Frequently Asked Questions

1. **What areas are covered on the practice test?**
   HPM FAST™ is designed to cover the area of prognostication.

2. **I bought the test, but didn't finish the exam. How do I log-in again?**
   By returning to the online store and logging in again using the visitor login you will see a link to the HPM FAST™ assessment in the left-side navigation menu. Click this link and it will take you back to the practice test.

3. **How do I obtain another print-out of my results?**
   Once you have completed the practice test, you are given the opportunity to print your review results. Questions are randomized so the only way to maintain a complete copy of the questions, answers and citations in the order presented to you is to print them out once you have completed the test. After you close out, you will no longer have access to the test or your results.

   In the email you were sent when you purchased the HPM FAST™, you were provided a link to download the HPM FAST™ answer key for reference and review. If you cannot locate this email, please go to www.aahpm.org and click on "Publications" located at the top of the page, then click "Store." On the left side panel click on "Visitor Login," once you have logged in, you will see a link to the HPM FAST™ Answer Key located on the left side panel.

4. **How can I access the test again?**
   There are two components to the product: the assessment (the practice test) and the answers/explanations including references. You can take the practice test only once. However, there is no time limit for completing all 25 questions, and while taking the test, you may enter and exit the test as often as necessary. The software will save your place and pick up from the last completed page. However, once you complete the test and submit it as finished, you cannot return and take the test again. A report with an answer key and explanations associated with all of the questions is available on a web page that you can access after completing the test. Please note the test will expire **December 31, 2010**.

5. **My questions were different than those of a colleague. Why?**
   In order to model the actual exam, questions are in random order. Each exam includes the same questions, but in a different order.

6. **Is CME available for taking the practice test?**
   No, CME is currently not available for this product.

7. **Can I purchase more than one copy at one time? Is there a discount available if I purchase multiple copies? Several of my associates are also interested in the test.**
   No, you can only purchase one copy at a time because each user has his or her unique registration information for the test. Multiple discounts are not available for this product. Each testing experience provides a unique opportunity for an individual to assess his or her level of knowledge in preparation for actual the certification exam.

8. **I disagree with one of the answers. Where can I send my comments and questions?**
   Every test has questions that people interpret differently. Your interpretation of the question may be different than theirs, and you will likely disagree with similar questions that are on a board exam. All of the questions were written and reviewed by physicians actively working in hospice and palliative medicine, coming from a variety of practice settings – community-based hospices, both large and small, hospital-based palliative care, and long-term care based palliative care. Next, the questions were edited by a professional medical test editor, and then underwent a structured peer-review process. Finally, the series editors reviewed all of the questions and test in its entirety and gave their final approval.

   The intent of the HPM FAST™ item writers and editors was to develop questions and explanations solidly based on current published evidence. In a dynamic field such as hospice and palliative medicine, there are definitely areas of practice where practitioners may disagree with each other or even with the published evidence. However, we welcome your specific suggestions for improvement of the questions. Please email them to info@aahpm.org

9. **What is your refund policy?**
   AAHPM does not accept returns of downloadable software products or online practice tests.

10. **When does the practice test expire?**
    The entire product will expire **December 31, 2010**. There will be no access to the test or the explanations after that date.

11. **Do you provide multiple-use licenses for this product?**
    No, multiple-use licenses are not available for this product.

12. **Whom should I contact for technical support?**
    Contact AAHPM Member Services at 847/375-4712 (Monday through Friday, 8 am to 6 pm central) or info@aahpm.org.

13. **I want to purchase and take the practice test again, but it's not allowing me to.**
    Contact Member Services at 847/375-4712 (Monday through Friday, 8 am to 6 pm central) or info@aahpm.org. They will make the appropriate changes to your account so you can purchase and take the test again.

14. **I have some general thoughts and suggested improvements to the product. Where should I direct my comments?**
    Please complete the survey, which is included at the end of the test. We welcome your feedback and suggestions on how to improve the product. If you have any additional questions, please contact Member Services at 847/375-4712 (Monday through Friday, 8 am to 6 pm central) or info@aahpm.org.