

How do I schedule a DHA exam?

For most test programs, Prometric provides three easy methods to schedule test appointments:

- [Online](#) (Secure and available 24 hours a day, 7 days a week)
- [Email](#) (Send an email to Pnl-mena@prometric.com requesting schedule a DHA exam)
- [Calling](#) our Regional Registration Center.

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What information should I be prepared to provide when I schedule my appointment?

When you schedule your appointment, you should be prepared to provide any of the following information:

- The name used to schedule your appointment must exactly match the name shown on your identification. At a minimum, the identification must be a valid, Passport that shows your name in the English alphabet, your signature and your photograph.
- Your Prometric Testing I.D. (SP#) Number if applicable
- Contact phone numbers - If there is a problem, we will use these numbers to reach you
- Mailing address - Please provide full postal address where you can be contacted
- Exam number and/or title
- Eligibility information
- E-mail address - Once again for contact purposes, this is often the fastest and most effective means of contact. Many test sponsors require e-mail contact information for registration, for any registration queries please send an email to: Pnl-mena@prometric.com

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Where can I find exam reference materials?

Specialty	Examination Reference
1. General Dentistry	Will be updated soon
2. General Practice	Nelson Textbook of Pediatrics 18th Edition, 2007, Saunders (Elsevier).
	Clinical Medicine (Edition: 6th Edition, 2005), Kumar and Clark.
	Primary Care Medicine (Edition: 5th Edition, 2005) Goroll and Mulley.
	The Johns Hopkins Manual of Gynecology and Obstetrics (Edition: 3rd Edition, 2006) Johns Hopkins Institute.

Specialty	Examination Reference
General Practice cont.	Rook's Textbook of Dermatology, 7th Edition.
	Harrison's Principles of Internal medicine, 17th Edition, 2008, McGraw-Hill.
	Oxford Handbook of Clinical Specialties, (Edition: 7th Edition, 2006) Collier and Longmore.
	Pediatrics: A Primary Care Approach (Edition: 3rd Edition, 2000) Carol Berkowitz
	Psychiatry for Primary Care Physicians (Edition: 2nd Edition, 2004) Goldman, Wise, and Brody.
	A Primary Care Approach (Edition: 3rd Edition, 2000) Carol Berkowitz.
	Bailey and Love's Short Practice of Surgery 25th Edition.
	Davidson's Principle and Practice of Medicine, 20th Edition, 2006.
	Kumar and Clark's Clinical Medicine, 2005, 6th Edition.
	Primary Care Medicine: Office Evaluation and Management of the Adult Patient, 2005, 5th Edition.
	Lippincott Manual of Nursing Practice, 2005, 8th Edition.
	Primary Care Ophthalmology, 2005, 2nd Edition
3. Obstetrics Gynecology	Williams Obstetrics, 23rd Edition, 2009, Cunningham et al, Appleton & Lange
	Clinical Gynecological Endocrinology & Infertility, 7 th Edition, 2004, Leon Speroff, Lippincott
	Perek and Novak Gynecology, 14 th edition, 2006, Jonathan Perek, Lippincott
	Comprehensive Gynecology, 5 th Edition, 2007, Vern Katz et al, Mosby
4. Pediatrics	Rudolph's Fundamentals of Pediatrics, 3rd Edition, 2002, Rudolph et al., McGraw-Hill.
	Berkowitz's Pediatrics: A Primary Care Approach, 3rd Edition, 2008, Berkowitz, American Academy of Pediatrics.
	Nelson's Textbook of Pediatrics, 18th Edition, 2007, Kliegman et al., Saunders/Elsevier.

Specialty	Examination Reference
Pediatrics cont.	Principles and Practice of Pediatrics. , Oski et al Lippincot.
	Current Diagnosis and Treatment in Pediatrics, 18th Edition, 2006, Hay et al., McGraw-Hill.
	Avery's Diseases of the Newborn, 8th Edition, 2004, Taeusch et al., Saunders.
	WHO Health Programs, World Health Organization Website.
5. Dermatology	Dermatology, Bologna J, Jorizzo J, Rapini R.
	Rook's Textbook of Dermatology by D. A. Burns (Editor), S. M. Breathnach (Editor), Neil Cox (Editor), Christopher E. Griffiths (Editor).
	Fitzpatrick's Dermatology in General Medicine (2 Volumes) by Klaus Wolff, Lowell Goldsmith, Stephen Katz, and Barbara Gilchrest.
	Lever's Histopathology of the Skin by David E Elder, Rosalie Elenitsas, Bernett L Johnson, and George F Murphy.
6. Orthodontics	1- An Introduction to Orthodontics, Third Edition, Laura Mitchell, 2007, Oxford: Oxford University Press.
	2- Contemporary Orthodontics, Fourth Edition, William R. Proffit, Henry W. Fields and David M. Sarver 2006, Saint Louis: Mosby, Inc. Proffit WR, Fields HW, Sarver DM.
	Contemporary Orthodontics. 4th edition, Mosby Inc., St.Louis, MO, USA, 2007
	McNamara JA, Brudon, WI. Orthodontics and Dentofacial edition, Needham Press, Ann Arbor, MI, USA, 2001 Orthopedics. 1st
7. Registered Nurse	Lippincott Manual of Nursing Practice, 2005, 8 th Edition.
	Fundamentals of Nursing, 2006, 3 rd Edition.
	Fundamentals of Nursing-Standards and Practice, 2006, 3 rd Edition.
	Brunner and Suddarth`s Textbook of Medical-Surgical Nursing, 2006.
	All-In-One Care Planning Resource, 2004.
	Alexander's Care of the Patient in Surgery, 2003, 12 th Edition.
	Nurse's Quick Reference to common Laboratory and Diagnostic Tests, 2006, 4 th Edition.

Specialty	Examination Reference
8. Asst.Registered Nurse	Patient Care Skills (6th Edition); Scott Duesterhaus Minor, Mary Alice Duesterhaus Minor : 2009
	Mosby's Essentials for Nursing Assistants ; Sheila A. Sorrentino, Leighann Remmert, Bernie Gorek :2009
	Lippincott's Advanced Skills for Nursing Assistants: A Humanistic Approach to Care giving ; Pamela J Carter, Amy Stegen : 2008
	Lippincott's Essentials for Nursing Assistants: A Humanistic Approach to Care giving; Pamela J Carter : 2008
	Client-Centered Care for Clinical Medical Assisting ; Victoria R. Koprucki: 2006
	Advanced Skills for Health Care Providers; Barbara Acello: 2006
	Knowledge to Care: A Handbook for Care Assistants ; The Wiley-Blackwell :2005
	Nursing Assistant Illustrated; Delmar Learning :2005
9. Physiotherapist	Muscle: Testing and Function with Posture and Pain. 5th Edition, Florence Peterson, 2005.
	Clayton`s Electro Therapy, Theory and Practice, Angela Forster, 9th Edition 1999.
	Tidy`s Physiotherapy, 13th Edition.
	Physical Rehabilitation, Assessment and Treatment, 3rd Edition, Susan B.Q., Sullivan, 1994.
	Tide`s Physical Therapy, Ann Thomason, 12th Edition.
10. Radiographer	Comprehensive Review for the Radiologic Technologist: 3rd Edition. Matthew Stevens, Robert J. Phillips.
	Clarke, K.C.; Positioning in Radiography, Volume 1; Heinemann M.
	Bontrager, Kenneth L.; Textbook of Radiographic Positioning and Related Anatomy.
	An atlas of Radiological Anatomy. Weir,J. & Abrahams , Churchill Livingstone.
	Essentials of Medical Ultrasound: A Practical Introduction to the Principles, Techniques and Biomedical Applications, Edited by M. H. Rapacholi,

Specialty	Examination Reference
Radiographer cont.	Hangiandreou, N. J. (2003). "Physics Tutorial for Residents: Topics in US: B-mode US: Basic Concepts and New Technology - Hangiandreou". Radiographics 23 (4): 1019.
	Herman, G. T., Fundamentals of Computerized Tomography: Image Reconstruction from Projections, 2nd Edition, Springer, 2009
	Early, PJ and Sodee, DB: Principles and Practice of Nuclear Medicine, 2nd Edition, St. Louis, Mosby
	Jeffery S. Mason, Katherine M. Elliott, Alisha C. Mitro.: The Nuclear Medicine Handbook for Achieving Compliance with NRC Regulations, Society of Nuclear Medicine.

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How can I find out where a test center is located?

Visit our [Test Centre Locator](#) to see a complete listing of all our centers.

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Can I cancel and/or reschedule my test appointment via the Prometric Web site?

Many test appointments can be cancelled and/or rescheduled through the [Prometric Web site](#).

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How long will it take for my eligibility or authorization to test to be downloaded into the system so that I can schedule an appointment to test?

Please note that not all test sponsors require eligibility, therefore, you may be able to test immediately. For those programs requiring eligibility, the files are downloaded and test appointment scheduling is available within 48-72 hours of receiving authorization from the test sponsor.

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Why would my local test center tell me that they don't schedule appointments?

The testing centres' primary purpose is to administer exams. Many centres will also schedule appointments for their test centre if you call them directly. However, some test centres prefer to have all of their appointments scheduled [online](#) or through the [Contact Centre](#). If the test centre administrator is not available or if your local test centre does not schedule appointments, you will be referred to the [Contact Centre](#) or our [online registration Web site](#) for appointment scheduling.

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How do I obtain the appointment date and time I want to take my exam?

When you go to our [online registration Web site](#) or speak to a representative from our [Contact Centre](#), you will be asked to provide your preferred test date. The first available time slot on that date will be offered to you. If your preferred appointment date is not available, a Contact Centre representative will work with you to identify a convenient appointment date.

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Sometimes, when I contact the testing site directly, I am automatically forwarded to the Contact Center. How can I get in touch with the testing centre?

On occasion, test sites have their phone systems routed directly to the Contact Centre. In emergency situations, we may be able to contact the centre and will be happy to assist you.

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My appointment is scheduled for today, however the testing center is closed. What should I do?

You will be contacted by the Prometric rescheduling department within 48-72 hours to reschedule your appointment. We apologize for any inconvenience.

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How far in advance must you schedule an exam?

Depending on the exam, Prometric may administer same-day exams, Monday through Friday. Other examinations may require 45-day advance appointment scheduling to ensure that the testing center has availability. Your test sponsor may provide you with specific information for the examination you are trying to schedule.

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- [Method of payment](#)

What payment methods may I use to pay for my examination?

Generally, we accept MasterCard, Visa and American Express for payment. Some programs also accept JCB and Discover.

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When will my credit card be charged?

Credit card processing varies depending upon the exam. Your credit card may be charged from the time you schedule your appointment up to the time you are scheduled to test.

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How can I request a receipt?

You can print your receipt by [clicking here](#), logging into your account and then choosing the View/Print Receipt option. Or, you can [contact us via e-mail](#) and request a confirmation letter which includes the amount you paid for your exam.

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How do I determine the cost of a particular exam?

The cost is on most ATT letters. You can call the [Contact Center](#) for further information. The test sponsor may also be able to provide that information. For Information Technology (IT) exams, you can view global exam pricing on our [online registration Web site](#).

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When should I plan to arrive at the testing center?

You should arrive at the testing center at least 30 minutes before the test is scheduled to begin.

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What type of identification must I bring to the test center?

ID requirements vary for many exams; unfortunately we cannot list each on this page. **It is the examinee's responsibility to review the ID requirements for the exam you are taking before making your appointment. Please refer to your exam sponsor registration information for their specific ID requirements.**

In general, most exams require the following:

For IT exams, you must have two valid forms of ID, one with a photo and both with signature.

For Academic or Professional Licensure & Certification exams, you must have one valid government-issued ID bearing photo & signature. If the ID does not have either the photo or signature, a secondary ID must be presented that does.

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What are acceptable forms of identification?

Acceptable forms of photo identification include:

- Passport

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Can my exam be taken on my PC, or do I have to go to one of your centers to test?

The exams we schedule must be administered at authorized testing sites.

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Are there lockers? Can I keep my purse with me?

Because the only item allowed into the testing area is identification, we encourage test takers to leave personal items at home. To accommodate those items that cannot be left behind (such as purses), the testing centers may have small lockers available.

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I am on medication. May I bring drinks/food into the testing room?

Food and drinks are not permitted in the testing rooms. Many of the exams that we administer do allow you to take a break. The exams that do not offer break time will allow you to leave the testing area to get a drink or take medication. However, the amount of time designated for that exam is not stopped when you are away from your computer.

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How crowded are the testing rooms? I need to be in a quiet environment.

Many of the testing labs are set up with as many as 16 workstations, although the number of candidates on a daily basis may vary. Test center administrators aim to provide a quiet and comfortable environment for all test takers. Noise reducing headsets are available for an even quieter environment. These headsets are not to be confused with our audio headsets, which are used for exams that contain audio sections, and are also available at each testing station. Your Test Center Administrator would be glad to assist you if you have questions.

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Can I choose my testing computer?

Testing computers are predetermined. Our systems are set to provide the next available computer to accommodate the length of the exam for which you are scheduled.