

THE CANDIDATE'S HANDBOOK

Step
A
By
Step
Guide to
Becoming
A
Registered Nursing Assistant
In
West Virginia
2012

Professional Healthcare Development, LLC

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Following are the steps you must follow to apply and test to be a Registered Nursing Assistant in West Virginia:

STEP 1: ARE YOU ELIGIBLE?

You must find out if you are qualified or eligible to take the RNA evaluation. Turn to page 5 for details.

STEP 2: GET YOUR APPLICATION TO PHD

Through your course instructor, complete the application and send it, along with the appropriate fees, to PHD for pre-registration. Turn to page 7 for details.

STEP 3: WHEN WILL YOU TAKE THE EXAM?

PHD will pre-register you once your application and fees are received. PHD will send you an admission ticket telling you the date of your exam. Turn to page 10 for details.

STEP 4: GO TO THE TEST SITE

You will need to bring specific items with you to the test site and follow strict rules when you are there. Turn to page 21 for details.

STEP 5: TAKE THE EXAM

The exam has two parts: 1) written/oral and 2) skills performance. You will take them both on the same day if this is your first time to take the exam. Turn to page 23 for details.

STEP 6: GET YOUR RESULTS

PHD will mail your results to your and your instructor. If you pass, and meet all other requirements, your name will be placed on the West Virginia Nursing Assistant Registry. If you don't pass the skills or written exam, or both, you will be given directions on how you can retest. Turn to page 27 for details.

The Nursing Home Reform Act, adopted by Congress as part of the Omnibus Budget Reconciliation Act of 1987 (OBRA '87) was designed to improve the quality of care in long term health care facilities and to define training and examinations standards for nursing assistants who work in such facilities. Each state has to follow the terms of this federal law.

PHD has developed both a written/oral and a skills performance examination as required under the regulations of the Office of Health Facility Licensure and Certification.

Step One: Are you eligible?

Before you can take the Nursing Assistant exam, you must find out if you are eligible, or qualified. To find out, decide which situation fits you from the ones listed below and read the information pertaining to it. That information will tell you what you need to do to take the exam. If you are not registered within two years of completing your first training program at an approved facility, you will have to repeat an approved training program.

Are you...

...A new graduate who has never been registered as a nursing assistant in West Virginia and has completed an approved West Virginia nursing assistant training program?

You must have completed a West Virginia approved training program within the last twenty-four (24) months. (You MUST pass the nursing assistant exam within twenty-four (24) months of completing your training.) If you fail the nursing assistant exam three times, you must retake an approved training program.

...A nursing assistant who has never been registered in West Virginia and who trained MORE than twenty-four (24) months ago?

You completed a West Virginia approved training program MORE than twenty-four (24) months ago. (Your MUST pass the nurse aide exam within twenty-four (24) months of completing your training course.) You are not eligible to take the competency and skills test.

...A nursing assistant who passed an approved training program and state approved exam in West Virginia and, for some reason, allowed your registration to lapse within the last five years?

You completed a West Virginia approved training program and approved state exam then worked in West Virginia and allowed your West Virginia registration to lapse within the last five years. You must never have been placed on an abuse registry in another state or in West Virginia. You now may be eligible for a Refresher Course, which is an in-service on abuse, neglect, and resident's rights. During the Refresher Course, you will also be able to practice the performance skills required while working as a nursing assistant. This will be done in a lab setting using mannequins. If you are eligible to take the Refresher Course, at its conclusion, you will be eligible to take the approved Nursing Assistant Exam in the state of West Virginia. You must take the exam within six (6) months of the completion of the Refresher Course.

If your registration has been lapsed over five (5) years, you will be required to complete an entire approved Nursing Assistant Training Program and pass the state approved exam before you can be listed as active on the Nursing Assistant Registry.

...A registered nursing assistant in a state other than West Virginia who wants to work as a registered nursing assistant in West Virginia?

West Virginia participates in issuing reciprocity with other states. That means if you are registered in another state, the West Virginia Nursing Assistant Registry will verify your status, and if you meet all the requirements, can be granted registered status in West Virginia without testing. To find out more about this, you will need to contact the following office:

Office of Health Facility Licensure & Certification
Nursing Assistant Registry
WV Department of Health & Human resources
408 Leon Sullivan Way
Charleston, WV 25301
Phone: (800) 442-2888
(304) 558-0050
Fax: (304) 558-1442
www.wvdhhr.org/ohflac

...A nursing student (RN/LPN) who has completed a fundamentals of nursing class and a minimum of 32 hours of clinical experience in a certified nursing facility in West Virginia?

West Virginia does permit a nursing student challenge to the Nursing Assistant Exam. If this situation fits your profile, you will need to submit information to the Registry to receive permission to take the exam. You will need to contact the Registry at the above address to obtain specific instructions regarding this process.

Once you have decided which situation fits you, go to Step Two.
Step Two: Send in your application

APPLICATION

To begin the process, you have to complete the application. You may get an application from your nursing assistant training program, PHD's web site, or directly from PHD at the following address:

Professional Healthcare Development, LLC
P.O. Box 399
Ona, WV 25545
(304) 733-6145
www.profhd.com

If you choose to go to the web site to get your application, you may type the information in the application by filling in the blanks provided. Once you have filled out the application, print it, sign it, include the appropriate fee, and send it to the above address to register for testing.

You may obtain help from your instructor or your employer, you may call PHD directly for assistance, or e-mail PHD with any questions. You may need to include additional information depending on your particular situation.

If you change your name or address for any reason after you have registered to take the exam, you must notify PHD immediately or you may not be able to take the exam.

EXAM FEES

If you are taking the exam for the first time, you must pay for both the written/oral exam and the skills performance portions. You will take both portions on the same day. Under certain conditions, your employer may be responsible for paying for you to take the exam. Check with your supervisor if you are currently employed.

There are oral versions of each Nursing Assistant Written Competency Exam available for those who request one. The application with the oral version requested will need to be sent to PHD two weeks in advance of the chosen test date explaining why you require an oral version. The exam will be read to you and the reader will read each question twice. The same time constraints are imposed for the oral version of the exam. If you are taking the oral version, there will also be questions asked that you will have to use a flow sheet provided to answer questions about. This will demonstrate your ability to document needed information regarding the residents you will be serving.

First-time test takers, Refresher Course candidates, and "NO SHOWS":

Written and Skills	\$100.00
Oral/Translated Exam	\$150.00

Retakes/Reschedules:

Written Exam	\$48.00
Skills Performance	\$52.00
Oral/Translated Exam	\$92.00

Request for duplicate score: \$20.00

All fees are made payable to Professional Healthcare Development, LLC (PHD, LLC) in the form of facility check, money order, certified check, VISA, Master Card, or Discover card. **NO personal checks or cash will be accepted.** If a facility is paying for you to take the exam, make sure your name is listed with the check so the correct fees can be applied. There are no refunds and transfer of fees will only be considered with documentation requested by PHD from your facility instructor. Your completed application and applicable fees should be mailed directly to:

PHD, LLC
P.O. Box 399
Ona, WV 25545

ADA ACCOMODATIONS

PHD complies with the Americans with Disabilities Act (42 U.S.C. Section 12101 et seq.). If you have a disability, you may ask to have special testing when you apply by filling out the *Special Testing/ADA Requests* section of the application. Be sure to explain the exact help you need and enclose proof of the need from your health care provider. After a request has been approved, Nursing Assistant Evaluators giving the exam will be prepared to meet the needs of nursing assistant candidates who are disabled. All requests must be approved in advance by PHD. No changes will be made at a test site that have not been arranged and approved before the exam is scheduled. Candidates who need, but have not requested special arrangements before testing, will not be allowed to test and will be counted absent.

If you are pregnant, you must send, with your application, a release from your doctor stating that you are healthy and have no restrictions due to your pregnancy that would prohibit you from performing the five skills required to successfully complete the exam. If you go to the test site and have not sent the release to PHD prior to testing, you will not be allowed to take the skills performance portion and you will be responsible for paying the fee again for the skills exam. **NO EXCEPTIONS.**

If you have been injured prior to your scheduled exam date and your physician has excused you from work, you must submit a release with no restrictions to PHD before you will be allowed to test. If you are too sick or injured to work, you are too sick or injured to take the exam. **NO EXCEPTIONS.**

Have you or your training facility:

- Sent your completed application to PHD?
- Included the correct fee in the correct form with the application?
- Included the pregnancy release with no restrictions for **ALL** pregnant candidates?

You are ready for Step 3: Finding out about your exam

Step Three: When is your exam?

PHD will schedule you for testing once your application and fees are received, PHD has verified with the West Virginia State Nursing Assistant Registry that you are test eligible, NOT on National Sex Offenders Registry and any other requested documentation has been received. PHD will mail/fax an admission ticket directly to you at the address you listed on your application if you do not have a sponsor, or directly to your sponsor if you have one. If you move before you get your admission ticket, you need to notify PHD immediately. Your admission ticket will be mailed within one week of your scheduled test date, after the verification process is completed. The admission ticket will list the test site and directions, date, your name, social security number, and what type of test you are to take as well as your sponsor and sponsor code. You must bring the admission ticket with you to the exam. If you do not receive your admission ticket by the Wednesday before your test date, call PHD directly. If your admission ticket has an error(s), it must be corrected **by 4:00 PM** the day prior to your scheduled test. Your name and SS Number must exactly match your Photo ID, original SS Card and Admission Ticket.

For your convenience, you or your sponsor may now check PHD's web page to check your registration status. If your name appears on that site, you are expected to present for testing at the listed site on the listed date. As applications are received, the site will be updated. If you believe your name should be on the registration list, and it is not, please contact PHD directly.

If your application is incomplete, PHD will notify you by and let you know what additional information is required. PHD will not send you an admission ticket until all of the requested information has been received.

- **COMPLETE APPLICATIONS, NECESSARY DOCUMENTATION, AND CORRECT FEES MUST BE RECEIVED BY PHD AT LEAST TWO WEEKS BEFORE YOUR REQUESTED TEST DATE IN ORDER FOR YOU TO RECEIVE YOUR ADMISSION TICKET.**
- **YOUR ADMISSION TICKET HAS INFORMATION ON IT THAT YOU WILL NEED THE DAY OF YOUR EXAM. IF YOU DO NOT RECEIVE AN ADMISSION TICKET THE WEEK BEFORE YOUR SCHEDULED TEST DATE, CALL PHD. PHD WILL NOT BE RESPONSIBLE FOR LOST, MISDIRECTED, OR DELAYED MAIL. YOU WILL NOT BE ADMITTED TO THE TEST SITE WITHOUT THE ADMISSION TICKET.**

The written/oral and skills performance evaluations will be given at conveniently located sites around West Virginia. The current sites are listed below. Sites may be added or deleted at any time and your training instructor should have an updated list.

Beckley	Keyser	Petersburg
Buckhannon	Martinsburg	Princeton
Charleston	New Cumberland	Wheeling
Delbarton	Parkersburg	

Rescheduling: You must notify PHD, LLC by noon at least five (5) business days before the examination date to reschedule. Saturday, Sunday, and holidays are not considered business days. If you do not call PHD, LLC at least five business days before your examination date to reschedule and do not show up on your scheduled examination date, your fee will **NOT** be refunded and cannot be transferred to a new examination date.

You may not give your exam date to another person. If your employer paid your fees and you do not attend your exam, you need to notify your employer as well. PHD will make every effort to reschedule your exam if PHD feels you experienced a true emergency.

Examples of emergencies are:

- Weather emergency
- Illness of yourself or an immediate family member
- Disabling traffic accident
- Military duty
- Jury duty or other court appearance

PHD will request written proof of these emergencies within 3 days of your test date. For example, if you have a disabling traffic accident, a copy of the police report will be requested. For jury duty, a copy of the court notice will be requested. PHD's decision regarding excusing an absence is final.

If you do not call PHD and you do not go to your scheduled test, you will be responsible for paying the total reschedule fee for "NO SHOWS". This fee is the same as a first time test taker. The facility where you work is not responsible for paying your "NO SHOW" reschedule fee.

You need to arrive at the test site at least thirty minutes BEFORE the scheduled exam time.

If you arrive late for the exam, the site coordinator will instruct you as to where to go. Some test sites perform both the written and skills performance tests at the same time. Depending on the particular site's policy, you may be allowed to take both portions of the test. If it is determined at the site that your entrance to the exam will disrupt others, you will not be permitted to enter and will lose your fee for that particular portion of the exam. Application receipt deadlines are listed on the next two pages.

Now that you know when and where you exam will be given, you can go to Step Four: Go to the test site.

**2012 REGISTERED NURSING ASSISTANT APPLICATION
RECEIPT DEADLINES**

<u>TEST DATE</u>	<u>RECEIPT DEADLINE</u>
December 10, 2011.....	November 26, 2011
December 17, 2011.....	December 3, 2011
January 14, 2012.....	December 30, 2012
January 28, 2012.....	January 14, 2012
February 11, 2012.....	January 28, 2012
February 25, 2012.....	February 11, 2012
March 10, 2012.....	February 25, 2012
March 24, 2012.....	March 10, 2012
April 14, 2012.....	March 31, 2012
April 28, 2012.....	April 14, 2012
May 12, 2012... ..	April 28, 2012
May 19, 2012.....	May 5, 2012
June 9, 2012.....	May 26, 2012
June 23, 2012.....	June 9, 2012
July 14, 2012.....	June 30, 2012
July 28, 2012.....	July 14, 2012
August 11, 2012.....	July 28, 2012
August 25, 2012.....	August 11, 2012
September 8, 2012	August 25, 2012
September 22, 2012.....	September 8, 2012
October 13, 2012	September 29, 2012
October 27, 2012.....	October 13, 2012
November 10, 2012.....	October 27, 2012
November 17, 2012.....	November 2, 2012
December 8, 2012	November 24, 2012
December 15, 2012.....	December 1, 2012

Test dates are subject to change without prior notification. Should a test date be changed, PHD, LLC will make every effort to contact involved parties. If there is a question about a test date, do not hesitate to call PHD directly.

Sites that normally test on the second Saturday of each month are:

CHARLESTON	BUCKHANNON
PRINCETON	WHEELING
MARTINSBURG	

Sites that normally test on the fourth Saturday of each month are:

BECKLEY	PARKERSBURG
PETERSBURG	KEYSER
NEW CUMBERLAND	DELBARTON

To contact PHD, LLC: P.O. Box 399
Ona, WV 25545
Phone: (304) 733-6145
Fax: (304) 733-6146
E-mail: info@profhd.com

The following sites normally test on the second Saturday of each month as listed*:

Buckhannon	Princeton
Charleston	Wheeling
Martinsburg	

January 14, 2012	July 14, 2012***
February 11, 2012	August 11, 2012
March 10, 2012	September 8, 2012
April 14, 2012	October 13, 2012
May 12, 2012	November 10, 2012
June 9, 2010**	December 15, 2012

The following sites normally test on the fourth Saturday of each month as listed*:

Beckley	New Cumberland
Delbarton	Parkersburg
Keyser	Petersburg

January 28, 2012	July 28, 2012
February 25, 2012	August 25, 2012
March 24, 2012	September 22, 2012
April 28, 2012	October 27, 2012
May 19, 2012****	November 17, 2012
June 23, 2012*****	December 15, 2012

*Site dates may change without notice due to registration requests at each site or other conflicts, such as holidays. Any candidate that requests a site that for some reason will not be available will be contacted by PHD to make other testing arrangements.

**For the month of *JUNE ONLY*, the Charleston test date will be June 16, 2012—all others are as above.

*** For the month of *JULY 2012*, Wheeling will not test----all others are as above.

****Petersburg will test May 26, 2012

*****Beckley will test June 30, 2012

TEST SITES

BECKLEY	Academy of Careers and Technology 390 Stanaford Road Beckley, WV
BUCKHANNON	Fred W. Eberle Technical Center Route 5 Box 2 Buckhannon, WV
CHARLESTON	Charleston Job Corps 1000 Kennawa Drive Charleston, WV
KEYSER	Mineral County Vocational Technical Center 600 Harley O. Staggers, Sr. Drive Keyser, WV
MARTINSBURG	James Rumsey Technical Institute 3274 Hedgesville Road Martinsburg, WV
PARKERSBURG	Wood County Technical Center 1515 Blizzard Drive Parkersburg, WV
PETERSBURG	South Branch Vocational Technical Center 401 Pierpont Street Petersburg, WV
PRINCETON	Mercer County Technical Education Center 1397 Stafford Road Princeton, WV
WHEELING	Wheeling Park High School 1976 Park View Road Wheeling, WV
DELBARTON	Mingo County Vocational Technical Center Route 2 Box 51A Delbarton, WV
NEW CUMBERLAND	John D. Rockefeller IV Vo-Tech Center 95 Rockyside Road New Cumberland, WV

Step Four: Go to your scheduled test site

You must bring the following items with you to the test site:

- Your admission ticket. Name and SS number on admission ticket must exactly match photo ID and SS card.
- Two (2) forms of ID. One must be a photo ID (i.e., driver's license, government issued ID, employment badge) with a current photo and the other **MUST** be your actual (not a copy) social security card. If you arrive without the proper ID, you will not be able to take the exam and you will lose your fees. You may use the substitute ID (in place of the photo ID only) on PHD, LLC web site. Your instructor will fill out part of it and you take it to the test site with you. Take care of this **BEFORE** the day of your exam.
- Three (3) No. 2 pencils
- Eraser
- A watch with a second hand (no sharing of watches is permitted)

No other materials will be allowed.

Remember that all of the test materials, test questions, etc., are the property of PHD and may not be copied or given to anyone other than the candidates the day of the exam. Giving anyone copies of the exam is prohibited. Anyone who takes test material or information from the test site will be reported to the Nursing Assistant Registry.

You **MUST** follow strict rules at the test site:

- If you are late for your scheduled exam, or do not bring all of your required items (see above) you may not be allowed to take the exam, depending on the site policy. If you are too late to take the written/oral exam, but arrive in time to take the skills performance portion, you will be allowed to take the skills portion.
- If you help anyone take the exam or if anyone helps you, the exam will be stopped. Your exam will not be graded and you will be reported to the Nursing Assistant Registry.
- Cell phones, beepers, or any other electronic devices are not permitted during the exam. There will be no place to store personal items at the test site.
- No personal belongings will be permitted at the test site. No large bags, briefcases, study materials, books, etc. will be allowed. The proctor/monitor will collect these items and they will be returned to you after the test. The test site will not be responsible for any misplaced, lost, or stolen items.
- You may not eat, drink, or smoke during the exam.
- If you cause a disturbance, or show unprofessional behaviors at the test site, your test will not be scored and you will be reported to the Nursing Assistant Registry.
- You may not bring visitors, guests, pets, or children with you to the test site.
- If you come to the test site under the influence of any substance, whether prescribed by a physician or not, you will not be permitted to take the exam. The site coordinator will decide whether you will be permitted to take the exam and the site coordinator's decision will be final. If you are asked to leave the test site, your test fee will be forfeited.
- If you come to the test site, are pregnant, and have not submitted a full doctor's release to PHD prior to 4:00 pm the day before the test day, you will not be permitted to take the skills portion of the exam and the fee for that portion will be forfeited.
- If you come to the test site, are injured, and have not submitted a full doctor's release to PHD prior to 4:00 pm the day before the test day, you will not be permitted to take the skills portion of the exam and the fee for that portion will be forfeited. If you are not physically able to work, you are not physically able to take the skills portion of the exam.
- Once you have signed the roster, you will not be permitted to leave the building for any reason. If you do leave the building, you will **not** be re-admitted and the fee(s) will be forfeited.

Step Five: Take the exam

Once you get to your test site, you must show your admission ticket, photo ID and original Social Security card to the proctor of the exam. Only then will you be allowed to take the exam.

The Evaluator will hand out the exams and give the instructions necessary to complete the exam. The written portion has 100 questions that are multiple-choice, each with four possible answers. There is only one correct answer for each item. If you erase an answer, make certain you erase thoroughly. Only one answer is acceptable and if the registered nurse grading your exam cannot be certain of your intended answer, the item will be counted as incorrect. You will have two (2) hours to take the exam. Circle only one answer for each item directly on the exam booklet. You will be told when there are fifteen (15) minutes left to finish the exam. There are five (5) sample questions on the next page.

An oral version may be taken in place of the written examination if you have trouble reading. The oral test will be given by a reader and each question will be read twice. The oral version also has 100 multiple choice questions and is the same written exam being administered to the other candidates. Included only on the oral version will be a flow sheet you might encounter in a long-term care facility, such as an Intake and Output Sheet. You will be asked questions that you will answer by referring to the flow sheet. You will also have two (2) hours to take this exam. If you need to take this optional test, you must request it at the time you send PHD your application and include the additional fee for this service. Documentation from your instructor is also necessary to verify your need.

Remember, you are not allowed to receive or give any help to anyone during the exam and if you do, you will be made to leave the exam and you will forfeit your exam fee. Your name will also be reported to the Nursing Assistant Registry.

Sample Questions

1. How many times during a shift should a nurse aide wash his/her hands?
A. before and after serving meals
B. at the beginning and end of the shift
C. at least once before the shift begins
D. before and after each contact with a resident
2. A resident complains to the nursing assistant that another nursing assistant neglected her. The nursing assistant should:
A. tell the resident she is mistaken
B. stand up for the other nursing assistant
C. listen to the complaint, but do nothing
D. report the complaint to the supervisor
3. A resident gives the nursing assistant \$25 for taking care of him. The nursing assistant should:
A. use the money to buy a gift for the resident
B. accept the money and thank the client
C. share the money with other nursing assistants
D. politely refuse the gift
4. To avoid falls caused by spilled liquids, the nursing assistant's first response for safety should to:
A. tell people to be careful
B. walk carefully around the spill
C. tell housekeeping to place a "wet floor" sign at the spill
D. clean up the spill
5. When a resident starts to share spiritual beliefs with the nursing assistant, the nursing assistant should:
A. listen to what the resident has to say
B. tell the resident to stop talking
C. start to talk about personal beliefs
D. report it to the doctor

Answers: 1. D 2. D 3. D 4. D 5. A

THE SKILLS EVALUATION

After you have taken the Written Examination, you must report to the Skills Evaluation as directed by the exam site coordinator. Depending on the site, you may take the Skills Evaluation first.

The Setting

The skills evaluation is set up to look like an actual care-giving situation. It will have all the equipment you need to perform the assigned skills. You will be able to see the equipment and ask questions. The Nurse Assistant Evaluator will not tell you how to perform the skill.

The Skills

You will be asked to perform five (5) nursing assistant skills. These skills are selected from the complete skills listing as provided to all nursing assistant training instructors. Each skill represents a task that you will be asked to perform in your job and has been broken down into a series of steps. In addition to performing each step correctly, you must also correctly demonstrate enough steps to pass each skill. You must successfully perform all five (5) skills in order to pass the Skills Evaluation. You will have fifty (50) minutes to demonstrate all five (5) skills. If you perform with disregard to the safety of the resident you will fail the exam. If you refuse to perform a particular skill or state that you do not know how to perform a skill, you will fail the exam regardless of the number of points you have accumulated for the skills portion of the exam.

*You must take a watch with a second hand with you to the skills exam. You will not be permitted to share a watch with another candidate. Come to the site prepared.

Rating the Skills

A trained Registered Nurse, trained as an evaluator will rate your performance of the skills. Tell the evaluator if you make a mistake and you will be allowed to go back and begin from where you feel you made the mistake. The evaluator will not answer questions during the Skills Evaluation and will not be able to tell you whether you performed a skill correctly. The Evaluator will simply mark “yes” or “no” on each given step and if necessary, make pertinent comments on the form. When your exam is scored, a point value will be placed on each step according to its importance to the skill. A passing score will be determined when all points for each skill are tallied and all comments from the skills rater have been evaluated. You may not receive help from anyone during the Skills Evaluation. Please ask any questions you have before you begin.

The Resident

The “resident” will be played by an actor pretending to be a weakened elderly person. While you perform the tasks, speak to the resident as you would speak in an actual work setting. You should speak to the resident not only because it is part of good care, but also because it will help you to relax as you perform the skills.

Step 6: Get the exam results

PHD will mail your exam results approximately ten (10) business days after the date of your exam. If you have not received your exam results from PHD within thirty (30) days of the exam, call PHD directly. PHD will not release any scores until all exam fees have been paid. Exam results will not be given over the telephone. Your instructor will automatically receive your scores. You will receive your exam scores by mail as well. **DO NOT CALL PHD FOR YOUR EXAM RESULTS, AS PHD IS NOT AUTHORIZED TO RELEASE ANY SCORES TO ANY ONE OVER THE PHONE.**

IF YOU PASS THE EXAM

Once you have passed both the Written Examination and the Skills Evaluation and have met all other requirements, you will be certified as a Long Term Care Aide in West Virginia. . **If you change your address or your name for any reason you must notify the Nursing Assistant Registry.** You may access the Nursing Assistant web site at www.wvdhhr.org/ohflac to obtain your Eval-code. You may print that page from the web site for your records

IF YOU FAIL THE EXAM

If you fail all or part of the exam, you will be notified to contact your instructor for instruction on how to retest. If you do not pass both portions of the exam within a two-year period (or do not pass within three attempts) you must retake an approved West Virginia Nursing Assistant training course (NATCEP) **AND** retake the Written Examination and the Skills Evaluation. Send an original completed application with appropriate fees to PHD to register to retest. See STEP TWO: Send in your application for details. Please check to make sure your address is current on any resubmitted paperwork. Please call PHD as well as the Nursing Assistant Registry if your address or name has changed.

AVAILABLE FORMS

In an attempt to ensure all submitted information is correct, below are links to all forms from PHD, LLC. **These are the only forms that will be accepted by PHD, LLC.** All others will be returned and the processing of registration, requests, etc., will be delayed. Simply click on the form needed and you will be able to type directly into the form. Print the form, once typed, sign as indicated and mail or fax to the appropriate agency, i.e., PHD, LLC or the WV Nursing Assistant Registry.

PHD FORMS

1. West Virginia Registered Nursing Assistant Evaluation Application (CNA Test Application)
2. Sponsor Registration Form
3. Request for Approved Medication Assistive Personnel Tests
4. Approved Medication Assistive Personnel Test Application
5. Professional Healthcare Development Nursing Assistant Refresher Course Completion Form
6. Educate the Educator Workshop Registration
7. Registered Nursing Assistant Test Schedule
8. Request For Duplicate Scores/Certificates
9. Substitute For Photo Identification

The Registry

After you have been registered as a nursing assistant, you **MUST** inform the West Virginia Nursing Assistant Registry about any changes in your name or address. Your name will not be updated to reflect a change until the required legal documentation has been received at the Registry. To change your name or address after you have been registered send a letter to the West Virginia Nursing Assistant Registry:

West Virginia Nursing Assistant Registry
West Virginia Department of Health & Human Resources
408 Leon Sullivan Way
Charleston, WV 25301
Phone: (800) 442-2888 (within WV only)
(304) 558-0050
Fax: (304) 558-1442

Your letter should list both the old information and the new information, including your name, address, birth date, Social Security number, and telephone number. If you change your name, you must send with your letter of Change of Address or Name Form a copy of a marriage certificate, divorce decree, passport, or other court document that changes your name. You risk not receiving notification for re-registration if your address has not been updated. **YOUR NAME WILL NOT BE UPDATED TO REFLECT ANY CHANGES UNTIL THE APPROPRIATE LEGAL DOCUMENTATION HAS BEEN RECEIVED BY THE REGISTRY.**