



PSI Services LLC  
<https://test-takers.psiexams.com/cadhc>

Before scheduling  
your examination,  
be sure you understand  
the contents of this bulletin.  
Please retain and use it as a  
reference when contacting PSI.

## Dental Hygiene Board of California (DHBC) Registered Dental Hygienist (RDH) & Registered Dental Hygienist in Alternative Practice (RDHAP) Law and Ethics Written Examinations



### CANDIDATE INFORMATION BULLETIN

#### CONTENT OUTLINE

Examination Registration and Scheduling Procedures .....	2	Taking the Examination by Computer .....	8
Examination Fee .....	2	Identification Screen .....	8
Internet Registration and Scheduling .....	2	Tutorial .....	8
Telephone Registration and Scheduling .....	2	Experimental Questions .....	8
Fax Registration and Scheduling .....	2	Number of Questions and Time Limits .....	8
Standard Mail Registration and Scheduling .....	2	The RDH/RDHAP Examination .....	9
Canceling an Examination .....	3	Examination Results .....	9
Missed Appointment or Late Cancellation .....	3	Content Outlines .....	9
Emergency Examination Center Closing .....	3	RDH Law and Ethics Examination Outline .....	9
Special Testing Considerations .....	3	RDHAP Law and Ethics Examination Outline .....	10
Examination Site Locations .....	3	Examination Registration Form .....	11
Reporting to the Examination Site .....	7	Notice of Eligibility .....	Back Cover
Required Identification at the Examination Site .....	7		
Security Procedures .....	7		

Please refer to our website to check for the most updated information at <https://test-takers.psiexams.com/cadhc>

## EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

Once a candidate is determined to be eligible, DHBC will notify the examination administration contractor, PSI Services LLC (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 your fail to take the RDH/RDHAP written examination within one year after being deemed eligible by the Board. This is the date on the eligibility letter the Board sends to you. When your eligibility expires, you will need to reapply to the Board 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	\$32.07
RDHAP Examination Fee	\$32.07

**NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE**

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

New Year's Day
Martin Luther King, Jr. Day
Presidents Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day
Day After Christmas

### 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, <https://test-takers.psiexams.com/cadhc>. You may schedule for a test via the Internet 24 hours a day.

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

### TELEPHONE REGISTRATION AND SCHEDULING

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover).

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.
2. PSI registrars are available at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time, to receive the information listed on your Examination Registration Form and to schedule your appointment for the examination.

### FAX REGISTRATION AND SCHEDULING

For Fax registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover).

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 by calling PSI at (877) 392-6422, Monday-Friday 4:30 am and 7:00 pm, or Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time. You may also schedule online by accessing PSI's registration website at <https://test-takers.psiexams.com/cadhc>.

### STANDARD MAIL REGISTRATION AND SCHEDULING

1. Complete the PSI Examination Registration Form (found at the end of the bulletin). Payment of fees may be made by credit card (VISA, MasterCard, American Express or Discover), money order, company check or cashier's check. Make your money order or check payable to PSI and print your social security number on it to ensure that your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**
2. Mail the completed registration form and payment to:

**PSI Services LLC**

**ATTN: Examination Registration DENTAL HYGIENE BOARD OF CALIFORNIA (DHBC)**  
**(877) 392-6422**

**<https://test-takers.psiexams.com/cadhc>**

Please allow 2 weeks to process your Registration. After 2 weeks, you may schedule your examination by calling PSI at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, or Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time. You may also schedule online by accessing PSI's registration website at <https://test-takers.psiexams.com/cadhc>.

## 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 9:00 a.m. Monday appointment, the cancellation notice would need to be received before 9:00 a.m. on the previous Saturday. You may call PSI at (877) 392-6422.

**Note:** A voicemail or email message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly 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 DHBC 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 DHBC has been granted. Reasonable, appropriate, and effective accommodations may be requested from the Board by submitting the "Request for Accommodation of Disabilities" package, which can be obtained from DHBC's Web site ([www.dhbc.ca.gov](http://www.dhbc.ca.gov)).

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

## **EXAMINATION SITE LOCATIONS**

### [CLICK HERE FOR THE TEST SITE PHONE NUMBERS](#)

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

#### **AGOURA HILLS**

30851 AGOURA RD SUITE 302

AGOURA HILLS, CA 91301

FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.

FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.

#### **ATASCADERO**

7305 MORRO RD, SUITE 201A

ATASCADERO, CA 93422

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 103

BAKERSFIELD, CA 93309

FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

#### **CARSON**

17420 S. AVALON BLVD, SUITE 205

CARSON, CA 90746

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).

#### **DIAMOND BAR**

21660 EAST COPLEY DR SUITE 215

DIAMOND BAR, CA 91765

FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.

FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B).

TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.

#### **EL MONTE - SANTA FE SPRINGS**

10330 PIONEER BOULEVARD, SUITE 285

SANTA FE SPRINGS, CA 90670

FROM THE I-5 NORTH TAKE NORWALK BLVD (EXIT 121), TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.

## **FRESNO**

351 E. BARSTOW AVE, SUITE 101  
FRESNO, CA 93710

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.

## **IRVINE**

8 CORPORATE PARK, SUITE 200  
IRVINE, CA 92606

FROM I-405 S - USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

FROM I-5 S - TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.

## **LAWNDALE**

THE BAYTOWER CORPORATE CENTER  
15901 HAWTHORNE BLVD, SUITE 330  
LAWNDALE, CA 90260

FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.

## **REDDING**

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002

FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO I-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO I-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

## **RIVERSIDE**

7888 MISSION GROVE PARKWAY S., SUITE 130  
RIVERSIDE, CA 92508

FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY, AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE

60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

## **SACRAMENTO**

8950 CAL CENTER DR, SUITE 158  
BUILDING TWO  
SACRAMENTO, CA 95826

FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

## **SAN DIEGO**

5440 MOREHOUSE DRIVE, SUITE 2300  
SAN DIEGO, CA 92121

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.

## **SAN FRANCISCO**

150 EXECUTIVE PARK BLVD., STE 2400  
SAN FRANCISCO, CA 94134

I-80 W BECOMES US-101 S. TAKE EXIT 429A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

## **SANTA CLARA**

2936 SCOTT BLVD

SANTA CLARA, CA 95054

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.

## **SANTA ROSA**

160 WIKIUP DRIVE, SUITE 105  
SANTA ROSA, CA 95403

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.

## **UNION CITY**

32960 ALVARADO-NILES RD, SUITE 650  
UNION CITY, CA 94587

FROM I-880 N - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT



INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT. FROM I880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.

#### **VENTURA**

4245 MARKET ST, SUITE 208

VENTURA, CA 93003

FROM US-101N, TAKE THE TELEPHONE ROAD (EXIT 65). TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

#### **VISALIA**

3400 W MINERAL KING AVE, SUITE D

VISALIA, CA 93291

FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1<sup>ST</sup> LEFT ONTO W MINERAL KING AVENUE.

#### **WALNUT CREEK**

175 LENNON LANE, SUITE 203

WALNUT CREEK, CA 94598

FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.

#### **Out-of-State Examination Sites**

#### **ALBUQUERQUE**

2820 BROADBENT PARKWAY

SUITE E & F

ALBUQUERQUE, NM 87107

FROM I-40 W TAKE EXIT 159D, FOLLOW FRONTAGE RD. N TO MENAUL BLVD NE, MAKE A LEFT ONTO MENAUL BLVD NE, MAKE A RIGHT ONTO BROADBENT PKWY NE. BUILDING WILL BE ON THE RIGHT.

#### **ATLANTA (MARIETTA)**

2100 ROSWELL ROAD NE, SUITE 2128

MARIETTA, GA 30062

FROM I-75 NORTHBOUND, TAKE EXIT #263 - THE 120 LOOP, EAST TOWARD ROSWELL. DRIVE APPROXIMATELY 1.5 MILES (PAST POWERS FERRY AND LOWER ROSWELL ROADS) AND EXIT RIGHT TOWARD ROSWELL. MAKE A RIGHT AT THE LIGHT OFF OF THE EXIT AND ONTO ROSWELL ROAD. PAVILIONS AT EAST LAKE SHOPPING CENTER IS ½ MILE ON RIGHT.

FROM I-75 SOUTHBOUND, TAKE EXIT#265 - GA 120 LOOP/EAST. TURN LEFT ONTO NORTH MARIETTA PKWY. AFTER 1.4 MILES, TAKE THE RIGHT-SIDE OFF RAMP TO GA-3/ROSWELL/MARIETTA. TURN LEFT ONTO GA-120 EAST/ROSWELL RD. GO .3MILE TO PAVILIONS AT EAST LAKE SHOPPING CENTER. TURN RIGHT INTO SHOPPING CENTER. THE SITE IS LOCATED IN SUITE 2128 IN THE SAME SHOPPING CENTER AS KROGERS.

#### **BRONX**

34 MARCONI STREET, SUITE 210

BRONX, NY 10461

**\*\*PRESS IN THE CODE 26 TO ACCESS SUITE AFTER ARRIVAL AT BUILDING\*\***

HEAD NORTH ON HUTCHINSON RIVER PKWY N. TAKE EXIT 3W FOR PELHAM PKWY W. MERGE ONTO BRONX AND PELHAM PKWY. USE THE RIGHT LANE TO TAKE THE HUTCHINSON PKWY S RAMP TO WHITESTONE BR QUEENS. MERGE ONTO HUTCHINSON RIVER PKWY S. TAKE EXIT 2 TOWARD WESTCHESTER AVE/E TREMONT AVE. TAKE A SLIGHT RIGHT TOWARDS WATERS PL. TURN RIGHT ONTO WATERS PL. TURN RIGHT ONTO MARCONI ST. THE OFFICE WILL BE ON YOUR LEFT.

ENTER THE FRONT ENTRANCE PRESS 26 TO ACCESS. AFTER ENTRANCE INTO BUILDING TAKE THE STAIRS OR ELEVATOR TO THE SECOND FLOOR. WE ARE IN SUITE 210. IF TAKING THE STAIRS, TAKE A LEFT ONCE YOU

REACH THE SECOND FLOOR. THE OFFICE IS AT THE TOP OF THE RAMP. FROM THE ELEVATOR, TAKE 2 RIGHTS. THE OFFICE IS AT THE TOP OF THE RAMP.

#### **CENTENNIAL**

12150 E. BRIARWOOD AVE, SUITE 270

CENTENNIAL, CO 80112

EXIT I-25 AT ARAPAHOE ROAD. HEAD EAST ON ARAPAHOE (AWAY FROM THE MOUNTAINS) TO PEORIA (5 TRAFFIC LIGHTS). TURN RIGHT ON PEORIA AND LEFT ON BRIARWOOD.

#### **CHARLOTTE**

TYVOLA EXECUTIVE PARK 1

5701 WESTPARK DR, #101

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.

#### **CHERRY HILL**

901 LINCOLN DR W, SUITE 130

MARLTON, NJ 08053

FROM NJ-73 NORTH - TAKE THE RAMP ON THE ON THE RIGHT FOR NJ-73 NORTH AND HEAD TOWARDS NEW JERSEY TURPIKE/PALMYRA/TACONY. GO 1.6 MILES THEN BEAR RIGHT TO TURN ONTO LINCOLN DR EAST. TURN LEFT ONTO LINCOLN DR E, WHICH THEN TURNS INTO LINCOLN DR. AT THE LIGHT, GO STRAIGHT ONTO LINCOLN DR WEST.

#### **CHICAGO**

332 S. MICHIGAN AVENUE

SUITE 525

CHICAGO, IL 60604

TAKE US-41S WHICH BECOMES I-94E. TAKE THE W JACKSON BLVD EXIT (51F). TURN LEFT ON W JACKSON BLVD. TURN RIGHT ON S MICHIGAN AVE.

#### **DALLAS**

1701 N COLLINS BLVD, SUITE 130

RICHARDSON, TX 75080

FROM US-75 NORTH TAKE EXIT 26 ONTO N. CENTRAL EXPRESSWAY TOWARD COLLINS BLVD./CAMPBELL RD. TURN LEFT ONTO CAMPBELL RD. TURN LEFT ON COLLINS BLVD. BUILDING IS ON RIGHT.

#### **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.

#### **MILFORD**

500 BIC DRIVE

SUITE 101

MILFORD, CT 06461

FROM HIGHWAY I-95 EXIT 35. GO TOWARD BIC DRIVE. GO .5 MILES TO 500 BIC DRIVE WHICH IS AT GATE 1 OF THE FORMER BIC COMPLEX. GO TO THE REAR OF THE LOT AND PARK. WALK DOWN THE HILL IN FRONT OF THE BUILDING AND ENTER THE FRONT DOOR. SIGNS WILL DIRECT YOU TO SUITE 101 (PSI).

#### **NASHVILLE**

THE OAKS

1102 KERMIT DRIVE, SUITE 101

NASHVILLE, TN 37217

FROM I-40 EAST: TAKE EXIT ONTO I-24 (EXIT 213-A). TAKE MURFREESBORO ROAD AT THE FIRST EXIT (EXIT 52). STAY IN THE RIGHT LANE ON THE RAMP, AS THE EXIT APPEARS WHILE YOU ARE STILL IN THE CURVE. ON MURFREESBORO, STAY IN THE LEFT LANE. YOU WILL PASS DAYS INN AND SUPER GIGANTE GROCERY ON YOUR RIGHT.

TURN LEFT ONTO KERMIT DRIVE WHEN THERE IS A MCDONALDS ON YOUR RIGHT. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

FROM I-40 WEST: TAKE EXIT ONTO BRILEY PARKWAY, TURN LEFT ONTO BRILEY PWY. EXIT ONTO MURFREESBORO RD. STAY IN THE RIGHT LANE. TURN RIGHT ONTO KERMIT DRIVE. PSI IS IN THE FIRST BUILDING ON YOUR LEFT.

#### OLATHE

18000 W. 105TH ST.  
CORPORATE RIDGE OFFICE PARK  
OLATHE, KS 66061

FROM EAST - TAKE I-435 W TO K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM NORTH - TAKE I-35 S TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM WEST OF I-35, TAKE I-435 S, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM SOUTH - TAKE I-35 N TO I-435 W EXIT 222B, THEN TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN LEFT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT.

FROM WEST - TAKE K-10/LAWRENCE EXIT 1B. FROM K-10, EXIT AT RIDGEVIEW RD AND TURN RIGHT. TAKE FIRST LEFT INTO OFFICE PARK. THE PSI OFFICE IS ON LEFT. PLEASE PARK IN THE SPOTS DESIGNATED FOR VISITORS/TESTERS AT THE FRONT OF THE BUILDING.

#### PHIDELPHIA

ONE BALA AVENUE, SUITE 310  
BALA CYNWYD, PA 19004

FROM I-76 EXIT CITY LINE AVENUE. FOLLOW CITY LINE AVENUE SOUTH. THE BUILDING IS ON THE CORNER OF BALA AVENUE AND CITY LINE (NEXT TO THE BALA CYNWYD RAILROAD STATION). THIS IS NOT BALA PLAZA.

#### RICHMOND

MOOREFIELD VI BUILDING  
620 MOOREFIELD PARK DRIVE  
SUITE 205

RICHMOND, VA 23236

FROM I-64E, TAKE THE PARHAM RD EXIT AND TURN RIGHT. N PARHAM RD/VA-73 S BECOMES VA-150 S/CHIPPENHAM PKWY. MERGE ONTO VA-76 S/POWHITE PKWY. MERGE ONTO MIDLOTHIAN TURNPIKE WEST. TURN LEFT ON MOOREFIELD PARK DR.

#### SOUTHFIELD (DETROIT AREA)

2640 LAHSER ROAD, SUITE 150  
SOUTHFIELD, MI 48033

FROM I-96 E MERGE ONTO I-696 E. THEN MERGE ONTO MI-10 S. TAKE THE LAHSER ROAD EXIT. KEEP LEFT AT THE FORK IN THE RAMP. TURN LEFT ONTO NORTHWESTERN HWY. TURN RIGHT ONTO LAHSER ROAD. YOU MAY ACCESS THE BUILDING FROM THE BACK USING THE NW DOOR.

#### SPRINGFIELD

1111 ELM STREET, SUITE 32A  
WEST SPRINGFIELD, MA 01089

TAKE MASS PIKE (RT. 90). EXIT 4-WEST SPRINGFIELD/HOLYOKE. TURN RIGHT ON WEST SPRINGFIELD/RT. 5 SOUTH. CONTINUE ON RT. 5 APPROXIMATELY TWO MILES. TURN RIGHT ON ELM ST.-IMMEDIATELY AFTER SHOWCASE CINEMAS. OFFICE IS APPROXIMATELY 1/4 MILE ON THE RIGHT.

#### TULSA

2840 E. 51ST STREET  
BRITTANY SQUARE OFFICE PARK, SUITE 215  
TULSA, OK 74105

FROM I-44 EAST - TAKE EXIT NUMBER 228 (HARVARD), STAY TO THE RIGHT WHICH WILL BE WESTBOUND ON 51ST ST. IN ROUGHLY 1/2 MILE, TURN LEFT ON DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

FROM I-44 WEST - TAKE EXIT 228 TOWARDS HARVARD AVE. MERGE ONTO E SKELLY DR. USE THE 2ND FROM THE LEFT LANE TO TURN LEFT

ONTO S HARVARD AVE. TURN RIGHT ONTO E 51ST ST/EAST 51ST STREET SOUTH. GO ABOUT 1/2 MILE THEN TURN LEFT ONTO DELAWARE CT. THE TEST CENTER IS IN THE FIRST BUILDING ON THE LEFT MARKED "BRITTANY SQUARE OFFICE PARK".

ONCE INSIDE THE BUILDING, PROCEED TO THE 2ND FLOOR. THE TEST CENTER IS IN SUITE 215.

#### VANCOUVER

11818 SE MILL PLAIN BLVD, STE 402  
VANCOUVER, WA 98684

FROM I-205 N - TAKE EXIT 28A-B-C FOR MILL PLAIN BLVD TOWARD NE 112TH AVE AND USE THE RIGHT 2 LANES. KEEP RIGHT AT THE FORK TO CONTINUE TO CONTINUE TO EXIT 28A AND FOLLOW THE SIGNS FOR MILL PLAIN BLVD E. USE ANY LANE TO TURN RIGHT ONTO SE MILL PLAIN BLVD. TAKE A LEFT ONTO NE 120TH AVE. TAKE THE FIRST LEFT INTO CRESTWOOD BUSINESS PARK. THE PSI TEST CENTER IS LOCATED IN BUILDING 4, SUITE 402, BETWEEN SACRED STONE HOLISTIC CENTER AND REALTYONEGROUP.

#### WEST DES MOINES

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

FROM I-235, EXIT 8TH ST/73<sup>RD</sup> ST AND PROCEED SOUTH. TURN RIGHT ON OFFICE PARK ROAD. TURN RIGHT INTO THE DRIVEWAY.

#### WEST HARTFORD

1245 FARMINGTON AVENUE, SUITE 203  
WEST HARTFORD CT.

FROM I-84 WEST, TAKE EXIT 40 TOWARD CT-71/NEW BRITAIN AVE/CORBINS CORNER. TURN RIGHT ONTO RIDGEWOOD RD. TURN LEFT ONTO WOOD PONT RD. TURN LEFT ONTO TUNXIS RD. TURN RIGHT ONTO BROOKMOOR RD. TURN RIGHT ONTO BUENA VISTA RD. TURN LEFT ONTO EVERETT AVE. TURN RIGHT ONTO FARMINGTON AVE. DESTINATION IS ON THE RIGHT.

#### WILSONVILLE

25195 SW PARKWAY AVENUE, SUITE 105  
WILSONVILLE, OR 97070

GOING SOUTH: OFF I5, TAKE EXIT 286 (ELLINGENS/BOONES FERRY RD). TURN LEFT AND CROSS BACK OVER THE FREEWAY. TURN LEFT AT 2<sup>ND</sup> SIGNAL LIGHT (PARKWAY AVE.) TURN INTO PARKWAY PLAZA PARKING LOT (ACROSS THE STREET FROM SHRINER'S). WE ARE LOCATED IN THE MAIN ENTRANCE FIRST DOOR ON THE RIGHT.

#### WHEATRIDGE

4891 INDEPENDENCE ST #220  
WHEAT RIDGE, CO 80033

FROM I-70W, MERGE ONTO KIPLING ST/CO-391N. TURN RIGHT ONTO W 49TH AVE. TAKE THE 1ST RIGHT ONTO INDEPENDENCE ST.

## 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
- US government-issued passport card
- Resident alien card
- Non-expired Mexican Consulate Identification (Matrícula Consular ID or B1/B2 Visa/Border Crossing Card)
- Employment Authorization Card (EAC)

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. The thumb print must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site after check-in.
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 or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.
3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when leaving and returning to the testing room. 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. The regulatory entity will investigate and take appropriate action.
5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

Purses	Briefcases/daypacks/luggage
Cellular phones	Pagers
Drinks (including water)	Food/candy/snacks/gum
Good luck items	Luggage
Calculators	Reading materials
Textbooks	Notes
Any recording device	Smart devices
Electronic devices	Headphones or earphones/earbuds
Personal pens or pencils	Therapeutic items
Cameras	Over-the-counter medication
Weapons	Fashion scarves
Hats/baseball caps/visors*	Sunglasses**
Bulky, large or noisy jewelry***	Prescription drugs****

*\*Headwear worn for religious purposes is subject to inspection.*

*\*\*Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.*

*\*\*\*Jewelry that is allowed into the examination room is subject to inspection.*

*\*\*\*\*Drugs that are medically necessary during the pendency of the examination may be brought into the examination*

site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

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 must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have his or her examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.
7. Copying any portion of the examination content by any means, or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.
8. If a candidate is asked by a proctor to step into the lobby during your examination, the proctor will suspend the candidate's examination, so all remaining test time will be retained.

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the testing sites.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

## **TAKING THE EXAMINATION BY COMPUTER**

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### **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 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 following the tutorial so that you may practice answering questions and reviewing your answers.

### **TEST QUESTION SCREEN**

The "function bar" at the top of the test question screen provides mouse-click access to the features available while taking the examination.

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

### **EXPERIMENTAL QUESTIONS**

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**

<b>RDH written examination</b>	<b>RDHAP written examination</b>
60 questions	60 questions
90 minutes	90 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 DHBC.

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

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

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

## CONTENT OUTLINE

### RDH LAW and ETHICS EXAMINATION OUTLINE

<b>1. Licensing Requirements (40%) - This area assesses the candidate's knowledge of the California laws and regulations governing the RDH's license maintenance.</b>	
T1. Maintain dental hygiene license according to laws and regulations.	K1. Knowledge of laws and regulations regarding maintenance, renewal, and restoration of California dental hygiene license. K2. Knowledge of laws and regulations regarding citations, fines, and disciplinary actions.
T2. Maintain required continuing education units for license renewal.	K3. Knowledge of laws and regulations regarding continuing education requirements to maintain dental hygiene license.
<b>2. Professional Conduct (36%) - This area assesses the candidate's knowledge of the California laws and regulations governing the RDH professional conduct.</b>	
T3. Adhere to laws and regulations regarding professional conduct.	K4. Knowledge of laws and regulations of ethical standards for professional conduct in a dental hygiene setting. K5. Knowledge of registered dental hygienist allowable duties.
T4. Adhere to laws and regulations regarding excessive treatment.	K4. Knowledge of laws and regulations of ethical standards for professional conduct in a dental hygiene setting. K6. Knowledge of laws and regulations regarding excessive treatment.
<b>3. Patient Confidentiality (10%) - This area assesses the candidate's knowledge of the California laws and regulations governing patient confidentiality.</b>	
T5. Obtain informed consent from patient in accordance with laws and regulations.	K7. Knowledge of laws and regulations related to informed consent.
T6. Maintain confidentiality of patient records in accordance with laws and regulations.	K8. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality.
T7. Maintain confidentiality of patient treatment and conditions with laws and regulations regarding patient confidentiality.	K8. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality. K9. Knowledge of laws and regulations regarding maintaining physical and electronic patient records.
T8. Maintain security of patient records in accordance with laws and regulations.	K8. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality. K9. Knowledge of laws and regulations regarding maintaining physical and electronic patient records.
<b>4. Mandated Reporting (10%) - This area assesses the candidate's knowledge of the California laws and regulations governing mandated reporting.</b>	
T9. Report reasonable suspicion of child, elder, or dependent adult abuse, or neglect as legally mandated.	K10. Knowledge of laws governing mandated reporting of child, elder, and dependent adult abuse and neglect.
<b>5. Telehealth (4%) - This area assesses the candidate's knowledge of the California laws and regulations governing telehealth.</b>	
T10. Communicate with other dental professionals using telehealth methods and technology.	K8. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality. K9. Knowledge of laws and regulations regarding maintaining physical and electronic patient records. K11. Knowledge of methods for communicating with health care providers using telehealth.

## RDHAP LAW and ETHICS EXAMINATION OUTLINE

<b>1. Licensing Requirements (30%) - This area assesses the candidate's knowledge of the California laws and regulations governing the RDHAP's license maintenance.</b>	
T1. Maintain RDHAP license according to laws and regulations.	K1. Knowledge of laws and regulations regarding maintenance, renewal, and restoration of California RDHAP license. K2. Knowledge of laws and regulations regarding citations, fines, and disciplinary actions.
T2. Maintain required continuing education units for license renewal.	K3. Knowledge of laws and regulations regarding continuing education requirements to maintain an RDHAP license.
<b>2. Professional Conduct (16%) - This area assesses the candidate's knowledge of the California laws and regulations governing RDHAP professional conduct.</b>	
T3. Adhere to laws and regulations regarding professional conduct.	K4. Knowledge of laws and regulations of ethical standards for professional conduct in a dental hygiene setting.
T4. Adhere to laws and regulations regarding excessive treatment.	K4. Knowledge of laws and regulations of ethical standards for professional conduct in a dental hygiene setting. K5. Knowledge of laws and regulations regarding excessive treatment.
<b>3. Patient Confidentiality (10%) - This area assesses the candidate's knowledge of the California laws and regulations governing patient confidentiality.</b>	
T5. Communicate with other dental professionals using telehealth methods and technology.	K6. Knowledge of methods for communicating with health care providers using telehealth. K7. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality. K8. Knowledge of laws and regulations regarding maintaining physical and electronic patient records.
T6. Obtain informed consent from patient in accordance with laws and regulations.	K9. Knowledge of laws and regulations related to informed consent.
T7. Maintain confidentiality of patient records in accordance with laws and regulations.	K7. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality.
T8. Maintain confidentiality of patient treatment and conditions with laws and regulations regarding patient confidentiality.	K7. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality. K8. Knowledge of laws and regulations regarding maintaining physical and electronic patient records.
T9. Maintain security of patient records in accordance with laws and regulations.	K7. Knowledge of the legal and ethical requirements regarding patient records and patient confidentiality. K8. Knowledge of laws and regulations regarding maintaining physical and electronic patient records.
<b>4. Mandated Reporting (4%) - This area assesses the candidate's knowledge of the California laws and regulations governing mandated reporting.</b>	
T10. Report reasonable suspicion of child, elder, or dependent adult abuse or neglect as legally mandated.	K10. Knowledge of laws governing mandated reporting of child, elder, and dependent adult abuse and neglect.
<b>5. Practice Management (40%) - This area assesses the candidate's knowledge of the California laws and regulations governing the management of an RDHAP business.</b>	
T11. Obtain written prescription by dental provider for dental hygiene treatment within 18 months of patient care.	K11. Knowledge of laws and regulations regarding written prescriptions from medical and dental providers.
T12. Submit claims to third party providers for dental hygiene services performed.	K12. Knowledge of documentation required to submit claims to third party providers for dental hygiene services performed.
T13. Employ an RDHAP or DA to assist in practice.	K13. Knowledge of laws and regulations related to managing RDHAP businesses.
T14. Operate a mobile dental hygiene clinic registered as a dental hygiene office or facility.	K13. Knowledge of laws and regulations related to managing RDHAP businesses.
T15. Adhere to regulations regarding billing, billing codes, and documentation.	K14. Knowledge of procedures for receiving insurance reimbursements. K15. Knowledge of laws and regulations regarding discounted fees and services.
T16. Own and manage an RDHAP business in accordance with laws and regulations.	K13. Knowledge of laws and regulations related to managing RDHAP businesses.



Dental Hygiene Board of California (DHBC)  
2005 Evergreen Street, Suite 1350  
Sacramento, CA 95815  
(916) 263-1978  
Fax (916) 623-4093  
[www.dhbc.ca.gov](http://www.dhbc.ca.gov)



## STATE OF CALIFORNIA NOTICE OF ELIGIBILITY

---

You are eligible to participate in either the California Registered Dental Hygienist Examination (RDH) or Registered Dental Hygienist in Alternative Practice (RDHAP). Your address label 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

---

---