

Please refer to  
pages 5 and 6  
for important information  
regarding your  
examination appointment.



PSI licensure:certification

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

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 Board of California RDA General and Law and Ethics Written Exam



### CANDIDATE INFORMATION BULLETIN

**The RDA Written and the RDA Law and Ethics Examination  
have been combined effective May 24, 2018.  
Please see page 8 for the new examination outline.**

#### CONTENT OUTLINE

Examination Registration and Scheduling Procedures.....	1	Required Identification at the Examination Site.....	4
Examination Fee .....	1	Security Procedures .....	4
Internet Registration and Scheduling.....	1	Taking the Examination by Computer .....	5
Telephone Registration and Scheduling.....	1	Identification Screen .....	5
Fax Registration and Scheduling .....	1	Tutorial.....	6
Standard Mail Registration and Scheduling .....	1	Test Question Screen.....	6
Canceling an Examination.....	2	Examination Items.....	6
Missed Appointment or Late Cancellation .....	2	Written Exam .....	7
Emergency Examination Center Closing.....	2	Examination Results.....	7
Reasonable Accommodations .....	2	Sample Questions.....	7
Examination Site Locations.....	2	Examination Outline Summary .....	8
Reporting to the Examination Site .....	4	References.....	14
		Examination Registration Form .....	15

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

Copyright © 2019 by PSI licensure:certification

Effective December 2019

# EXAMINATION REGISTRATION PAYMENT AND SCHEDULING PROCEDURES

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

Your examination eligibility expires and your application is deemed abandoned if you fail to take the RDA General and Law and Ethics Written Exam within two years after the date your application was received by the Board. When your eligibility expires, you will need to reapply to the Board to be considered eligible to take the combined 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	
Examination Fee	\$38.50
<b>NOTE: REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE</b>	

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

New Year's Day	Closed January 1, 2020
Martin Luther King Jr.	Closed January 20, 2020
Memorial Day	Closed May 25, 2020
Independence Day	Closed July 4, 2020
Labor Day	Closed September 7, 2020
Thanksgiving Day	Closed November 26-27, 2020
Christmas Day	Closed December 24-25, 2020
New Years Day	Closed January 1, 2021

## INTERNET SCHEDULING

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

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

## TELEPHONE REGISTRATION AND SCHEDULING

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.

Call PSI registrars 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. TDD service is available at (800) 735-2929.

## 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, call PSI at (877) 392-6422. Live registrars are available between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time. You may also schedule online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com).

## STANDARD MAIL REGISTRATION AND SCHEDULING

To pay by standard mail, follow the steps below:

1. Complete the PSI Examination Registration Form (found at the end of the bulletin).
2. 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.**
3. Mail the completed Registration Form and payment to:

PSI licensure:certification  
ATTN: Examination Registration CA DENTAL BOARD  
3210 E Tropicana  
Las Vegas, NV 89121  
(877) 392-6422 • Fax (702) 932-2666 • TTY (800) 735-2929  
[www.psiexams.com](http://www.psiexams.com)

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 [www.psiexams.com](http://www.psiexams.com).



## CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee *if your cancellation notice is received 2 days prior to the scheduled examination date.* For example, for a 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 reasonable testing accommodation must be received by the Board 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 the Board 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 by contacting the Dental Board at 916-263-2300.

PSI will contact you to schedule your appointment, once they receive approval from the Board. Do not call PSI to schedule your examination if you have submitted a request for accommodations.

## **EXAMINATION SITE LOCATIONS**

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

### **ATASCADERO**

7305 MORRO RD, SUITE 201A

ATASCADERO, CA 93422

(805) 462-8983

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

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

### **CARSON**

17420 AVALON BLVD, SUITE 205

CARSON, CA 90746

(310) 400-7393

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

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

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

10330 PIONEER BOULEVARD, SUITE 285

SANTA FE SPRINGS, CA 90670

(562) 325-8113

*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, SUITE 101

FRESNO, CA 93710

(559) 538-3975

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

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

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

### **HAYWARD**

**SITE WILL RELOCATE**

**LAST DAY OF TESTING: JANUARY 28, 2020**

24301 SOUTHLAND DRIVE, SUITE B-1

HAYWARD, CA 94545

(510) 901-7992

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

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

### **IRVINE**

8 Corporate Park, Suite 200

2301 W. LINCOLN AVE, SUITE 252

IRVINE, CA 92606

(949) 418-9653



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.

## REDDING

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002

(530) 319-3615

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

(951) 565-8037

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  
SACRAMENTO, CA 95826.

916-476-5926

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

(858) 550-5940

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

(415) 494-5773

I-80 W BECOMES US-101 S. TAKE EXIT 429 A 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

(408) 844-0008

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

(707) 791-3113

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.

## VENTURA

4245 MARKET ST, SUITE 208

VENTURA, CA 93003

(805) 650-5220

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

(925) 906-9165





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.

## REPORTING TO THE EXAMINATION SITE

***Please DO NOT wear scrubs to the exam(s).  
Pocketed clothing is not permitted.***

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
- U.S. issued passport card
- Non-resident alien card
- Non-expired Mexican Consulate Identification

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

### CALIFORNIA LAW SECURITY PROCEDURES

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

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future,

current, or previously administered licensing examination.

- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

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

### IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. 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.

- Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.
- 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.
- 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 sample question 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

### EXAMINATION ITEMS

The RDA General and Law and Ethics Written Examination is comprised of 125 scored and 25 pretest (unscored) multiple-choice items. Pretesting items allows performance data to be gathered and evaluated before the items are scored on an examination. These pretest (“experimental”) items will be distributed throughout the examination and WILL NOT be counted for or against the examination score. Pretest items WILL NOT be identified to candidates.

## THE WRITTEN EXAMINATION

### EXAMINATION RESULTS

You will receive the results of your RDA General and Law and Ethics Written Exam at the PSI test center. The results will also be sent to the Board.

Periodically, there may be a delay in providing your results due to the Board performing a quality assurance assessment on the examination items. If an assessment is underway, information will be posted on the Board's Web site at [www.dbc.ca.gov](http://www.dbc.ca.gov) informing applicants of the assessment and delay in receiving results. The Board makes every effort to complete the assessment as quickly as possible.

You should contact the Board about 30 days after passing the examination if you have not received your license.

If you fail the RDA General and Law and Ethics Written Exam, you will receive a failed score report and an application to retake the examination.

Licenses will not automatically be issued once you pass the examination. The Board must first complete its criminal history investigation of each applicant.

## SAMPLE QUESTIONS

The written examination includes 125 scored and 25 pretest (unscored) multiple-choice items. It is functional in nature, covering the duties and settings for Registered Dental Assistants as defined in the California Dental Practice Act. You will have 3 hours to complete this examination. See below for sample questions.

- Which of the following actions is a breach of patient confidentiality?
  - Storing a patient's records on the office computer
  - Discussing a patient's medical history with the supervising dentist
  - Providing an insurance company with a patient's information
  - Leaving a patient's file in a room occupied by another patient
- Which of the following principles describes an RDA who is sympathetic to a patient's needs?
  - Justice
  - Veracity
  - Tolerance
  - Compassion
- Under what circumstances is an indirect provisional restoration removed?
  - The patient returns for prophylaxis
  - The tooth is being prepared for a crown
  - The patient returns for the final cementation
  - The patient brushes and flosses
- Which of the following actions may an RDA perform?
  - Place, condense, and carve an amalgam restoration
  - Cord retraction of gingiva for impression procedures
  - Take a final impression for a permanent and indirect restoration
  - Apply etchant to tooth surface for direct and indirect provisional restorations
- In drying canals, why is it important to measure the quality of the absorbent points?
  - Because the absorbent point if left long may cause perforation of the apex
  - Because the absorbent point left short may cause the canal to bleed
  - Because the absorbent point left wide may distort the canal
  - Because the absorbent point if left narrow may distort the apex
- An RDA may perform which of the following prosthodontic duties?
  - Adjust dentures intraorally
  - Adjust dentures extraorally
  - Adjust partial dentures intraorally
  - Adjust permanent indirect restorations

7. Which of the following statuses defines instruments used to penetrate soft tissue or bone?
  - A. Critical
  - B. Noncritical
  - C. Intermediate
  - D. Semi-critical
  
8. RDAs must use personal protective equipment to protect themselves from which of the following hazards?
  - A. Other possibly important materials
  - B. Other potentially infectious materials
  - C. Obvious potentially important materials
  - D. Obvious potentially infectious materials

Answers: 1-D, 2-D, 3-C, 4-D, 5-A, 6-B, 7-A, 8-B

## **RDA EXAMINATION OUTLINE**

### **RDA GENERAL AND LAW AND ETHICS WRITTEN EXAM**

Following is an outline of the RDA General and Law and Ethics Written Exam. The numbers in parentheses indicate the approximate percentage of scored questions covering the topic in the examination. Questions may require knowledge of rationale (indications, contraindications), instrumentation, technique, and evaluation criteria in the following content areas:

1. **Patient Treatment and Care (25%)**
  
2. **Dental Procedures (35%)**
  - 2A Direct and Indirect Restorations (30%)
  - 2B Preventive Procedures (5%)
  
3. **Dental Specialty Procedures (10%)**
  - 3A Endodontic Procedures (2%)
  - 3B Periodontal Procedures (1%)
  - 3C Orthodontic Procedures (3%)
  - 3D Implants, Oral Surgery, and Extractions (3%)
  - 3E Prosthetic Appliances (1%)
  
4. **Safety (30%)**
  - 4A Infection Control (24%)
  - 4B Radiation Safety (3%)
  - 4C Occupational Safety (3%)



**RDA Examination Outline (Revised January 2018)**  
**RDA General and Law and Ethics Written Exam**

**1. PATIENT TREATMENT AND CARE (25%):** This area assesses the candidate’s knowledge of patient treatment, including assessing medical and dental history, charting the status of the oral cavity, performing diagnostic imaging, and providing patient education and pre- and postoperative care in accordance with professional standards and ethical principles.

Task Statements	Knowledge Statements
1 Review and report to dentist patient medical conditions, medications, and areas of medical/dental treatment history that may affect dental treatment.	1 Knowledge of effects of coexisting medical/dental conditions on dental treatment.
2 Take patient’s blood pressure and vital signs.	2 Knowledge of common medical conditions that may affect dental treatment (e.g., asthma, cardiac conditions, diabetes).
3 Inspect patient’s oral condition with mouth mirror.	3 Knowledge of allergic reactions and sensitivities associated with dental treatment and materials (e.g., latex, epinephrine).
4 Chart existing oral conditions and diagnostic findings at the direction of the licensed provider.	4 Knowledge of purposes and effects of commonly prescribed medications that may affect dental treatment (e.g., Coumadin, psychotropics).
5 Perform intraoral diagnostic imaging of patient’s mouth and dentition (e.g., radiographs, photographs).	6 Knowledge of medical conditions that may require premedication for dental treatment (e.g., joint replacement, infective endocarditis, artificial heart valves).
7 Observe for signs and conditions that may indicate abuse or neglect.	7 Knowledge of acceptable levels of blood pressure for performing dental procedures.
6 Respond to patient questions about existing conditions and treatment following dentist’s diagnosis.	8 Knowledge of methods and techniques for using medical equipment to take vital signs.
9 Educate patient about behaviors that could affect oral health or dental treatment.	9 Knowledge of techniques and procedures for using imaging equipment to perform intraoral and extraoral diagnostic imaging.
10 Instruct patient about pre- and postoperative care and maintenance for dental procedures and appliances.	10 Knowledge of types of plaque, calculus, and stain formations of the oral cavity and their etiology.
8 Perform dental procedures using professional chairside manner.	11 Knowledge of conditions of the tooth surfaces (e.g., decalcification, caries, stains, and fractures lines) and how to document them.
32 Utilize caries detection materials and devices to gather information for dentist.	12 Knowledge of effects of substance abuse on patient’s physical condition including oral tissues.
48 Assist in the administration of nitrous oxide/oxygen when used for analgesia or sedation by dentist.	17 Knowledge of legal requirements and ethical principles regarding patient confidentiality.
49 Assist in the administration of oxygen to patients as instructed by dentist.	18 Knowledge of types of dental conditions of hard and soft tissue and how to identify and document them.
51 Assist in emergency care of patient.	19 Knowledge of basic oral and dental anatomy (e.g., nomenclature, morphology, and tooth notation).
	20 Knowledge of legal requirements and ethical principles regarding mandated reporting (abuse and neglect).
	26 Knowledge of scope of practice for RDAs and RDAEFs related to initial patient assessment.
	13 Knowledge of effects of nutrition and malnutrition on the oral cavity.
	14 Knowledge of effects of smoking and smokeless tobacco on oral tissue.
	15 Knowledge of the professional and ethical principles related to communicating with, and fair treatment of patient.
	23 Knowledge of methods and techniques patients can perform to improve oral health.
	24 Knowledge of pre- and postoperative care and maintenance for dental procedures and appliances.
	16 Knowledge of professional and ethical principles regarding patient care.
	22 Knowledge of the RDA/RDAEFs legal and ethical responsibilities to report violations of the state dental practice act, administrative rules or regulations to the proper authorities.
	25 Knowledge of requirements for the supervision of RDAs and RDAEFs related to different dental procedures.
	64 Knowledge of types of automated caries detection devices, materials, and procedures for their use.
	68 Knowledge of scope of practice for RDAs related to use of caries detection devices and materials.
	92 Knowledge of procedures for the use and care of equipment used to administer oxygen and nitrous oxide/oxygen.
	93 Knowledge of signs and symptoms indicating the need to implement first aid and basic life support measures.
	95 Knowledge of signs and symptoms indicating possible allergic reactions and/or sensitivities to medications or materials used in dentistry.





**2. DENTAL PROCEDURES (35%):** This area assesses the candidate’s knowledge of materials and techniques for performing direct and indirect restorations and preventive procedures, including coronal polishing and sealants within the RDA’s scope of practice.

**2A Dental Procedures: Direct and Indirect Restorations (30%)**

Task Statements	Knowledge Statements
<p>13 Place bases and liners.            14 Place matrices and wedges.            15 Place temporary filling material.            16 Apply etchant to tooth surface (tooth dentin or enamel) for direct and indirect provisional restorations.            17 Place bonding agent.            18a Fabricate and adjust indirect provisional restorations.            18b Place, adjust, and finish direct provisional restorations.            19 Perform cementation procedure for indirect provisional restorations.            20 Obtain intraoral images using computer generated imaging system (e.g., CAD/CAM).            21 Take impressions for indirect provisional restorations.            22. Remove indirect provisional restorations.            23 Perform in-office whitening (bleaching) procedures (e.g., Boost, Opalescence).</p>	<p>28 Knowledge of types of base and liner materials and the techniques and procedures for their application and placement.            29 Knowledge of types of wedges and the techniques and procedures for their use.            30 Knowledge of techniques and procedures for using matrix bands with or without band retainers.            31 Knowledge of types of temporary filling materials and the techniques and procedures to mix, place, and contour them.            32 Knowledge of types of bonding agents and the techniques and procedures for their application and placement.            33 Knowledge of types of etchants and the techniques and procedures for their application and placement.            34 Knowledge of irregularities in margins that affect direct and indirect provisional restorations.            35 Knowledge of techniques used to eliminate open margins when placing restorative materials.            36 Knowledge of methods for identifying improper occlusal contacts, proximal contacts, or embrasure contours of provisional restorations.            37 Knowledge of techniques and procedures for mitigating the effects of improper occlusal contacts, proximal contacts, or embrasure contours of provisional restorations.            38 Knowledge of instrumentation and techniques related to the removal of indirect provisional restorations.            39 Knowledge of scope of practice for RDAs and RDAEFs related to applying bases, liners, and bonding agents.            40 Knowledge of equipment and procedures used to obtain intraoral images for computer-aided, milled restorations.            41 Knowledge of types of impression materials and techniques and procedures for their application and placement.            42 Knowledge of techniques and procedures used to mix and place provisional materials.            43 Knowledge of techniques and procedures for bonding provisional veneers.            44 Knowledge of indications and contraindications for the use of whitening (bleaching) agents.            45 Knowledge of indications and contraindications for the use of bonding agents.            46 Knowledge of indications and contraindications for the use of etching agents.            47 Knowledge of types of whitening (bleaching) agents and the techniques and procedures for their application.            48 Knowledge of types of cements and the techniques and procedures for their application, placement, and removal.            49 Knowledge of scope of practice for RDAs and RDAEFs related to applying and activating whitening (bleaching) agents.            50 Knowledge of RDA and RDAEF scopes of practice related to direct restorations.            51 Knowledge of RDA and RDAEF scopes of practice related to indirect restorations.            52 Knowledge of RDA and RDAEF scopes of practice related to final impressions.</p>

**2B Dental Procedures: Preventive Procedures (5%)**

Task Statements	Knowledge Statements
-----------------	----------------------



31 Perform coronal polishing. 33 Prepare teeth and apply pit and fissure sealants.	60 Knowledge of scope of practice for RDAs related to coronal polishing and the application of pit and fissure sealants.
---	--



**3. DENTAL SPECIALTY PROCEDURES (10%):** This area assesses the candidate’s knowledge of materials and techniques for performing endodontic, periodontic, orthodontic, prosthodontic, and oral surgery procedures within the RDA’s scope of practice.

**3A Dental Specialty Procedures: Endodontic Procedures (2%)**

Task Statements	Knowledge Statements
58 Test pulp vitality. 59 Dry canals with absorbent points.	102 Knowledge of techniques and procedures for testing pulp vitality. 103 Knowledge of techniques and procedures for measuring canal length and size. 104 Knowledge of scope of practice for RDAs and RDAEFs related to initial pulp vitality testing and other endodontic procedures.

**3B Dental Specialty Procedures: Periodontal Procedures (1%)**

Task Statements	Knowledge Statements
62 Place periodontal dressings at surgical site.	108 Knowledge of scope of practice for RDAs and RDAEFs related to the placement of periodontal dressing materials. 109 Knowledge of types of periodontal dressings and techniques for their application.

**3C Dental Specialty Procedures: Orthodontic Procedures (3%)**

Task Statements	Knowledge Statements
63 Place orthodontic separators. 64 Place and remove ligature ties and arch wires. 65 Place elastic ties to secure arch wires. 66 Remove orthodontic bands. 67 Take impression for fixed and removable orthodontic appliances.	110 Knowledge of scope of practice for RDAs and RDAEFs related to the placement of orthodontic materials. 111 Knowledge of techniques for placement and removal of orthodontic separators and bands, arch wires, and ties. 112 Knowledge of techniques for placement and removal of removable orthodontic appliances. 113 Knowledge of types of materials for taking impressions for removable orthodontic appliances and the techniques for their application.

**3D Dental Specialty Procedures: Implants, Oral Surgery and Extractions (3%)**

Task Statements	Knowledge Statements
69 Remove post-extraction and post-surgery sutures as directed by dentist. 70 Place and remove dry socket dressing as directed by dentist.	114 Knowledge of techniques for removing post-extraction and post-surgery sutures. 115 Knowledge of methods for treating dry socket.

**3E Dental Specialty Procedures: Prosthetic Appliances (1%)**

Task Statements	Knowledge Statements
71 Adjust prosthetic appliances extraorally.	116 Knowledge of methods for identifying pressure points (sore spots) related to ill-fitting prosthetic appliances. 117 Knowledge of materials, equipment, and techniques used for adjustment of prosthetic appliances. 118 Knowledge of scope of practice for RDAs and RDAEFs related to the adjustment of extraoral prosthetic appliances.

**4. SAFETY (30%):** This area assesses the candidate’s knowledge of laws, regulations, protocols, and procedures regarding infection control, and radiation and occupational safety.

**4A Safety: Infection Control (24%)**

Task Statements		Knowledge Statements	
34	Wear personal protective equipment during patient-based and non-patient-based procedures as specific to the tasks.	69	Knowledge of laws and regulations pertaining to infection control procedures related to “Dental Healthcare Personnel” (DHCP) environments.
35	Purge dental unit lines with air or water prior to attachment of devices.	74	Knowledge of protocols and procedures for purging dental unit waterlines and hand pieces (DUWL).
36	Use germicides for surface disinfection (e.g., tables, chairs, counters).	84	Knowledge of procedures and protocols for the disposal of biological hazardous waste and Other Potentially Infectious Materials (OPIM).
37	Use surface barriers for prevention of cross-contamination.		
38	Perform instrument sterilization in compliance with the office’s infection control program.		
39	Disinfect and sterilize laboratory and operatory equipment in compliance with the office’s infection control program.		
40	Use hand hygiene procedures.		
41	Conduct biological spore testing to ensure functioning of sterilization devices.		
42	Dispose of biological hazardous waste and Other Potentially Infectious Materials (OPIM).		
43	Dispose of pharmaceuticals and sharps in appropriate container.		

**4B Safety: Radiation Safety (3%)**

Task Statements		Knowledge Statements	
44	Implement measures to minimize radiation exposure to patient during radiographic procedures.	89	Knowledge of legal and ethical requirements for RDAs and RDAEFs related to radiation safety.
45	Implement measures to prevent and monitor scatter radiation exposure (e.g., lead shields, radiation dosimeter) to self and others during radiographic procedures.	90	Knowledge of methods for the storage and disposal of radiographic film.
47	Implement measures for the storage and disposal of radiographic film.		

**4C Safety: Occupational Safety (3%)**

Task Statements		Knowledge Statements	
55	Implement protocols and procedures to protect operator from exposure during hazardous waste management.	99	Knowledge of what constitutes hazardous waste and the protocols and procedures for its disposal.
56	Package, prepare, and store hazardous waste for disposal.	101	Knowledge of requirements for placing hazardous substances in secondary containers, (e.g., labeling, handling, applicable containers).
57	Store, label, and log chemicals used in a dental practice.		

## RDA GENERAL AND LAW AND ETHICS WRITTEN EXAM REFERENCES

The following is a list of publications that may help you prepare for the written exam. This list does not include all dental assisting textbooks nor is it intended to be an endorsement of the publications listed.

1. American Dental Association. Principles of Ethics and Code of Professional Conduct. Chicago, IL. Retrieved from <https://www.ada.org/ethics>
2. Bartolomucci Boyd, L. R. (2018). Dental Instruments: A Pocket Guide. (6th Ed.). Elsevier. ISBN: 978-0323474054
3. Bennett, J. D. & Rosenberg, M. B. (2002). Medical Emergencies in Dentistry. Elsevier. ISBN: 9780323171229
4. Bird, D. & Robinson, D. (2018). Modern Dental Assisting (12th Ed.). Elsevier. ISBN: 978-0323430302
5. California Code of Regulations, title 8, section 5193: Bloodborne Pathogens.
6. California Code of Regulations, title 16, section 1005: Minimum Standards for Infection Control.
7. California Dental Association. Code of Ethics. Sacramento, CA. Retrieved from <https://www.cda.org/about-cda/cda-code-of-ethics>
8. California Dental Association. Radiation Safety in Dental Practice; A Study Guide. Sacramento, CA. Retrieved from <https://www.cda.org>
9. Dietz-Bourguignon, E. (2005). Materials and Procedures for Today's Dental Assistant. Delmar Cengage Learning. ISBN: 978-1401837334
10. Dietz-Bourguignon, E. (2002). Safety Standards and Infection Control for Dental Assistants. Delmar Cengage Learning. ISBN: 978-0766826595
11. Eakle, W. S & Hatrick, C. (2016). *Dental Materials: Clinical Applications for Dental Assistants and Dental Hygienists* (3rd Ed.). Elsevier. ISBN: 9781455773855
12. Jennings, D. & Chernega, J. B. (2012). Emergency Guide for Dental Auxiliaries (4th Ed.). Delmar Cengage Learning. ISBN: 978-1-111-13860-8
13. Miller, C. H. & Palenik, C. J. (2017). Infection Control & Management of Hazardous Materials for the Dental Team (6th Ed.). Elsevier. ISBN: 9780323400619



**Dental Board of California**  
2005 Evergreen Street, Suite 1550  
Sacramento, CA 95815  
(916) 263-2595  
Fax (916) 263-2140  
[www.dbc.ca.gov](http://www.dbc.ca.gov)



## STATE OF CALIFORNIA NOTICE OF ELIGIBILITY

---

---

You are eligible to participate in the California RDA General and Law and Ethics Written Exam.

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

---

---