



# ABPANC

## Certification Candidate Handbook

**Everything You Need  
to Know About the  
CPAN® and CAPA® Examinations**

**This Handbook Contains  
Registration and Administration  
Processes and Policies**

***Please read the entire  
handbook carefully.***

***This Certification Candidate Handbook was revised in June 2020.***

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## About ABPANC

The American Board of Perianesthesia Nursing Certification, Inc. (ABPANC), a non-profit corporation established in 1985, is responsible for developing, sponsoring and managing the CPAN and CAPA nursing certification programs. These national professional certification programs are designed for registered nurses caring for patients who have experienced sedation, analgesia and anesthesia in a hospital or ambulatory care facility.

### CPAN® and CAPA® Certification: *Nursing Passion in Action®*

#### VISION

Recognizing and respecting the unequalled excellence in the mark of the CPAN® and CAPA® credential, perianesthesia nurses will seek it, managers will require it, employers will support it, and the public will demand it.

#### MISSION

ABPANC's Mission is to assure a certification process for perianesthesia nurses that validates knowledge gained through professional education and experience, ultimately promoting quality patient care.

#### THE MISSION IS DRIVEN BY:

- ABPANC's commitment to professional practice and advocating the value of certification to health care decision makers and the public.
- The ongoing administration of valid, reliable and fair certification programs.
- Ongoing collaboration with ASPAN and other specialty organizations.
- Evolving psychometric and technological advances in testing.
- Legal and regulatory standards.



#### VALUES

- **Excellence** — Promotion of excellence in perianesthesia patient care is the driving force behind ABPANC's existence, contributing to quality patient care.
- **Integrity** — ABPANC values integrity as a commitment to a fair certification process.
- **Innovation** — ABPANC values innovation as an integral part of continual learning, development and improvement within our sphere of influence.
- **Dedication** — Dedication is reflected in our celebration of perianesthesia nursing and the certified perianesthesia nurse.

## CERTIFICATION CHECKLIST

### Before You Register:

- ✓ Read this entire Handbook carefully.
- ✓ Choose your registration window and note dates & deadlines (Page 33).
- ✓ Review the ABPANC website, [www.cpancapa.org](http://www.cpancapa.org) and the information under the Certification tab.
- ✓ Review the Eligibility Requirements and understand which credential is right for you (Page 6).

### After You Register:

- ✓ Print the Review/Information payment page for your records.
- ✓ Contact PSI if you don't receive your Authorization to Test (ATT) email within 24 hours (check your Spam/Junk folder first).
- ✓ Contact PSI customer service if you don't receive your receipt within 24 hours (please check your Spam/Junk folder first).
- ✓ Schedule your exam appointment on the PSI website, [www.psiexams.com](http://www.psiexams.com), or by phone.
- ✓ Take advantage of ABPANC's free Study Resources (Page 27).
- ✓ Locate your test site ahead of time so you know exactly where to go on exam day.

## DATES AND DEADLINES

	SPRING	FALL
Registration Windows Open	January 1	July 1
Regular Registration Deadline*	March 15	September 15
Exam Administration Window	March 15 – May 15	September 15 – November 15

\* Rescheduling/Canceling: See Page 17

**Note:** The postmark deadline for requesting a withdrawal and refund/rollover from PSI is the last day of the administration window noted above.

**\*The last day of the registration window is a FINAL deadline** — applications submitted electronically after midnight on this date will NOT be accepted.

**\*\*Saturday test date** — Not all PSI test sites are open on Saturdays. Confirm with PSI if the test site is open on Saturday.

## FEES

	ASPAN Member	Non-ASPAN Member
Registration Fee	\$314	\$424

## CONTACT INFORMATION

ABPANC	PSI Customer Support	PSI
<b>American Board of Perianesthesia Nursing Certification, Inc. (ABPANC)</b> 1133 Broadway, Suite 544 New York, NY, 10010 Tel: 1-347-708-7975 Email: <a href="mailto:abpanc@cpancapa.org">abpanc@cpancapa.org</a> <a href="http://www.cpancapa.org">www.cpancapa.org</a>	<b>PSI Customer Service Department</b> All customer service inquiries should be directed to PSI Customer Service at: Tel: 1-866-830-1145 Email: <a href="mailto:ABPANCcandidatesupport@psionline.com">ABPANCcandidatesupport@psionline.com</a>	<b>PSI Services LLC</b> 18000 W. 105th Street Olathe, KS 66061 Tel: 1-866-830-1145 Fax: 1-913-895-4650 Email: <a href="mailto:ABPANCcandidatesupport@psionline.com">ABPANCcandidatesupport@psionline.com</a> <a href="http://www.psiexams.com">www.psiexams.com</a>

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## Certification Overview

Congratulations on your interest in becoming CPAN and/or CAPA certified! By taking this certification journey, you are demonstrating your commitment to the perianesthesia nursing profession, your own life-long learning, and most importantly, perianesthesia patients and their families.

This *Certification Candidate Handbook* provides important information that you will need for learning about the CPAN and CAPA certification programs. In addition, you will find information about eligibility requirements, the test blueprint on which the certification exams are based, study strategies, important dates and deadlines, how to register online to take an exam, taking the exams by computer, and scoring. If you have any questions about anything you read, all you have to do is contact ABPANC! Consider sharing this information with other perianesthesia nursing colleagues who might want to take this journey with you!

**Call: 1-866-830-1145**

**Email: [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com)**

### DEFINITION OF CERTIFICATION

ABPANC has adopted the following definition of certification as defined by the American Board of Nursing Specialties (ABNS):

*Certification is the formal recognition of the specialized knowledge, skills, and experience demonstrated by the achievement of standards identified by a nursing specialty to promote optimal health outcomes. Most importantly, nursing certification exists to protect the public. ([www.nursingcertification.org](http://www.nursingcertification.org)).*

### WHY CERTIFY?

CPAN and CAPA certification, nationally recognized in scope, validates the perianesthesia nurse's specialized knowledge and experience, thereby promoting quality patient care.

- Achieving and maintaining CPAN and/or CAPA certification reflects your commitment to your patients and their loved ones, your colleagues and the profession of nursing.

- Achieving CPAN and/or CAPA certification strengthens your sense of personal and professional pride.
- CPAN and/or CAPA certification validates your specialized knowledge and experience, promoting quality patient care.
- CPAN and/or CAPA certification demonstrates your commitment to life-long learning.
- Studying for and maintaining CPAN and/or CAPA certification keeps you up to date on the latest developments in your specialty.
- CPAN and/or CAPA certification can help give you a competitive edge in this unstable job market.
- The CPAN and CAPA credentials, nationally recognized in scope, give you flexibility and recognition when moving anywhere in the US.
- CPAN and CAPA certified nurses are viewed as leaders, mentors and role models in perianesthesia nursing.

### Quote From Candidate:

*"I view my PACU nursing career as Before Certification (BC) and After Certification (AC). There is no doubt that by preparing for the certification exam, I have learned the how and why of meeting the needs of perianesthesia patients and their families."*

### CPAN AND CAPA CREDENTIALS

The CPAN and CAPA credentials, granted to qualified registered nurses by ABPANC, are federally registered certification marks and are protected by law. The initials CPAN stand for Certified Post Anesthesia Nurse and the initials CAPA stand for Certified Ambulatory Perianesthesia Nurse.

Only nurses who have achieved CPAN and/or CAPA certification and whose certification is current are allowed to use these credentials. A listing of current CPAN and CAPA certified nurses is maintained by ABPANC and may be reported on its website and in publications.

*The examination and items contained therein are protected by Federal copyright law. No part of the examination may be copied or reproduced in part or whole by any means whatsoever, including memorization.*

## SPONSORSHIP/ADMINISTRATION

The CPAN and CAPA certification programs are sponsored by ABPANC. ABPANC works with PSI on candidate registration, and to assist with the development and administration of the CPAN and CAPA exams. CPAN and CAPA exams are delivered by computer at hundreds of PSI test centers throughout the United States. Contact information for ABPANC and PSI is listed throughout this Handbook.

## ABSNC ACCREDITATION

Both the CPAN and CAPA certification programs are accredited by the Accreditation Board for Specialty Nursing Certification (ABSNC). Accreditation status is granted for five years. ABSNC is the standard setting body for specialty nursing certification programs and offers a stringent and comprehensive accreditation process. ABPANC has demonstrated that it meets the eighteen ABSNC standards of quality.

For individuals who are interested in becoming CPAN and/or CAPA certified or those already certified, ABSNC accreditation means that a nationally recognized accrediting body has determined that the CPAN and CAPA certification programs are based on a valid and reliable testing process and that the processes in place to develop, administer, and score the exams, as well as the recertification program's requirements, meet or exceed the standards of the industry from a legal, regulatory, and association management perspective. For further information about ABSNC and the accreditation process and standards, visit [www.nursingcertification.org](http://www.nursingcertification.org).

## PROFESSIONAL MEMBERSHIP

Professional membership in any association or organization, including the American Society of Perianesthesia Nurses (ASPAN), is not required to participate in the CPAN and/or CAPA certification programs. ABPANC offers a discounted exam fee to individuals who are ASPAN members. In order to receive the ASPAN member discount, you must already be an ASPAN member when you apply online to take the CPAN and/or CAPA certification exam and provide a current ASPAN membership number. **Please note:** If you are an ASPAN member, the name you use to apply for certification online must exactly match the name on file with ASPAN or you will not receive the member discount.

**Note:** Although ABPANC offers a discount to ASPAN Members, ASPAN is not involved with the development of the CPAN and CAPA exams. Any issues or questions related to the CPAN and CAPA certification programs should be directed to ABPANC, not ASPAN.

ASPAN is your source for information about your specific membership and its many member benefits and programs. ABPANC, a separate and distinct organization from ASPAN, does not have information about membership. Please contact ASPAN using the options below to inquire about the status of your membership.

**Call:** 1-877-737-9696

**Email:** [aspan@aspan.org](mailto:aspan@aspan.org)

**Website:** [www.aspan.org](http://www.aspan.org)

## Eligibility Requirements

### RN LICENSURE

You must have a current unrestricted (unencumbered)\* Registered Nurse license in the United States or any of its territories which use the National Council of State Boards of Nursing Licensing Examination (NCLEX) exam as a basis for determining RN licensure.

*\* An unrestricted (unencumbered) RN license, issued by a State Board of Nursing, means that a RN license must not have provisions or conditions that would limit the RN's practice in any way.*

### WHICH EXAM?

#### Think About Your Patients

Determining which exam is most relevant for you should be based on your patient needs and the amount of time patients spend in the specific phases described by the Perianesthesia Continuum of Care (as defined on pages 6-7 of the ASPAN Perianesthesia Nursing Standards, Practice Recommendations, and Interpretive Statements 2017-2018).

Regardless of the setting in which you practice, if you have the hours required caring for patients in Postanesthesia Phase I, the **CPAN** exam is most relevant to your practice. If you have the hours required caring for patients in the Preanesthesia Phase, Day of Surgery/Procedure, Postanesthesia Phase II and/or Extended Care, the **CAPA** exam is most relevant to your practice.

### CLINICAL EXPERIENCE

In the two years prior to applying for initial certification, you must have at least 1,200 hours of direct clinical experience obtained within the two years prior to applying for initial certification.

Direct experience is defined as having bedside interaction with the patient and/or family in some capacity and participating actively in the individual patient experience. You do not need to be technically employed in a direct care position (staff nurse, for example). If your role (e.g., educator, manager, Clinical Nurse Specialist) involves bedside interaction with the patient and/or family in some capacity, those hours count towards meeting the experience requirement.

### DUAL CERTIFICATION

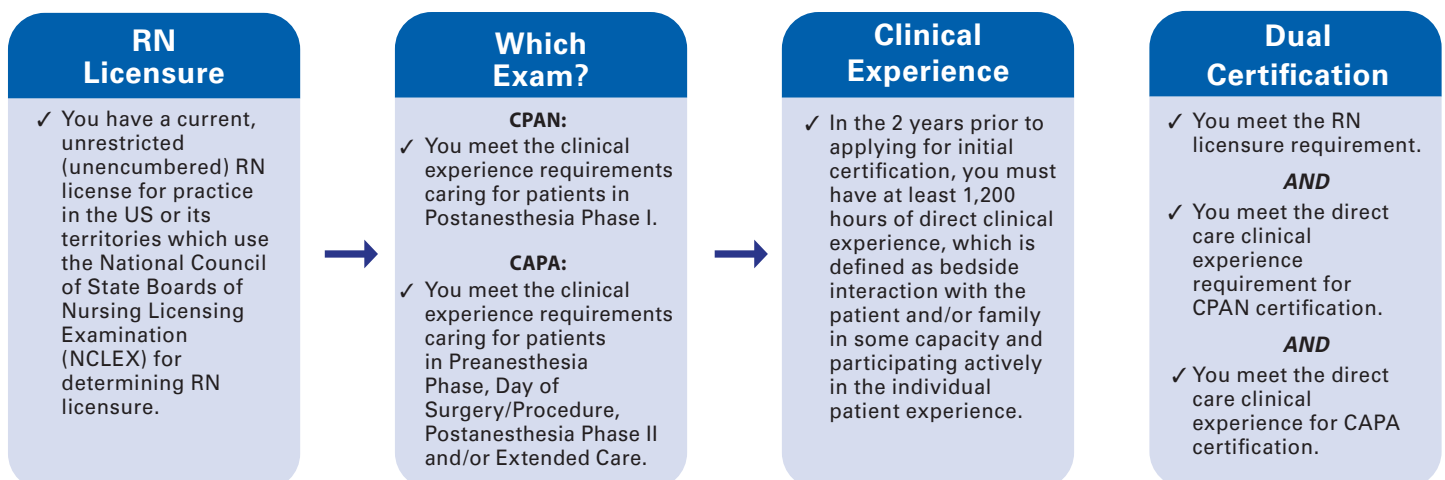
To be eligible to sit for both the CPAN and CAPA exams, you must meet the licensure and direct care requirements and have:

- at least 1,200 hours of direct clinical experience caring for patients in Postanesthesia Phase I.

AND

- at least 1,200 hours of direct clinical experience caring for patients in Preanesthesia Phase, Day of Surgery/Procedure, Postanesthesia Phase II and/or Extended Care.

## Requirements for INITIAL CPAN/CAPA Certification



## STRUCTURE

Both the CPAN and CAPA certification exams are three (3) hour exams. Each exam contains 185 multiple choice questions, of which 140 are scored and 45 are unscored pretest questions being evaluated for use on a future exam.

Samples of questions that are similar in form and content to those that appear on the CPAN and CAPA certification exams can be found on page 28.

## TEST QUESTION DIFFICULTY

Test questions are written at various cognitive levels based on a condensed version of Bloom's Taxonomy. Testing at higher cognitive levels provides a better indication of a candidate's ability to identify problems and plan, implement, and evaluate nursing care. The three cognitive levels are as follows:

**Level I: Knowledge and Comprehension** — requires the ability to recall a fact or understand a principle.

**Level II: Application and Analysis** — requires the ability to relate two or more facts to a situation or analyze a group of facts.

**Level III: Synthesis and Evaluation** — requires the ability to evaluate a situation using facts or make recommendations based on analysis and evaluation of facts.

## STANDARDS

ABPANC is committed to offering fair, valid and reliable certification exams. All exam questions are written by practicing perianesthesia nurses, who are CPAN and/or CAPA certified. Each scored question is reviewed for reliability, fairness and validity, before it is used on an exam. All questions appearing on the exams have been validated using accepted psychometric rating scales. Questions are verified for accuracy, and referenced to a published source that is not

more than five years old. Information found in references that may be slightly older than five years have been deemed to still be current and relevant. The [Study References List \(Page 32\)](#) of this Handbook lists the only references used to develop exam questions for the CPAN and CAPA exams.

- A reliable exam is consistent in its measurement of the tasks and knowledge of competent practice.
- A fair exam contains no bias with respect to ethnic background, geographic locale or any other demographic characteristics.
- A valid exam accurately reflects the tasks and knowledge required for competent practice.

*The exam as a whole is also reviewed for bias and sensitivity to ensure fairness.*

## SCORING

Scales are often used to transform and report scores on an exam — these are commonly called scaled scores. Scaled scores allow candidate scores to be comparable from one exam form to the next. Many certifying organizations use scaled scores so that the passing point can be provided to candidates prior to the exam. The scale range for the CPAN and CAPA exam is 200 to 800, with a passing point of 450. Equating is a statistical process that allows adjustment for slight variations in difficulty level among exam forms, and ensures fairness in the scoring procedure.

## SETTING THE PASSING POINT

The passing point for the CPAN and CAPA exams is determined by a criterion-referenced passing point methodology using panels of CPAN and CAPA content experts who independently rate each question on the CPAN or CAPA exam. Subject matter experts are trained before participating in the rigorous and extensive process of setting the passing point for the exam.

## CONTENT (TEST BLUEPRINT)

The CPAN and CAPA exams are based on the results of a Role Delineation Study (RDS), also called a Job Analysis. This type of study is conducted every five years\* to ensure that content remains current and relevant to the practice of specialty. Based on the findings of the 2015-2016 RDS, the CPAN and CAPA test blueprints define three domains based on perianesthesia patient needs:

**Domain 1:** Physiological Needs

**Domain 2:** Behavioral Health and Cognitive Needs

**Domain 3:** Safety Needs

*These needs, as well as the knowledge required of perianesthesia nurses to meet these needs, are defined in the [CPAN and CAPA Test Blueprints \(Page 29\)](#). A White Paper describing the most recent RDS is posted on the ABPANC website under the Certification tab — Research Basis for Exams.*

While the RDS demonstrates that the perianesthesia patient needs and nursing knowledge required to meet these needs are the same for the CPAN and CAPA exams, the context of the test questions are different and the percentage of test questions asked in the domains are different. Thus, the percentage of questions in each domain, as well as the context of the questions is different for the CPAN and CAPA exams.

The three domains and the percentage of questions allocated to each domain are as follows.

Perianesthesia Patient Needs	Percentage of Exam Questions	
Domains	CPAN	CAPA
Physiological Needs	57%	50%
Behavioral Health and Cognitive Needs	18%	21%
Safety Needs	25%	29%

**NOTE:** Both the CPAN and CAPA exams are tests of the knowledge needed to meet perianesthesia patient needs. While you may not have actually cared for patients with all the needs identified in these domains, you still must know about the information on the Test Blueprint.

### **CPAN and CAPA Test Blueprints (Page 29)**

Test blueprints are based on the 2015-2016 ABPANC Role Delineation Study. All content in the role delineation reflects advocating on behalf of patients across the lifespan to address their physiological, behavioral health, cognitive, and safety needs in a variety of settings throughout the Perianesthesia Continuum of Care.

### DEVELOP YOUR STUDY PLAN

In order to be successful on the CPAN and/or CAPA exams, it is important that you allocate enough time to study. The most logical place to start is with the **CPAN and CAPA Test Blueprints** (Page 29). The blueprint contains the list of the patient needs that are addressed on the exam; think about how the patient needs correspond to the knowledge required to meet those needs as compared to your knowledge base and learning needs.

**Tip:** Pay special attention to topics that don't directly pertain to the patients you care for. These are the ones you may have less experience with, and may need to study in more detail.

#### Quote From Candidate:

*"I think time is the best asset as this exam is not something you can prepare for in just one or two weeks. I appreciated the instructions on the website to plan for 12 weeks of study and the outline to use as a guide to layout study materials in an organized manner to cover all of the topics."*

Once you've thoroughly reviewed the test blueprint, you are ready to get started.

### The ABPANC Certification Coach Program

ABPANC's Certification Coaches are group facilitators who can help you identify and use the most helpful study strategies, access study resources, and use the ABPANC Study Plan. Coaches facilitate study groups, work with candidates on a one-on-one basis, and can assist you in identifying references to help you in your testing journey. For more information, or to find a Certification Coach near you, please contact **Zelda Williams** at [zwilliams@cpancapa.org](mailto:zwilliams@cpancapa.org) or by phone at **1-347-708-7975**.

#### Quote From Candidate:

*"I contacted a CAPA coach, which I found helpful as I did not personally know anyone who had attempted the exam. She discussed her preparation methods and ABPANC's tips and resources, which reinforced that the methods I was using to study were those that would most assist me in being successful."*

### STUDY RESOURCES PROVIDED BY ABPANC

ABPANC has developed numerous resources to help you prepare for the exam, based upon feedback from candidates like you. ABPANC study tools are listed on page 27 and available online in the Resources section of the website (under Study Tools). In a recent survey of candidates ABPANC found that candidates who used these study resources tended to do better on the exam.

### Study References

This list contains the only references that are approved by ABPANC and used to write and validate the exam questions. These Study References on page 32 can also be found on ABPANC's website.

### The 12 Week Study Plan

ABPANC's 12 Week Study Plan organizes the content defined in the test blueprints into topics that can be reviewed in approximately four hours per week.

### Test Blueprints

The Blueprint is the outline of all CPAN and CAPA examination content. It contains the complete listing of tasks required to meet patient needs and related nursing knowledge. The Blueprint is divided into 3 domains:

- Physiological Needs
- Behavioral Health and Cognitive Needs
- Safety Needs

## CPAN/CAPA Mobile Study App

Mobile Study App with CPAN and CAPA study questions, plus a study reference for each question, for convenient practice and review on your phone.

## Practice Exam Program

ABPANC offers 4 CPAN and 4 CAPA practice exams for purchase. Each has 50 multiple choice questions and costs \$50. Buy one, get one free. The practice exams are developed according to the Test Blueprint and the questions designed to be representative of the types of questions seen on the actual CPAN and CAPA Examinations! To access the practice exams, visit the ABPANC website under the Resources tab.

**Note:** A passing score on a practice exam does not in any way guarantee a passing score on any ABPANC certification exam. Taking an ABPANC practice exam and passing it is not an eligibility requirement to take a CPAN and/or CAPA exam.

## Test Taking Webinars

ABPANC's free webinars found on the ABPANC website, provide you with information and specific strategies to help you prepare for the exams. Each webinar comes with a handout that you can download to follow along with the speaker.

**Test Taking Strategies:** This 20-minute webinar contains useful tips to help you study, as well as tips you can use during the exam.

## Conquering Test Anxiety and Fear of Failure:

Created based upon feedback that fear of failure was a significant barrier to success for a large number of candidates, this 30-minute webinar identifies symptoms and causes of test anxiety and suggests strategies to overcome these fears.

## Sample Questions

You will find sample questions on page 28. These questions contain the domain and content area from the Test Blueprint, as well as the cognitive level and the reference.

## Mind Mapping Guide

A mind map (also called a concept map) is a study tool used to visually organize information. If you are a visual learner, a mind map may help you organize the topics you need to study, your knowledge base, and your learning needs.

## Study Question of the Week

Each Wednesday at 6am ET, ABPANC posts a CPAN or CAPA study question. Use these questions to test your knowledge, display in your unit and discuss with your colleagues. The answer, along with the next week's question, is posted the following Wednesday at 6am. View these on the ABPANC website or the ABPANC Facebook page.

## USE ABPANC'S STUDY REFERENCE LIST

All of the questions found on the CPAN and CAPA exams are referenced using the publications found in ABPANC's **Study Reference List** (Page 32). You do not need to purchase or study from all of these publications to pass the exam. However, you need to study from a variety of these references based on your learning needs. Be sure to choose references that cover all three domains of perianesthesia nursing care. Studying from only one or two references will not be enough to cover the topics on the test blueprint.

### More Tips from Past Candidates:

*“I studied with a friend the weekend before the test and this helped cement some information and also helped with our confidence. We also signed up for the Fall exam in July so we were committed!”*

*“It helped me to think about how the practice questions I used to study applied to my daily practice. I thought about things I reviewed while studying during the time when I was actually working.”*

## A WORD ABOUT REVIEW COURSES AND OTHER STUDY MATERIALS

ABPANC does not endorse or sponsor any review courses for the CPAN or CAPA exams. ABPANC is not responsible for misinformation provided by review courses or study materials, nor does it endorse any study guides or references that are not found on the Study References (Page 32).

When choosing a review course, make sure the course content covers the content listed on the CPAN/CAPA test blueprint. Ask about the qualifications of the instructor teaching the review course. Are they CPAN and/or CAPA certified?

## Registering for an Exam

Submission of an online application attests that you have read this Handbook thoroughly and agree to be bound by all policies and procedures described here. By submitting an application, you are affirming that the information provided on the application and any additional requested documentation is true and that you understand that falsification or misrepresentation of information requested by ABPANC or engaging in unethical behavior during the administration of the CPAN or CAPA exam, such as cheating or other irregular behavior, may be cause for disciplinary action and sanctions. Further, you are granting permission to ABPANC to make inquiries that maybe necessary to verify this information.

### ONLINE REGISTRATION

Online registration is easy, convenient and beneficial because you:

1. receive immediate notification if your application is accepted.
2. have immediate access to your receipt and Authorization to Test (ATT) email.
3. will receive communication from PSI in the event of special circumstances, e.g., closure of a test center due to a weather emergency.

### REGISTRATION DETAILS

After you've read this Handbook in its entirety, you are ready to register for the CPAN and/or CAPA exam! The registration link can be found at [cpancapa.learningbuilder.com](http://cpancapa.learningbuilder.com). If this is your first time registering, you will be prompted to create an account. If you are already in the system, please log in using your email address and password. Please do not create more than one account. If you cannot complete your online application for any reason, click "Next" to save your work, and then click on the Sign Out icon on the top right of the computer screen and come back at a later date.

**Note:** *If you do not attest that you meet the eligibility requirements found on page 6, you will not be able to complete the registration application.*

If you wish to take both the CPAN and CAPA exams you must complete a separate application for each exam. Exam appointments with PSI

must be scheduled separately as well, although you can take both exams on the same day. Once your application has been reviewed and eligibility has been determined, you will receive an Authorization to Test (ATT) and receipt via email. Please retain these for future reference. Please note that the receipt and/or ATT email may go to your Junk/Spam folder.

The name you use to register for the exam must exactly match your identification. Before submitting the application, be sure to verify that your name as entered in the online application exactly matches the unexpired, government issued photo ID and the secondary ID that you will be presenting at the PSI test center on exam day.

### REGISTRATION TIPS

- Triple check spelling and contact information for yourself and your two verifiers.
- When typing in your RN license number, do not use any dashes or special characters.
- To receive your discount for ASPAN membership, your membership must be current and your name in the ASPAN database must be exactly the same name you use to apply for an exam. You are advised to use your legal name when applying for a certification exam to avoid problems at the test site.
- Change your name with ASPAN, if necessary, prior to applying for an exam online.
- Refunds are not given to individuals who are charged a non-member fee because the name in ASPAN's database does not match the name used to apply for an exam.
- Your application is not complete until you hit the "Submit" button.

### REGISTRATION WINDOWS, DEADLINES AND EXAM ADMINISTRATION WINDOWS

The registration window refers to the time period during which you can submit an application online. There are two registration windows during the year — in the Spring and Fall, and each registration window corresponds to an 8-week testing window. No applications will be accepted after 11:59 pm EST on the deadline date, which

is found on page 33, as well as on the ABPANC website.

To register online, you must have an email address and printing capability. You must have the following information available when you apply online:

1. An email address.
2. Your RN license number and expiration date.
3. The name, title, credential(s), and all contact information for two individuals who can verify your eligibility requirements.
4. It is preferred that at least one, if not both verifiers, be nurse managers, but a representative from HR, CPAN and/or CAPA nurse colleague, or physician are acceptable.
5. Your ASPAN membership number if you wish to receive the ASPAN member fee discount.
6. Your credit card. (ABPANC accepts Visa, MasterCard, American Express, and Discover). No other forms of payment will be acceptable.

**Note:** The email address you used to register for the exam will be used throughout your three year certification period to send you important information such as changes to the recertification program, renewal notices, etc. If you change the email address you used to register for the exam, please be sure to update your email address in the Learning Builder system.

## EXAM FEES

You may pay the fee using Visa, MasterCard, American Express or Discover. NO other forms of payment will be accepted. ABPANC reserves the right to change fees without notice.

ASPAN Member: \$314

Non-Member: \$424

If you are not a member of ASPAN and wish to become one, call ASPAN at **1-877-737-9696**, email [aspan@aspan.org](mailto:aspan@aspan.org), or visit their website at [www.aspan.org](http://www.aspan.org). To qualify for the reduced exam fee, your ASPAN membership must be current at the time of application. If PSI is unable to verify your membership, you will be charged the non-member fee. If you pay the non-member fee and subsequently become an ASPAN member, you will not be reimbursed the difference. There will be no exceptions.

**Note:** Your ASPAN membership number will be validated against the name you use to register for an exam, therefore, the name **MUST EXACTLY** match the name in the ASPAN database. In addition, since you must present a government issued photo ID at the PSI testing center, the name you entered on the exam application, the ATT email, the government issued photo ID, and the secondary ID, must be exactly the same. If the name on the ASPAN membership card is different in any way, you must first change your name with ASPAN before applying for an exam.

## SPECIAL TESTING ACCOMMODATION REQUESTS FOR CANDIDATES WITH DISABILITIES

In compliance with the Americans with Disabilities Act (ADA) and Title VII of the Civil Rights Act, special testing accommodations will be considered for individuals with disabilities recognized by the ADA. You must be specific about the accommodation(s) being requested. **You must contact PSI to arrange for Special Testing Accommodations at 800-733-9267 ext 6750** and you will need to provide appropriate documentation. Once your request has been received, the PSI Special Accommodations team will contact you.

## REQUESTING AN INTERNATIONAL TESTING SITE

Nurses working overseas in perianesthesia nursing must meet the eligibility requirements of having current and unrestricted RN licensure in the United States and the clinical practice eligibility as defined on page 6. For questions about eligibility requirements, please contact ABPANC at **1-347-708-7975**. If you are *working* in a country other than the United States, please know that the CPAN and CAPA certification examinations are based on perianesthesia nursing practice in the United States.

If you are working overseas and plan on testing at one of PSI's international locations, please contact PSI at **1-866-830-1145** at least 4-6 weeks prior to when you would like to take the exam. Please note that you may only take the exam during one of the exam administration windows.

## REQUESTING AN OVERSEAS MILITARY SITE:

If you are in the military and stationed overseas, please note that ABPANC no longer administers its exams through Dantes sites. Military nurses are asked to schedule their exams at one of the PSI international testing sites. To do so, please contact PSI at **1-866-830-1145** or via email at [AMPIntlExamServices@goamp.com](mailto:AMPIntlExamServices@goamp.com) at least 4-6 weeks prior to when you would like to take the exam.

Please note that you may only take a CPAN and/or CAPA exam during one of the two yearly scheduled exam administration windows. Unfortunately, ABPANC is unable to make any special arrangements to accommodate the restrictions placed on your ability to travel.

## Scheduling Your PSI Appointment

### PSI LOCATIONS

PSI currently has more than 250 test centers throughout the United States, and most are open Monday through Saturday. Visit the PSI website ([www.psiexams.com](http://www.psiexams.com)) or call **1-866-830-1145** to determine the test center closest to you.

PSI reserves the right to change test center locations as necessary. If PSI needs to change or cancel your exam appointment, you will be contacted by PSI directly.

### SCHEDULE EARLY

PSI test center seats fill up quickly, so it is highly recommended that you schedule your exam appointment as soon as you receive the ATT email.

**Note:** Select your testing appointment carefully to minimize the need to reschedule. Candidates who attempt to schedule their exam after the opening of the exam administration window may not be able to test at a time and test center of their choice.

### MAKING YOUR APPOINTMENT

ABPANC recommends that you schedule your appointment with PSI online, because the process is faster and more efficient. Candidates who schedule online will receive an email confirming their exam appointment. It is easiest to click on the link included in your ATT email. This link will take you to the PSI website to schedule your exam. You may also visit the PSI website directly at [www.psiexams.com](http://www.psiexams.com).

Here is the information you are required to have to make your appointment:

1. Your name as it is printed on the ATT email.
2. Your Candidate ID number as it is listed at the top of the ATT email.
3. Your primary telephone number.
4. The name of the exam sponsor (ABPANC).
5. Your primary email address.

Make sure that you have an unexpired government-issued photo ID with the correct name. A secondary ID that has either your photo or your signature is also required. If you do not have these two IDs, you will not be admitted to test and will forfeit all fees.

Exam appointments can be scheduled by phone Monday-Friday from 9:00AM to 7:00PM (Eastern Time). To schedule by phone, call PSI at **1-866-830-1145**. For weekend and after hours please email PSI Customer Service at [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com).

It is highly recommended that you confirm your PSI appointment within 48 hours of making it. Appointments can be confirmed online at [www.psiexams.com](http://www.psiexams.com).

By completing your certification application, you agree to be bound by ABPANC's policies and procedures.

### NONDISCRIMINATION

It is the policy of ABPANC that no individual shall be excluded from the opportunity to participate in the ABPANC certification program on the basis of age, sex, race, religion, national origin, ethnic origin, disability, marital status, sexual orientation, and/or gender identity.

### REVIEW & APPEAL POLICY

A Review and Appeal process is available to individuals seeking an amendment of a decision to deny them eligibility to sit for the CPAN or CAPA certification exam, as well as a decision to deny or revoke certification. Individuals have the right to request a Review and Appeal and information will be provided to them. The Review Phase is conducted by the Review Committee; the Appeal Phase by the Appeal Panel. The decision of the Appeal Panel is final.

**Note:** Failure of the CPAN or CAPA exam is not subject to a Review and Appeal.

### DENIAL OR REVOCATION OF CERTIFICATION DUE TO MISCONDUCT

ABPANC reserves the right to deny or revoke certification for misconduct. Misconduct includes but is not limited to:

- Falsification of any information contained in the certification application.
- Falsification of any information contained in the recertification application.
- Failure to maintain eligibility requirements or to pay fees.
- Falsification of any information requested by ABPANC.
- Failure to maintain eligibility requirements or to pay fees.
- Cheating or other irregularities related to the administration of a CPAN or CAPA exam or practice exam.

- Revocation or suspension of RN license and/or restrictions placed on the RN license.
- Failure to maintain the confidentiality of certification exam questions or answers.
- Limitation or sanction imposed by another professional organization relating to professional nursing.
- Misrepresentation of certification status.
- Unauthorized possession of, use of or access to CPAN/CAPA exams, certificates, wallet identification cards, logos of ABPANC, the terms Certified Post Anesthesia Nurse (CPAN) and Certified Ambulatory Perianesthesia Nurse (CAPA) and abbreviations relating to these terms, and any other ABPANC documents and materials.
- Gross or repeated malpractice or negligence.
- Habitual use of alcohol, any drug or any substance, or any physical or mental condition which impairs competent and objective professional performance.
- Failure to report a known violation of ABPANC's standards, policies or procedures.
- The conviction of a plea of guilty or plea of *nolo contendere* to a felony or misdemeanor related to nursing. This also includes, but is not limited to, a felony involving rape, sexual abuse of a patient or child, actual or threatened use of a weapon or violence, and the prohibited sale, distribution or use of a controlled substance.

### AUDIT OF INFORMATION SUBMITTED

Submission of an application indicates your agreement to comply with the terms of the ABPANC audit process. A percentage of initial certification and recertification applications are automatically selected for audit. However, ABPANC reserves the right to audit applications and supporting documentation submitted by certification and recertification candidates at any time.

## Changing Name and Contact Information

### NAME CHANGES

It is important to notify PSI of any name changes as soon as possible. If the name on your unexpired government-issued photo ID does not exactly match the name on your Authorization to Test (ATT) email, you may be denied admission into the test center, and the Score Report, Certificate and Wallet ID Card will not display your name correctly.

### MAKING MINOR NAME CHANGES

Minor changes are considered as incorrect middle name or initial, missing hyphen, and misspellings. For security reasons, you cannot make name changes online after the application has been submitted. To correct minor changes in your name as printed on your receipt or ATT email, email PSI Customer Service at [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com) and provide them with the correction(s) at least 10 business days before your exam appointment.

### MAKING A LEGAL NAME CHANGE (I.E., MARRIAGE, DIVORCE)

For name changes that are not considered minor, the request must be accompanied by a certified copy of the original legal documentation (i.e., marriage license, divorce decree, or other court order) that verifies that the new name is your legal name. ABPANC does not change an individual's legal name simply upon request. Submit documentation by mail using a secure and traceable method and request return receipt. The information provided will be held in the strictest of confidence by ABPANC staff and will only be used to verify the legal name change.

You may redact sensitive information that you do not wish to share with ABPANC. ABPANC must receive documentation at least 10 business days before your exam appointment. After the name is changed in the ABPANC database, the documentation will be returned to you using a secure and traceable method and requesting a return receipt.

If you are unable to submit the documentation within this timeframe, please contact PSI Customer Service at **1-866-830-1145**.

### ADDRESS CHANGES

You can update address information in your application by accessing your profile in the Learning Builder system. You will need your email address and the password you selected when you submitted your application. Certificates and Wallet ID Cards are mailed to the address listed on your application. If your address changes at any time during the registration period or exam administration window, you should notify PSI immediately by emailing [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com) or change your address within the application system.

It is your responsibility to make sure that the mailing address and email address on file with ABPANC is correct at all times.

## Changing or Canceling Exam Appointment

### CHANGING YOUR EXAM APPOINTMENT

PSI allows you to change your appointment for free if you do so up to 48 hours prior to your scheduled exam session. **Changes/cancellations are not permitted within 48 hours of the scheduled test date.** Candidates will forfeit all testing fees if they are absent on the day of their scheduled test session.

You may not change your registration window with PSI. To do so, you must follow the rollover procedures described on page 18 and pay a \$100 reprocessing fee.

To change your examination appointment, go online to [www.psiexams.com](http://www.psiexams.com) or call **1-866-830-1145**.

### CHANGING YOUR TEST CENTER LOCATION

You are allowed to change your test center location; however, doing so will cancel your previously scheduled appointment. Changing a test center location is considered a reschedule and the deadlines for changing as described above, apply. If you attempt to change your test center after the opening of the exam administration window, you may not be able to reschedule at a time and test center of your choice. To change test centers, contact PSI at [www.psiexams.com](http://www.psiexams.com) or call **1-866-830-1145**.

In order to cancel an exam, candidates need to either speak with a live person on the phone or use the website to cancel. Voicemails or emails are not permitted for canceling.

### WITHDRAWING FROM AN EXAM AND REQUESTING A PARTIAL REFUND OR ROLLOVER

If you choose not to sit for the examination you have registered for, you have 2 options: Withdraw and receive a partial refund

OR

Rollover into another testing window within the next 12 months (\$100 fee).

You must cancel your appointment with PSI to be eligible for a refund or a rollover.

In order to make any changes to your exam appointment, you must notify PSI. If you want a refund or rollover, you must also notify PSI.

### REQUESTING A REFUND

You are eligible to receive a partial refund if you have cancelled your appointment with PSI prior to the close of the test administration window.

#### *How do I request a refund?*

##### STEP 1: CANCEL WITH PSI

To cancel your exam appointment, you must contact PSI at [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com) or by calling **1-866-830-1145**. Include name, exam title and candidate ID number.

##### STEP 2: REQUEST REFUND

Go to your Learning Builder application page for the exam you are requesting a refund for. Click the orange "Request Refund/Rollover" button in the upper right of the page to submit your refund request.

**Partial refund amounts are as follows:**

**If you registered as an ASPAN member: \$175**  
**If you registered as a non-ASPAN member: \$249**

Request for refunds for cancellations within 48 hours of the scheduled appointment will not be honored unless it is due to an emergency and appropriate documentation is provided. See page 19 if you have an emergency that prevents you from testing.

## REQUESTING A ROLLOVER

To request a rollover, notify PSI by email at [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com).

Requests should contain your PSI Cancellation number, as well as your name, email address, and phone number.

If you have not scheduled your exam appointment and want a rollover, you must contact PSI before the last day of the exam administration window.

You will be charged a **\$100 dollar reprocessing fee** at the time that you re-apply. Requests should contain your PSI cancellation number, name, email address, and phone number. Once you request a rollover, you are not eligible for a partial refund.

### STEPS TO REQUEST A ROLLOVER

#### STEP 1: CANCEL WITH PSI

To cancel your exam appointment, you must contact PSI at [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com) or by calling **1-866-830-1145**.

**Cancellations less than 48 hours from your scheduled test date are not allowed.**

#### STEP 2: REQUEST ROLLOVER

Go to your Learning Builder application page for the exam you are requesting a rollover for. Click the orange "Request Refund/Rollover" button in the upper right of the page to submit your rollover request.

Requests for rollovers made after the end of the exam administration window will not be honored unless due to an emergency and documentation is provided.

## ABSENT CANDIDATE POLICY

If you do not appear for your scheduled exam appointment with PSI you will be considered an absent candidate and will forfeit all fees.

You will also be considered an absent candidate if you do not schedule an appointment with PSI and do not request a partial refund within 48 hours of your scheduled exam.

If a medical or personal emergency prevents you from testing, you must notify PSI as soon as possible and provide documentation.

## Canceling Exam Due to Medical / Personal Emergency

If you or an immediate family member have a medical or personal emergency that unexpectedly arises and prevents you from rescheduling or canceling your exam appointment, you must notify PSI and submit appropriate documentation to be eligible for a partial refund, rollover or reschedule.

Examples of a personal emergency include circumstances such as death in your immediate family, court appearance, military duty, traffic accident on the way to the testing center.

**Note:** *workload, work conflicts, or the inability to prepare for the exam are not considered personal emergencies.*

### NOTIFY PSI & SUBMIT APPROPRIATE DOCUMENTATION:

You must notify PSI of your emergency. **All requests must be received within 10 business days of the scheduled exam appointment date that was missed due to an emergency.**

If the emergency arises before the scheduled testing appointment, the appointment must be canceled with PSI first. If the emergency caused you to miss the exam, you must notify PSI as soon as possible. In both cases, to waive the cancellation fee, PSI will require you to submit appropriate documentation with your request. It is your responsibility to provide the necessary documentation to PSI. If PSI does not receive sufficient documentation, the rollover will not be processed and you will have to pay the full testing fee at the time of reapplication. Please submit your documentation to

[ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com).

**Candidates who have an emergency cancellation and are approved for a rollover will be required to pay the \$100 reprocessing fee and submit an updated application when reapplying. In addition, if the fees for a subsequent exam have changed, you must pay the differences in the fees.**

Any exceptions to the aforementioned policies regarding emergencies will be reviewed and approved by the ABPANC President and/or CEO.

PSI and ABPANC reserve the right to request additional documentation as needed.

### DOCUMENTATION NEEDED FOR MEDICAL AND PERSONAL EMERGENCIES:

#### **Illness: Doctor's note, emergency room admittance, etc.**

- Must be signed by a licensed doctor.
- Must include the date of medical visit.
- Must include contact information for the licensed doctor.
- Does not need to give details of the illness, but if it does not, the doctor should at least indicate that the candidate should not test.

#### **Death in the Family: A copy of the death certificate or obituary or an original doctor's note on official letterhead.**

- Must be signed by a licensed doctor or mortician.
- Must include date.
- Must include contact information for the doctor or mortician.

#### **Traffic Accidents: Police report or receipt from the mechanic or towing company.**

- Must include the date.
- Must include contact information.

#### **Court Appearance: Court or jury summons, subpoena.**

- Must include date.
- Must specifically name the candidate.

#### **Military Duty: Copy of official orders.**

- Must have the date.
- Must specifically name the candidate.

## PROCEDURE FOR INCLEMENT WEATHER/ LOCAL OR NATIONAL EMERGENCIES

In the event of inclement weather or a local or national emergency, please contact PSI at the number provided in your ATT email or go to [www.psiexams.com](http://www.psiexams.com) to determine the appointment status. If the center is open, candidates are expected to arrive for their appointments or forfeit all fees. If the center is closed and appointments are canceled, candidates should wait two (2) business days before calling to reschedule their appointments.

## CHANGES TO EXAM APPOINTMENTS: DEADLINES, FEES & REFUNDS

Activity	Deadline Date	Fee/Refund
Change of Exam Date or Site	More than 48 hours before the scheduled exam date	No fee
Withdraw from Scheduled Exam	More than 48 hours before the scheduled exam date	No fee from PSI/ Partial refund from PSI
Rollover to another administration (next 2 administrations only)	More than 48 hours before the scheduled exam date	\$100 PSI reprocessing fee (must cancel with PSI)
Medical/Personal Family Emergency	Within 10 business days of scheduled exam date	Case by case basis
Withdraw/Rollover Requests	Less than 48 hours before the scheduled exam date	No refund
Absent Candidates		No refund

The following rules are enforced at all PSI test centers to ensure a fair and consistent test experience for all candidates:

- All candidates must arrive at the testing center at least 30 minutes before their scheduled exam time.
- All candidates must present positive proof of identity, in accordance with ABPANC program rules, to be admitted to the test center.
- A photo will be taken of the candidate during check-in.
- Admittance to the testing center is by appointment only. Candidates must be present at the time and location of their appointment to be admitted.
- Candidates must not talk to other candidates or refer to their screens, testing materials, or written notes in the test room.
- Candidates must not use written notes, published materials, or other testing aids.
- Scrap paper is prohibited from the testing room. Candidates may instead use PSI provided note boards and markers.
- PSI has soft ear plugs and tissues available to candidates.
- Candidates will have the opportunity during the exam to submit general comments or comments about specific exam questions. The tutorial prior to the exam will provide information on how to leave comments. NOTE: ABPANC will review all comments but will **not** provide written responses to comments specifically about exam questions.
- Smoking is prohibited.
- Candidates may not ask test center proctors or any other individuals' questions about exam content.
- Candidates will be continuously monitored by video, physical walk-throughs, and the observation window during testing. All testing sessions are video and audio recorded.
- No breaks are scheduled during the exam. Candidates who have to leave the testing room to take a break (e.g., to use the restroom), will not be given extra time on the exam and time will continue to count down during the break. To reenter the testing room, candidates must sign in with the test proctor.
- Repeated or lengthy departures from the testing room for breaks will be reported to ABPANC.
- Candidates may not leave the building while the exam is in progress.
- ABPANC and PSI reserve the right to cancel any test score believed to be obtained in a questionable manner.
- Candidates must not bring any personal/ unauthorized items into the testing room. Such items include but are not limited to: outerwear, hats, food, drinks, purses, wallets, briefcases, notebooks, pagers, watches, cellular telephones, recording devices, and photographic equipment. Weapons are not allowed at any PSI Testing Center. You will be asked to empty and turn your pockets inside out prior to every entry into the test room to confirm that you have no prohibited items.
- It is encouraged to leave all personal items at home. To accommodate items that cannot be left behind (such as purses, wallets), the testing center may have small lockers available.

- It is expressly prohibited to disclose, publish, reproduce, or transmit any part of the exam, in any form, by any means, verbal or written, for any purpose. A violation will result in civil and/or criminal prosecution.
- Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
- Candidates are expected to behave in a civil manner when on the premises of the testing center. Exhibiting loud and/or abusive behavior toward the test center staff or other testing candidates may result in forfeiture of your exam and/or criminal prosecution.
- Individuals who are not scheduled to test are not permitted to wait in the testing center.
- Any request to bring medical equipment of any kind, or food (if a candidate is diabetic or subject to hypoglycemia) must be handled through PSI Special Testing Accommodations.
- Eye glasses are subject to inspection by the administrator before entry into the testing room is permitted.

## REQUIRED IDENTIFICATION

In order to be admitted into the testing center, you will be required to present two forms of identification. The primary ID must be an unexpired government-issued photo ID with a signature. Examples of government-issued IDs are a driver's license with a photograph, a military photo ID, or a passport. The name on the ID must match **exactly** the name on the ATT email you received. The secondary ID must contain either a photo or a signature. The name on the secondary ID must exactly match the primary ID. Credit cards or employee identification badges with a photo and signature are acceptable as the second form of identification provided the name and signature on the card exactly match the government issued photo ID.

If you arrive at the test center without the required identification or if names do not match, you will not be allowed to test and will forfeit all fees.

## HYPHENATED NAMES & MIDDLE NAMES

If you have a hyphenated last name and your photo ID shows only one of the last names, you will be admitted if the name matches part of the hyphenated name and the signature and photograph clearly match. If your middle name is spelled out on the ID but is listed with an initial on the application, you will be admitted as long as the initial matches the first letter of the middle name and the signature and photograph clearly match. This also applies if you use your use middle name in lieu of your first name on the application but have an ID with your first, middle, and last name.

## SECURITY ACKNOWLEDGEMENT AND AGREEMENT

Prior to taking the exam, you will be required to confirm that you have read, understand, and accept the following conditions:

### Security Agreement for Examinations

I have read the following PSI Security Agreement and consent to take the examination under the conditions stated herein:

- I will not give or receive assistance while taking the test, including the use of unauthorized

study material or unauthorized notes. I acknowledge that I have not taken any unauthorized study material or unauthorized notes into the testing area.

- I will not copy and remove exam questions or answers from the test center.
- I will not have in my possession a cell phone, pager or other unauthorized materials.
- I will inform the proctor when needing to use the rest room, but I understand that leaving the building at any time before completing the exam is prohibited.
- I understand that violating the confidential nature of the certification examination can result in severe civil or criminal penalties, invalidation of test scores, and you will be reported to the authorized agency.

**Note:** If a candidate refuses to consent to the conditions of this PSI Security Agreement, the proctor will notify the candidate that he/she will not be authorized to take the examination. PSI Headquarters will be so informed. This form is retained as a permanent part of the candidate file. The candidate will forfeit all fees.

## TAKING THE EXAM BY COMPUTER

When taking the exam by computer, you can skip questions, change your answers to questions, and mark questions for review so that you can come back to them later. A brief tutorial is provided prior to the start of the exam to teach you how to navigate through the computer-based exam. The time taken to view the tutorial does not count against the three hours to take the exam. A clock that counts down the time remaining on the exam will appear on the screen throughout the entire testing session.

Please remember that other exams are being administered at the same time that you are taking your exam so you may hear typing on keyboards, coughing, and/or people entering and leaving the testing room. It is impossible to provide a completely noise-free testing environment, so you may want to bring soft earplugs.

## Score Reports

Each question on the CPAN or CAPA exam is a multiple-choice question that lists four choices, only one of which is the correct or best answer. You should read the entire question and all four choices before marking your answer. There is no penalty for guessing, so you should answer all the questions. When you finish the exam, or after the three hour time limit has lapsed, you will receive your final, official Score Report that indicates whether or not you passed.

In addition to a Score Report, passing candidates will receive a Wall Certificate and Wallet ID Card from ABPANC. The Wall Certificate and Wallet ID Card will be sent to the primary mailing address provided in the application, so make sure that you update your address if it has changed. Under no circumstances will scores or pass/fail information be released over the phone, via email or Internet, or by fax.

To view your Score Report online, log back into the account you used to apply for the exam and select the option to view your Score Report. You will need the email address and password you selected when you submitted your application in order to view the report.

### SCORE REPORTS FOR INDIVIDUALS WHO PASSED

The Score Report provides information on whether or not you passed the exam. In order to pass you must have obtained a total scale score of 450 or higher. Page 7 describes the scoring method and criteria. If you passed, your Score Report will simply indicate the words, "you have passed." No numerical scale score values will be reported.

### SCORE REPORTS FOR INDIVIDUALS WHO DO NOT PASS

In order to give individuals who do not pass feedback about their performance, scale score values will be reported in each of the three domains in addition to the total scale score. Due to the need to maintain test security, exam questions and answers will not be released to candidates.

### REQUESTING A DUPLICATE SCORE REPORT

An additional paper copy of an Individual Score Report is available to candidates by contacting PSI.

### REQUESTING A REVIEW OF EXAM RESULTS

You may request that PSI manually review your electronic exam file within six months of the exam date. Requests received after that time will not be honored. There is a \$60 fee to have PSI review the electronic file. Contact PSI Customer Service for information on how to submit a request.

### VERIFICATION OF CERTIFICATION STATUS

Any requests for verification of the certification status of a CPAN/CAPA must be made in writing, to the national office. Faxed and email requests are acceptable. The request must include the certificant's name and address, and if known, certification number and RN license number. Verification of certification status will include the individual's name and whether or not they are currently certified as a CPAN or CAPA certified nurse.

ABPANC allows individuals to take the CPAN and/or CAPA exam once per exam administration window. If you do not pass the exam, you may reapply in the next exam registration window. ABPANC does not limit the number of times a candidate may retake the certification exam. Fees and application procedures for those retaking the exam remain the same as those for first-time applicants.

## Recertification

Maintaining an active certification status through recertification is the way in which certified professionals demonstrate to the public that they have current and up-to-date knowledge and experience. ABPANC awards successful candidates the CPAN and/or CAPA credential for a period of three years. For those candidates testing in the Spring, the certification period begins April 1 and ends three years later on April 30. For those candidates testing in the Fall, the certification period begins October 1 and ends three years later on October 31.

CPAN and CAPA certified nurses may recertify either by taking and passing the CPAN **OR** CAPA exam **OR** by satisfying the requirements for the CPAN and CAPA Continual Learning Program.

For more information on recertification, visit [www.cpancapa.org](http://www.cpancapa.org) and click on the Recertification tab to download a copy of the Recertification Handbook.

ABPANC offers a wide range of resources to help you study and prepare for the CPAN and CAPA certification exams. All of these resources are available on the ABPANC website at [www.cpancapa.org](http://www.cpancapa.org) > Resources > Study Tools

### CERTIFICATION CANDIDATE HANDBOOK

This book explains how the exams are developed and graded, with valuable information to help you prepare. Please read this Handbook in its entirety. It contains vital information and policies about the exam process.

### TEST BLUEPRINTS

The Blueprint is the outline of all CPAN and CAPA examination content. It contains the complete listing of tasks required to meet patient needs and related nursing knowledge. The Blueprint is divided into 3 domains:

- Physiological Needs
- Behavioral Health and Cognitive Needs
- Safety Needs

### STUDY REFERENCES

This list of references contains the only sanctioned study references used to create the exam questions and verify correct answers. Your study plan should include a review of a variety of these references.

### CERTIFICATION COACH

For information about finding an ABPANC Certification Coach in your area, or for help forming study groups, contact [zwilliams@cpancapa.org](mailto:zwilliams@cpancapa.org) or call (1-347-708-7975).

### 12 WEEK STUDY PLAN

Organizes the content defined in the Test Blueprints into topics that can be reviewed in approximately four hours per week.

### STUDY QUESTION OF THE WEEK

Each Wednesday at 6am ET, ABPANC posts a CPAN or CAPA study question. Use these questions to test your knowledge, display in your unit and discuss with your colleagues. The answer, along with the next week's question, is posted the following Wednesday at 6am. View these on the ABPANC website or sign up to receive them by email.

### PRACTICE EXAMS

ABPANC has four 50-question practice exams available for purchase. Each exam has a unique set of questions and was created according to the Test Blueprint and similar in form and content to the actual exam. Buy One, Get One Free — 100 test questions for \$50.

### STUDY TIPS

A quick reference guide with tips for organizing a study outline, identifying study resources, and dealing with test anxiety.

### WEBINAR — TEST TAKING STRATEGIES

20-minute webinar full of useful tips and test taking strategies to help you prepare for the CPAN or CAPA exams.

### WEBINAR — CONQUERING TEST ANXIETY AND FEAR OF FAILURE

30-minute webinar helps you identify and overcome symptoms of test anxiety and fear of failure. Includes a downloadable PDF of the narrative in the webinar.

### MIND MAPPING STUDY GUIDE

A creative way to organize information to study for the exam, while mapping your own knowledge base and areas of need.

### CPAN/CAPA MOBILE STUDY APP

Mobile Study App with CPAN and CAPA study questions, plus a study reference for each question, for convenient practice and review on your phone.

### CPAN SAMPLE

#### PHYSIOLOGICAL NEEDS:

##### Stability of Renal System (Cognitive Level 3)

The PACU nurse evaluates the patient's urine amount and color, intravenous fluid types and amounts, and pulmonary secretion characteristics after a major abdominal surgery in order to assess the patient for:

1. *third spacing.*
2. *hyponatremia.*
3. *abdominal distention.*
4. *atelectasis.*

**Reference:** Odom-Forren, J, *Drain's Peri-Anesthesia Nursing: A Critical Care Approach (6th)*. Elsevier Saunders, 2013. Pg 197.

#### BEHAVIORAL HEALTH AND COGNITIVE NEEDS:

Provide patient/family/significant other education and evaluate understanding related to advance directives, Patient Bill of Rights and informed consent (Cognitive Level 1)

In providing preoperative teaching to a patient requesting spinal anesthesia, the perianesthesia nurse is aware that an absolute contraindication for spinal anesthesia is:

1. *patient refusal.*
2. *chronic back pain.*
3. *sickle cell anemia.*
4. *multiple sclerosis.*

**Reference:** American Society of PeriAnesthesia Nurses. Schick, L. and Windle, P., (Editors) *Perianesthesia Nursing Core Curriculum – Preoperative, Phase I and Phase II PACU Nursing (3rd)*. WB Saunders, 2015. P 361.

#### SAFETY NEEDS:

Protect patient from harm and take preventive measures related to exposure to infections and diseases (Cognitive Level 1)

OSHA mandates that when inserting an intravenous fluid access in a patient, the PACU nurse must:

1. *wash hands.*
2. *wear gloves.*
3. *use an antibacterial gel.*
4. *wear eye goggles.*

**Reference:** Odom-Forren, J, *Drain's Peri-Anesthesia Nursing: A Critical Care Approach (6th)*. Elsevier Saunders, 2013. pp 45-46.

### CAPA SAMPLE

#### PHYSIOLOGICAL NEEDS:

Appropriate Medication Regimen (including, but not limited to, minimal interruption of normal medication regimen, preemptive interventions) Cognitive Level 3)

The perianesthesia nurse learns that the patient takes MAO inhibitor routinely. This information is documented because of the potential lethal interaction with:

1. *midazolam.*
2. *meperidine.*
3. *succinylcholine.*
4. *morphine*

**Reference:** Odom-Forren, J, *Drain's Peri-Anesthesia Nursing: A Critical Care Approach (6th)*. Elsevier Saunders, 2013. Pg 249.

#### BEHAVIORAL HEALTH AND COGNITIVE NEEDS:

Provide patient/family/significant other education and evaluate understanding related to advance directives, Patient Bill of Rights and informed consent (Cognitive Level 2)

A patient calls the preoperative center asking whether to continue taking his daily dose of beta-blocker. The perianesthesia nurse is aware that betablockers should be:

1. *held on day of surgery.*
2. *stopped at least 3 days preoperatively.*
3. *taken daily as prescribed.*
4. *stopped at least 5 days preoperatively*

**Reference:** Fleisher, L. and Roizen, M. *Essence of Anesthesia Practice (3rd)*. Elsevier Health Sciences, December, 2011. Pg 583.

#### SAFETY NEEDS:

Deliver, document, and communicate care based on accepted national standards of perianesthesia nursing practice and applicable laws, guidelines, and regulations (Cognitive Level 2)

A preoperative patient asks the perianesthesia nurse what the facility is doing to prevent postoperative surgical site infections. With knowledge of the surgical care improvement project (SCIP), the nurse informs the patient that preoperatively antibiotics should be administered:

1. *within 60 minutes of incision time.*
2. *within 90 minutes of incision time.*
3. *prior to leaving the holding area.*
4. *upon arrival to the facility.*

**Reference:** Odom-Forren, J, *Drain's Peri-Anesthesia Nursing: A Critical Care Approach (6th)*. Elsevier Saunders, 2013. Pg 50.

TASKS ADDRESSING PHYSIOLOGICAL NEEDS OF PERIANESTHESIA PATIENTS	KNOWLEDGE REQUIRED TO MEET <u>PHYSIOLOGICAL</u> NEEDS
<b>Represents 57% of CPAN Exam and 50% of CAPA Exam</b>	
<p>Assess, diagnose, plan, intervene, and evaluate in order to promote:</p> <ul style="list-style-type: none"> <li>stability of the respiratory system</li> <li>stability of the cardiovascular and peripheral vascular systems</li> <li>stability of the neurological system</li> <li>stability of the musculoskeletal system</li> <li>stability of the gastrointestinal system</li> <li>stability of the renal system</li> <li>stability of the integumentary system</li> <li>stability of the endocrine system</li> <li>stability of the genito-urological and reproductive systems</li> <li>stability of the hematologic and immune systems</li> <li>stability of the ophthalmological system/ otorhinolaryngology</li> <li>stability of fluid and electrolyte levels</li> <li>maintenance of normothermia</li> </ul> <p>An appropriate medication regimen (including, but not limited to, minimal interruption of normal medication regimen and preemptive interventions)</p> <p>Physiological comfort (including, but not limited to, relief from pain, shivering, nausea and vomiting; and appropriate positioning)</p> <p>A therapeutic environment (including, but not limited to, minimal interruption of normal regimen and preemptive interventions)</p>	<p>Nursing process</p> <p>Evidence-based practice</p> <p>Anatomy and physiology of body systems</p> <p>Growth and development across the lifespan</p> <p>Pathophysiology</p> <p>Normal and abnormal diagnostic values</p> <p>Acceptable deviations from normal physiologic states</p> <p>Comorbidities/potential complications</p> <p>Airway management</p> <p>Vital signs/hemodynamic monitoring</p> <p>Fluid and electrolyte management</p> <p>Thermoregulation</p> <p>Acute and chronic pain assessment and management</p> <p>Post-operative nausea and vomiting (PONV) and post-discharge nausea and vomiting (PDNV) assessment and management</p> <p>Physical assessment</p> <p>Positioning</p> <p>Pharmacodynamics/pharmacokinetics</p> <p>Pharmacological interventions</p> <p>Anesthesia techniques (general, regional, moderate sedation, monitored anesthesia care (MAC), total intravenous anesthesia (TIVA))</p> <p>Anesthetic and reversal agents</p> <p>Stages of anesthesia</p> <p>Perianesthesia Continuum of Care (preadmission, day of surgery/procedure, Phase I, Phase 2, extended observation) NEW</p> <p>Surgical and procedural interventions</p> <p>American Society Anesthesiologists (ASA) physical status classification system</p> <p>Normal and abnormal physical response to surgery/procedure/anesthesia</p> <p>Environmental factors affecting patient care (including, but not limited to, noise, temperature, air flow, latex, and equipment failure)</p> <p>Alternative and adjunctive treatment modalities</p> <p>Behavioral health considerations (including, but not limited to, addiction, autism spectrum disorders, depression, anxiety, bipolar disorder, and PTSD)</p> <p>Multidisciplinary collaboration and referral</p> <p>ACLS and PALS</p> <p>MHAUS guidelines/protocol</p> <p>ASPAN Standards</p> <p>Regulatory, legal, and ethical guidelines (for example, Patient Bill of Rights, advance directives, informed consent, HIPAA, and the Americans with Disabilities Act)</p> <p>Injury prevention</p> <p>Infection prevention and control</p>

## Test Blueprints

TASKS ADDRESSING BEHAVIORAL HEALTH AND COGNITIVE NEEDS OF PERIANESTHESIA PATIENTS	KNOWLEDGE REQUIRED TO MEET BEHAVIORAL HEALTH AND COGNITIVE NEEDS
<b>Represents 18% of CPAN Exam and 21% of CAPA Exam</b>	
<p>Recognize and respect patient/family/significant other diversity (including, but not limited to, age, sex, race, religion, national origin, ethnicity, disability, marital status, sexual orientation, and gender identity)</p> <p>Provide and maintain patient privacy and confidentiality</p> <p>Provide psychosocial support to patient/family/significant other (for example, coping mechanisms, spiritual and emotional support)</p> <p>Assess patient/family/significant others ability to learn, learning style (for example, kinetic, auditory, visual), readiness to learn, and barriers to learning</p> <p>Provide patient/family/significant other education and evaluate understanding related to the perianesthesia/procedural experience:</p> <ul style="list-style-type: none"> <li>Admission procedures</li> <li>Advance directives, Patient Bill of Rights and informed consent</li> <li>Preparations for procedures/surgery</li> <li>Anesthesia expectations</li> <li>Post-anesthesia recovery settings</li> <li>Identifying, describing, and communicating pain perception/experience</li> <li>Postoperative pain control measures, including pharmacological and non-pharmacological interventions</li> <li>Discharge care (including, but not limited to, ambulation, diet, wound care, physical therapy, effects on sexuality, pain management, catheter care, equipment and medical devices, routine course, and/or potential complications)</li> <li>Medications (for example, when to discontinue or resume; interactions with prescriptions, over the counter medications, herbal supplements, alcohol, and/or illegal drugs) Impact of existing medical conditions (for example, diabetes, COPD, hypertension) on current surgery/procedure</li> <li>Measures to assist healing process (for example, appropriate adjunctive therapies, consults, and/or referrals)</li> <li>Measures to prevent complications</li> </ul>	<p>Nursing process</p> <p>Evidence-based practice</p> <p>Growth and development across the lifespan</p> <p>Comorbidities/potential complications</p> <p>Acute and chronic pain assessment and management</p> <p>Pharmacological interventions</p> <p>Perianesthesia Continuum of Care (preadmission, day of surgery/procedure, Phase I, Phase 2, extended observation) NEW</p> <p>Surgical and procedural interventions</p> <p>Normal and abnormal physical response to surgery/procedure/anesthesia</p> <p>Environmental factors affecting patient care (including, but not limited to, noise, temperature, air flow, latex, and equipment failure)</p> <p>Alternative and adjunctive treatment modalities</p> <p>Diversity (including but not limited to age, sex, race, religion, national origin, disability, marital status, sexual orientation, and gender identity)</p> <p>Psychosocial factors (including but not limited to coping styles, life situations, religious/spiritual, and culture)</p> <p>Teaching and learning theories</p> <p>Communication principles and techniques</p> <p>Behavioral health considerations (including, but not limited to, addiction, autism spectrum disorders, depression, anxiety, bipolar disorder, and PTSD)</p> <p>Multidisciplinary collaboration and referral</p> <p>ASPAN Standards</p> <p>Regulatory, legal, and ethical guidelines (for example, Patient Bill of Rights, advance directives, informed consent, HIPAA, and the Americans with Disabilities Act)</p> <p>Measures to maintain privacy and confidentiality</p>

TASKS ADDRESSING SAFETY NEEDS OF PERIANESTHESIA PATIENTS	KNOWLEDGE REQUIRED TO MEET SAFETY NEEDS
<b>Represents 25% of CPAN Exam and 29% of CAPA Exam</b>	
<p>Deliver, document, and communicate care based on accepted national standards of perianesthesia nursing practice and applicable laws, guidelines, and regulations</p> <p>Protect the patient from harm and take preventive measures related to:</p> <ul style="list-style-type: none"> <li>immobility and/or positioning</li> <li>adverse environmental influences (including, but not limited to, latex and/or equipment failure)</li> <li>exposure to infectious diseases</li> </ul> <p>Protect the patient from harm through the use of protective safety devices and equipment</p> <p>Facilitate patient access to appropriate resources and referrals (including, but not limited to, medical equipment, pharmaceutical care, spiritual services, nutritional education, physical/occupational therapy, case management/social services, and language services)</p> <p>Develop and implement effective multidisciplinary perianesthesia plan of care that addresses:</p> <ul style="list-style-type: none"> <li>verbal and written instructions (including, but not limited to, preparations for procedures/surgery, potential complications, activity, diet, wound care, and post-discharge care)</li> <li>pain management</li> <li>medication reconciliation (including but not limited to, when to discontinue or resume; and interactions with prescriptions, over the counter medications, herbal supplements, alcohol, illicit drugs)</li> <li>existing medical conditions (including, but not limited to, diabetes, COPD, hypertension, and OSA) on the current surgery/procedure</li> <li>optimization of the healing process (including, but not limited to, nutrition, hydration, smoking cessation, and alternative therapies)</li> <li>prevention of infection</li> <li>measures to prevent complications</li> <li>the availability of resources for care in the home, including the presence of a responsible adult caregiver</li> <li>a safe home environment</li> <li>safe transport to the home or discharge care site</li> </ul> <p>Perform post-discharge assessment (follow-up contact)</p>	<p>Nursing process</p> <p>Evidence-based practice</p> <p>Anatomy and physiology of body systems</p> <p>Growth and development across the lifespan</p> <p>Pathophysiology</p> <p>Normal and abnormal diagnostic values</p> <p>Acceptable deviations from normal physiologic states</p> <p>Comorbidities/potential complications</p> <p>Airway management</p> <p>Vital signs/hemodynamic monitoring</p> <p>Fluid and electrolyte management</p> <p>Thermoregulation</p> <p>Acute and chronic pain assessment and management</p> <p>Post-operative nausea and vomiting (PONV) and post-discharge nausea and vomiting (PDNV) assessment and management</p> <p>Physical assessment</p> <p>Positioning</p> <p>Pharmacodynamics/pharmacokinetics</p> <p>Pharmacological interventions</p> <p>Anesthesia techniques (general, regional, moderate sedation, monitored anesthesia care (MAC), total intravenous anesthesia (TIVA))</p> <p>Anesthetic and reversal agents</p> <p>Perianesthesia Continuum of Care (preadmission, day of surgery/procedure, Phase I, Phase 2, extended observation) NEW</p> <p>Surgical and procedural interventions</p> <p>American Society Anesthesiologists (ASA) physical status classification system</p> <p>Normal and abnormal physical response to surgery/procedure/anesthesia</p> <p>Environmental factors affecting patient care (including, but not limited to, noise, temperature, air flow, latex, and equipment failure)</p> <p>Alternative and adjunctive treatment modalities</p> <p>Discharge planning and criteria</p> <p>Diversity (including but not limited to age, sex, race, religion, national origin, disability, marital status, sexual orientation, and gender identity)</p> <p>Psychosocial factors (including but not limited to coping styles, life situations, religious/spiritual, and culture)</p> <p>Communication principles and techniques</p> <p>Behavioral health considerations (including, but not limited to, addiction, autism spectrum disorders, depression, anxiety, bipolar disorder, and PTSD)</p> <p>Multidisciplinary collaboration and referral</p> <p>ASPAN Standards</p> <p>Regulatory, legal, and ethical guidelines (for example, Patient Bill of Rights, advance directives, informed consent, HIPAA, and the Americans with Disabilities Act)</p> <p>Injury prevention</p> <p>Infection prevention and control</p> <p>Quality and risk management principles and guidelines</p>

## Study References

Listed below is the definitive list of study references for the CPAN and CAPA exams containing the only references approved by ABPANC and used to write the exam questions. After carefully reviewing the test blueprint and identifying learning needs, exam candidates should identify those references determined to be most valuable based on their individual learning needs.

**American Heart Association.** *ACLS Provider Manual. 2016* • (Note: the most up-to-date (current) ACLS manual is used as a basis for exam questions)

**American Heart Association.** *PALS Provider Manual. 2016* • (Note: the most up-to-date (current) PALS manual is used as a basis for exam questions)

**American Society of PeriAnesthesia Nurses.** *Perianesthesia Nursing Standards, Practice Recommendations, and Interpretive Statements 2019 - 2020.* ASPAN, Cherry Hill, NJ, 2019.

**American Society of PeriAnesthesia Nurses. Schick, L. and Windle, P. (Editors)** Fourth Edition. *Perianesthesia Nursing Core Curriculum – Preprocedure, Phase I and Phase II PACU Nursing.* Elsevier, St. Louis, MO, 2021.

**Odom-Forren, J.** *Drain's PeriAnesthesia Nursing: A Critical Care Approach.* 7th Ed. Elsevier Saunders, 2018.

**Fleisher, L. and Roizen, M.** *Essence of Anesthesia Practice.* 4th Ed. Elsevier Health Sciences, 2017.

**Hodgson, B., and Kizior, R.** *Saunders Nursing Drug Handbook 2019.* Saunders (Elsevier), 2018.

**Urden, L., et al.** *Critical Care Nursing, Diagnosis and Management,* 8th Ed. Elsevier, 2018.

**Hockenberry, M., Wilson, D.** *Wong's Nursing Care of Infants and Children.* 11th Ed. CV. Mosby, 2018.

**Nagelhout, J. and Sass, E.** *Nurse Anesthesia.* Sixth Edition. Elsevier, St. Louis, MO, 2018

## STUDY TOOLS

The ABPANC website [www.cpancapa.org](http://www.cpancapa.org) includes many other free study tools to help you prepare for the exam, as well as information on registration, policies and procedures.

## Practice Exams

4 CPAN and 4 CAPA Practice Exams are available online. You may take an online practice exam whenever it is convenient for you, using any computer that can connect to the Internet. Visit [www.cpancapa.org](http://www.cpancapa.org) and click on the Resources Tab, then Practice Exams.

## PUBLISHER INFORMATION

**ASPAN:** 877-737-9696 or [www.aspan.org](http://www.aspan.org)

**American Heart Association Fulfillment Center:** 800-611-6083

**Channing Bete Company:** [www.aha.channing-bete.com](http://www.aha.channing-bete.com)

**Laerdal Medical Corporation:** [www.laerdal.com/us/AHA](http://www.laerdal.com/us/AHA)

**WorldPoint:** [www.worldpoint.com](http://www.worldpoint.com)

References (other than those published by **ASPAN**) can be located via the Internet, using the large book chain websites, or by doing a google search.

### REGISTRATION FEE

	ASPAN Member	Non-ASPAN Member
Registration Fee	\$314	\$424

### DATES AND DEADLINES

	SPRING	FALL
Registration Windows Open	January 1	July 1
Registration Deadline*	March 15	September 15
Exam Administration Window	March 15 – May 15	September 15 – November 15

**\*The last day of the registration window is a FINAL deadline** — applications submitted electronically after 11:59 pm EST on this date will NOT be accepted.

**\*\*Saturday test date** — Not all PSI test sites are open on Saturdays. Confirm with PSI if the test site is open on Saturday.

### ANY CHANGES TO YOUR SCHEDULED EXAM MUST BE MADE UP TO 48 HOURS BEFORE YOUR SCHEDULED EXAM DATE\*

\* If a medical or personal/family emergency prevents you from testing you must notify PSI within 10 business days.

Please refer to page 19 for the Medical or Personal/Family Emergencies policy.

## Notes

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## Notes

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## Notes

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## Important

### HAVE YOU:

1. Studied from the variety of references found on page 32 – Study References, and not just one or two references?
2. Read this Handbook thoroughly before registering for the examination?
3. Referred to page 33 for registration window dates and deadlines?
4. Visited the ABPANC website, [www.cpancapa.org](http://www.cpancapa.org), and clicked on the link to register online for a certification examination?
5. Completed the required application information according to the instructions on the screen, including:
  - Entering your name in the online application so it exactly matches the unexpired, government-issued photo ID that you will be presenting at the PSI test center on exam day?
  - Confirming that all the information you entered on the application was correct before clicking the submit button?
6. If you need Special Testing Accommodations have you contacted PSI?
7. Printed the Review Information/Payment page for your records?
8. Contacted PSI Customer Service at **1-866-830-1145** if you did not receive your receipt, after checking your SPAM/Junk mail folders, within 24 hours of submitting your application?
9. Contacted PSI if you do not receive ATT email at [ABPANCcandidatesupport@psionline.com](mailto:ABPANCcandidatesupport@psionline.com) or **1-866-830-1145** immediately upon receipt of your ATT email to schedule your examination appointment?



## CONTACT INFORMATION

ABPANC	PSI Customer Support	PSI
<b>American Board of Perianesthesia Nursing Certification, Inc. (ABPANC)</b> 1133 Broadway, Suite 544 New York, NY, 10010 Tel: 1-347-708-7975 Email: <a href="mailto:abpanc@cpancapa.org">abpanc@cpancapa.org</a> <a href="http://www.cpancapa.org">www.cpancapa.org</a>	<b>PSI Customer Service Department</b> All customer service inquiries should be directed to PSI Customer Service at: Tel: 1-866-830-1145 Email: <a href="mailto:ABPANCcandidatesupport@psionline.com">ABPANCcandidatesupport@psionline.com</a>	<b>PSI Services LLC</b> 18000 W. 105th Street Olathe, KS 66061 Tel: 1-866-830-1145 Fax: 1-913-895-4650 Email: <a href="mailto:ABPANCcandidatesupport@psionline.com">ABPANCcandidatesupport@psionline.com</a> <a href="http://www.psiexams.com">www.psiexams.com</a>