Frequently Asked Questions: Certified Nurse Aides

1.   **How do I change my name on my Nurse Aide Registry?**

To have your name changed you must submit a written request to have your name changed on the registry. The request must include the following:
- Official name change document such as a marriage certificate or divorce decree (social security cards are not acceptable);
- Nurse aide, home health aide, and/or qualified medication aide certification number; and
- Current telephone number and address

You can send the documentation to:
- Fax: 317-233-7750
- Email: aides@isdh.IN.gov
- Address: Indiana State Department of Health
                2 North Meridian Street, Section 4B
                Indianapolis, IN 46204

2.   **What steps are needed to certify an out-of-state certified nurse aide in Indiana?**

The following steps are required to certify an out-of-state certified nurse aide:

A.   Check for good standing of the candidate in the out-of-state registry for all states where the candidate was certified. The following is a link to state aide registries: Contacts in the out-of-state registries.

B.   Contact Ivy Tech Community College at 317-917-5948 or go to www.ivytech.edu/cna to obtain an application.

C.   Send application to Ivy Tech. Ivy Tech will contact you to schedule the written test.

3.   **How do I report misconduct of a certified nurse aide (CNA), qualified medication aide (QMA), or home health aide (HHA)?**

State and federal rules specify that ISDH must investigate any allegation of client abuse, neglect, or misappropriation of a client's property by an aide. The rules indicate that once an investigation is completed and appeal rights have been exhausted, the Department can enter a substantiated finding on the Registry. The placement of a finding on the registry prohibits the aide from employment as an aide. Specialized QMA findings may be made related to fraudulent QMA certification or medication theft or misuse.

Upon identification of potential misconduct of an aide, providers should first follow their own policy to assist the client or patients. Some steps could include (1) finding a new aide for needed care, (2) recommending family members contact the police for an investigation, and (3) suspending or terminating the aide.

The ISDH has a web site with information on reporting a complaint about a health care facility. The web site includes an overview of information that should be included in a complaint to assist the state in its investigation. The web site also includes a form that may be used to submit a complaint. The Reporting a Complaint web site is found at:

Report a complaint regarding a health care facility

Individuals can file a complaint about any licensed or certified Indiana health care facility, provider, or supplier. The following are ways to report a complaint about a health care facility to the ISDH:

1.   Email the complaint to the ISDH

        Email address for complaints is complaints@isdh.in.gov.

2.   Fax the complaint to the ISDH

        Fax number for complaint reports: (317) 233-7494. An individual may fax the completed *Complaint report form* or fax a description of the issue.

3.   Call the ISDH

        Toll-free Complaint Report Line: 1-800-246-8909 [available during state business hours].

                When calling the complaint report line, you will be transferred to the Complaint Reporting Program if there is an available intake specialist. If there is not an intake specialist available to take the call, your call will go to the report line voicemail and your call will be returned as soon as possible.

        Complaint report line voicemail: (317) 233-5359

                If the complaint report line is busy, you may call the voicemail line and leave the report on voicemail.

4.   Mail the complaint

        Send written complaint to:

                Indiana State Department of Health
                Health Care Facility Complaint Program
                2 North Meridian Street, 4B
                Indianapolis, IN 46204

4.   **How do I report misconduct of a CNA or QMA Training Program?**

The Indiana State Department of Health reviews all reports of misconduct involving a CNA or QMA training program. To report program misconduct, contact the ISDH Aide Education and Training Program Manager at 317-233-7497.

5.   **What is a health care facility or agency required to do when hiring a candidate for a CNA, QMA, or HHA position?**

A health care facility or agency must do the following when hiring an aide:

A.   Provider should contact the Indiana Professional Licensing Agency (PLA) at www.in.gov/pla or contact the Registry when hiring an aide to verify that appropriate training and testing was completed and to confirm that there are no findings against the aide.

B.   Provider should request a criminal background check on the candidate from the Indiana State Police.

6.   **Will the aide be provided with a pocket card that verifies his or her registry status?**

On May 1, 2011, the Indiana State Department of Health (ISDH) changed the process regarding the certificates and pocket cards that were sent to certified nurse aides (CNA), qualified medication aides (QMA) and registered home health aides (HHA). Effective May 1, 2011, a certificate, pocket card or confirmation were no longer sent to the aide when the aide renews their certification or registration.

To verify the status of an aide you should visit http://mylicense.in.gov/everification . The status and expiration date of the certification / registration are shown on this page and may be printed for your records. Any request for copies of certificates or pocket cards will be directed to the website below.

CNAs, QMAs, and HHAs will receive a paper certificate and pocket card with their initial placement on the Nurse Aide Registry. This is the only certificate and pocket card that will be sent by ISDH. If a paper certificate or pocket card is needed, it can be obtained at no cost from https://mylicense.in.gov/ by following these steps:
- Enter login id (CNA, QMA, HHA number) and password (last 4 digits of social security number).
- On the left side menu, click the "Order License Card" link.
- Click the "Continue" link on the certification or registration that you want. Enter the number of copies you want in the "Quantity Requested" box.
- Click the "Add to Shopping Cart" button.

- Click "Next Step – Checkout" link at the bottom of the page.
- Click the PRINT button at the bottom of the page.