 N. TAKE THE COBB PKWY / US-41 EXIT- EXIT 19- TOWARD DOBBINS ARB. TURN LEFT ONTO COBB PKWY SE / US-41 N / GA-3 N. TURN SLIGHT RIGHT ONTO CIRCLE 75 PKWY SE.*

### BOSTON

INNER TECH PARK, 56 ROLAND ST., SUITE 211  
BOSTON, MA 02129

*FROM NORTH: TAKE I-93 SOUTH. EXIT 28 - BOSTON/SULLIVAN SQ./CHARLESTOWN. MERGE INTO MYSTIC AVE. TAKE I-93S RAMP TO BOSTON/SULLIVAN SQ./CHARLESTOWN (TAKE RAMP DO NOT GET ON HIGHWAY). MAKE SLIGHT LEFT TURN ON TO MAFFA WAY. MAKE SLIGHT RIGHT TURN ON TO CAMBRIDGE STREET. AT FIRST TRAFFIC LIGHT, MAKE LEFT ON TO CARTER STREET - THERE IS A SIGN FOR INNER TECH PARK. RIGHT ON TO ROLAND STREET. END AT 56 ROLAND STREET (BUILDING ON LEFT, PARKING LOT ON RIGHT). ENTER THROUGH NORTH LOBBY*

### CHARLOTTE

TYVOLA EXECUTIVE PARK 1  
5701 WESTPARK DR, #202  
CHARLOTTE, NC 28217

*FROM I-77S TOWARDS COLUMBIA, EXIT TYVOLA ROAD (EXIT #5). TURN LEFT AT TYVOLA ROAD. MAKE A RIGHT AT WESTPARK DR.  
FROM I-77N, EXIT TYVOLA ROAD (EXIT #5). BEAR RIGHT AT TYVOLA ROAD. TURN RIGHT AT WESTPARK DR.*

### CRANBERRY TOWNSHIP

CRANBERRY CORPORATE BUSINESS CENTER  
213 EXECUTIVE DR., SUITE 150  
CRANBERRY TOWNSHIP, PA 16066

*FROM I-79 EXIT CRANBERRY-MARS ROUTE 228, GO WEST. CROSS OVER ROUTE 19 ONTO FREEDOM ROAD. GO THREE TRAFFIC LIGHTS THEN TURN RIGHT ONTO EXECUTIVE DRIVE. BUILDING IS DIRECTLY ACROSS FROM HAMPTON INN.*

### HOUSTON (NORTHWEST)

9800 NORTHWEST FREEWAY  
SUITE 200  
HOUSTON, TX 77092

*FROM HWY 290 DRIVING SOUTHEAST, MERGE ONTO LOOP 610 NORTH. EXIT AT T.C.JESTER AND THEN U-TURN UNDER LOOP 610. STAY ON THE FEEDER ROAD, SHERATON HOTEL IS ON THE RIGHT AS THE ROAD CURVES RIGHT. TURN INTO THE PARKING LOT IMMEDIATELY AFTER THE SHERATON HOTEL AND BEFORE THE OFFICE BUILDING. CENTER IS ON THE 2ND FLOOR.*

### LAS VEGAS

3210 E TROPICANA AVENUE  
LAS VEGAS, NEVADA 89121

*FROM I-15 - EXIT EAST ON TROPICANA, TRAVEL APPROXIMATELY 4 MILES, TURN LEFT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.*

*FROM I-95 - EXIT WEST ON TROPICANA, TRAVEL APPROXIMATELY 1 MILE, TURN RIGHT ON MOJAVE, TURN RIGHT INTO THE PARKING LOT.*

### PORTLAND

205 BUSINESS CENTER, SUITE 201  
8383 NE SANDY BLVD  
PORTLAND, OR 97220

*GET ON I-84 HEADING EAST. TAKEEXIT NO. 5-82ND AVE. TURN RIGHT ON NE MULTNOMAH ST. TURN RIGHT ON NE 82ND AVE. TURN RIGHT ON NE SANDY BLVD. THE SITE IS ON THE LEFT ½ BLOCK FROM 82ND AND SANDY.*

### SOUTHFIELD (DETROIT AREA) EXAMINATION CENTER

CROSSROADS BUILDING  
16250 NORTHLAND DRIVE, SUITE 361  
SOUTHFIELD, MI 48075

*FROM I-75 NORTH AND SOUTH, EXIT WEST 8 MILE RD. CROSS THE LODGE FWY (HWY 10). TURN RIGHT ON NORTHLAND DRIVE. NORTHLAND DRIVE IS NEXT TO THE NORTHLAND SHOPPING CENTER. FROM SOUTHFIELD FWY NORTH AND SOUTH, EXIT EAST 8 MILE RD. GO EAST ON 8 MILE TO NORTHLAND DRIVE. NORTHLAND DRIVE IS NEXT TO THE NORTHLAND SHOPPING CENTER*

### WEST DES MOINES:

1001 OFFICE PARK ROAD, SUITE 315  
DES MOINES, IA 50265

*FROM I-235, EXIT 8TH STREET AND PROCEED SOUTH. TURN RIGHT ON OFFICE PARK ROAD. TURN RIGHT INTO THE DRIVEWAY.*

## REPORTING TO THE EXAMINATION SITE

*Please **DO NOT** wear scrubs to take the **WRITTEN** portion(s) of your exam(s). **Pocketed clothing is not permitted during the WRITTEN portion(s) of the exam(s).***

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee. Even though candidates will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 1 form of identification, either:

- Non-expired government issued driver's license
- Non-expired government issued identification card (state, military)
- Non-expired passport
- Non-resident alien card
- Non-expired Mexican Consulate Identification

If you cannot provide the required identification, you must call (877) 392-6422 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.



## CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

## IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in and re-entry into the testing room after an approved absence. If a candidate passes the examination, the thumbprint record will be destroyed. If a candidate abandons his or her application for licensure, as determined by the appropriate regulatory authority, the thumbprint will also be destroyed. If a candidate is unsuccessful, the thumbprint record will be retained by PSI to ensure proper identification on any subsequent examination attempts. If the thumbprint doesn't match upon exit and re-entry, the candidate shall be disqualified from the examination, his or her test results invalidated, and the appropriate regulatory entity will be notified of the occurrence. The taking of the thumbprint is an additional measure to enhance examination security. The Department's Office of Examination Resources shall ensure

that the appropriate safeguards for the storage and destruction of the thumbprint records are in place.

2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination.
3. There are timing mechanisms available at the test site and on the computer console to help candidates keep track of time during the test administration. Watches or other timekeeping devices are not permitted in the examination rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when you leave the room and when you return. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence, which will take appropriate action.
5. The following items are not permitted in the examination rooms:
  - Cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, reference or readings material, music players, radios, electronic games, calculators, or briefcases.
  - Personal items including watches, backpacks, wallets, pens, pencils, or other writing devices, food, drinks (unless prior approval is obtained by your regulatory entity) and good-luck items.
  - Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates shall return these items to their vehicle or other place of safekeeping. Neither PSI, nor the Department of Consumer Affairs, shall be responsible for the items. Any candidate possessing the prohibited items in the examination room shall have his or her test results invalidated, and PSI shall notify the appropriate regulatory entity of the occurrence.

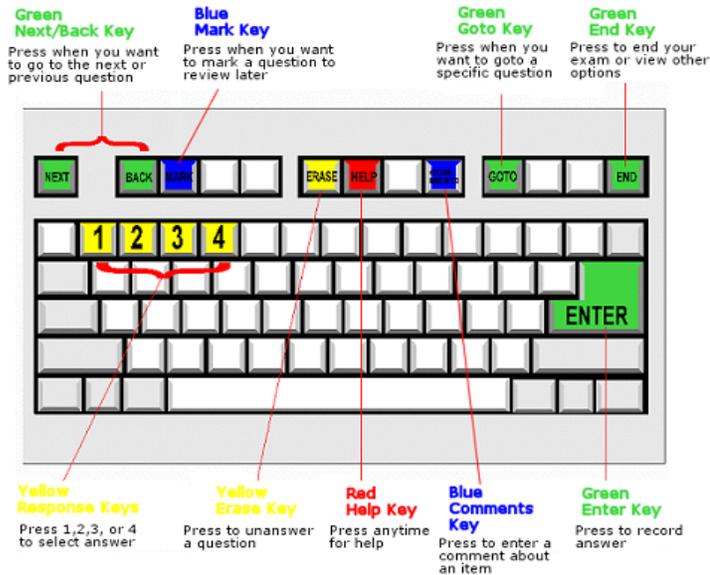
6. Copying or communicating examination content is a violation of PSI security policy and existing law. Either one shall result in the disqualification or invalidation of examination results, the denial of your license, and may subject the candidate to criminal prosecution.



## EXAMINATION QUESTION EXAMPLE

# TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here.



## IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

## TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included as part of the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

During the examination, you should press 1, 2, 3, or 4 to select your answer. You should then press "ENTER" to record your answer and move on to the next question. You may not skip, mark, or review any questions during the examination. A sample question display follows:



## PRETEST ITEMS

In addition to the number of questions per examination, a small number of five to ten "pretest" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

## NUMBER OF QUESTIONS AND TIME LIMIT

### RDH written examination

60 questions  
90 minutes

### RDHAP written examination

50 questions  
60 minutes

# THE RDH/RDHAP LAW AND ETHICS EXAMINATION

## EXAMINATION RESULTS

You will receive the results of your Written Examination at the PSI test center. The results will also be sent to DHCC.

If you fail the written examination, you will receive a failed score report and an application to retake the examination.

If you have already taken the clinical examination, and pass the written examination, you should contact DHCC about 30 days after passing the written examination if you have not received your license.

Licenses will not automatically be issued once you pass both examinations. DHCC must first complete its criminal history investigation of each applicant.

## CONTENT OUTLINE

### RDH LAW and ETHICS EXAMINATION OUTLINE

1. Scope of Practice 16% -- This content area assesses the candidate's knowledge of the laws governing the Registered Dental Hygienist's (RDH) scope of practice found in the Business and Professions Code (BPC).		
1. Subareas		1. Citations
1A.	RDH Functions  16%	BPC 1902 Definitions BPC 1907 RDH duties BPC 1908 Limitations of RDH functions BPC 1909 Direct supervision BPC 1910 General supervision BPC 1911 Procedures without supervision BPC 1915 Authorized persons
2. Licenses 36% -- This content area assesses the candidate's knowledge of the laws governing the RDH's license maintenance, unprofessional conduct, and the Diversion Program found in the Business and Professions Code, the California Code of Regulations (CCR), the Penal Code (Penal), and the Welfare and Institutions Code (WIC).		
2. Subareas		2. Citations
2A.	License Maintenance  16%	BPC 1934 Address and name change BPC 1935 License expiration BPC 496, 1949, 1950 Revocation, suspension, reprimand, or probation BPC 123, 123.5 Subversion of licensing examinations CCR 1005 Infection control CCR 1017 Continuing education Penal 11165.7, 11166 Mandated reporter WIC 15610.37, 15630 Elder abuse
2B.	Unprofessional Conduct  16%	BPC 1950.5 Unprofessional conduct BPC 1951 Probation BPC 1952 Controlled substances BPC 1953 Identification in patient records BPC 1954 Services beyond scope of practice BPC 1956 Discouraging/excessive treatment BPC 1958 Misdemeanor violations BPC 1961 Unlicensed activity
2C.	Diversion Program  4%	BPC 1966.1 Program criteria BPC 1966.4 Responsibility for program costs

3. Ethical Principles 48% -- This content area assesses the candidate's knowledge related to the ethical principles of the RDH profession.		
3. Subareas		3. References
3A.	Purpose and Definition of Ethics	2%
3B.	Autonomy Informed Consent	8%
3C.	Tolerance Compassion	8%
3D.	Veracity Integrity Justice and Fairness	12%
3E.	Competence Professionalism Confidentiality	12%
3F.	Beneficence Nonmaleficence	6%
		<p>California Dental Hygienist's Association (CDHA) Code of Ethics, amended September 2009. (<a href="http://www.cdha.org/downloads/CDHACodeofEthics.pdf">http://www.cdha.org/downloads/CDHACodeofEthics.pdf</a>)</p> <p>California Dental Association (CDA) Code of Ethics, adopted November 2005. (<a href="http://www.cda.org/about_cda/cda_code_of_ethics">http://www.cda.org/about_cda/cda_code_of_ethics</a>)</p> <p>Beemsterboer, P. L. (2010). Ethics and Law in Dental Hygiene (2nd ed.). St. Louis, Missouri: Saunders Elsevier</p>

**RDHAP LAW and ETHICS EXAMINATION OUTLINE**

**1. Scope of Practice and Services 30% -- This content area assesses the candidate's knowledge of the laws governing the RDHAP's scope of practice and services performed found in the Business and Professions Code (BPC), the California Penal Code (CPC), and the Welfare and Institutions Code (WIC).**

1. Subareas			1. Citations
1A.	RDHAP Functions	30%	BPC 1902 Definitions BPC 1907-1908 Functions and Limitations BPC 1909-1910-1911 Supervision BPC 1915, 1925-1926 Authorized persons, Authorized employment settings and settings BPC 1927 Prohibited practices BPC 1928 Insurance claims BPC 1929 Hiring BPC 1930 Consultation dentist BPC 1931 Services to a patient CPC 11164-11174.4 Child Abuse and Neglect Reporting Act WIC 15610-15610.65, 15630-15632 Elder or dependent adult abuse

**2. Licenses and Conduct 40% -- This content area assesses the candidate's knowledge of the laws governing the RDHAP's license maintenance and unprofessional conduct found in the BPC and the California Code of Regulations (CCR).**

2. Subareas			2. Citations
2A.	License Maintenance	18%	BPC 1934 Change of address and name BPC 1935-1936 License expiration and renewal BPC 1947-1949-1950 License revocation, suspension, reprimand, or probation BPC 1962 Associations, partnerships, corporations, or group CCR 1005 Infection control CCR 1017 Continuing education
2B.	Unprofessional Conduct	22%	BPC 123-123.5, 496 Subversion of licensing examinations BPC 1950.5 Unprofessional conduct BPC 1951 Probation BPC 1952 Controlled substances BPC 1953 Identification in patient records BPC 1954 Services beyond scope of practice BPC 1955 Patient's request for records BPC 1956 Discouraging/excessive treatment BPC 1958, 1959, 1960 Misdemeanor violations and titles BPC 1961 Unlicensed activity BPC 1966-1966.6 Diversion Program

**3. Ethical Principles 30% -- This content area assesses the candidate's knowledge related to the ethical principles of the RDHAP profession.**

3. Subareas			3. References
3A.	Ethics Definitions and Purpose	4%	California Dental Hygienist's Association (CDHA) Code of Ethics, amended September 2009. ( <a href="http://www.cdha.org/downloads/CDHACodeofEthics.pdf">http://www.cdha.org/downloads/CDHACodeofEthics.pdf</a> )  California Dental Association (CDA) Code of Ethics, adopted November 2005. ( <a href="http://www.cda.org/about_cda/cda_code_of_ethics">http://www.cda.org/about_cda/cda_code_of_ethics</a> )  Beemsterboer, P. L. (2010). Ethics and Law in Dental Hygiene (2nd ed.). St. Louis, Missouri: Saunders Elsevier
3B.	Autonomy Informed Consent	6%	
3C.	Tolerance Compassion	4%	
3D.	Veracity Integrity Justice and Fairness	6%	
3E.	Competence Professionalism Confidentiality	6%	
3F.	Beneficence Nonmaleficence	4%	





## STATE OF CALIFORNIA NOTICE OF ELIGIBILITY

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You are eligible to participate in either the California Registered Dental Hygiene Examination (RDH) or Registered Dental Hygienist in Alternate Practice (RDHAP). Your address label below contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take your examination by the date specified on the label, or you will need to reapply (see *Expiration of Examination Eligibility* in this bulletin).

Note: Your name below must match exactly the one required form of identification you must bring to the testing site.

This bulletin is designed to provide you with information regarding examination procedures and content areas. To schedule your examination, please refer to the instructions in this bulletin

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**DHCC**  
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