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a complaint is made

complaints about nurses and nursing assistants seriously. As soon as a complaint is received, a determination is made as to whether or not the facts, as alleged, violate existing laws or regulations that govern the nurse's or CNA's practice.

Remember—the nursing board only has jurisdiction over persons who are licensed as nurses or certified as nursing assistants.

If it is found that the information submitted, at face value, would be a potential violation, then an immediate investigation into the facts of the case is begun. Evidence is gathered and interviews are conducted.

If the evidence obtained during the investigation supports the allegation(s), and the facts are not disputed by the licensee or the certificate holder, the nursing board may negotiate a settlement with the nurse or CNA, outlining the facts of the violation and appropriate discipline.

If the licensee or certificate holder contests the charges, he/she is entitled to a formal hearing. During this hearing, both sides may present evidence and witnesses. Nurses and CNAs may represent themselves or have a lawyer represent them.

cence and the appropriate discipline.

Board proceedings are governed by administrative law, in accordance with Chapter 632 of the Nevada Revised Statutes and the Nevada Administrative Code. It cannot and does not award money damages to consumers. The actions the nursing board may take include—

- issue a public reprimand
- impose a fine
- place on probation
- restrict the license or certificate
- suspend the license or certificate
- revoke the license or certificate
- dismiss the complaint

Never be cautious about reporting an incompetent or unsafe nurse. You are entitled to safe nursing care. By participating in this fair process, you help your nursing board protect you, your loved ones, and the public.

Call toll-free

consumer hot line

If you have concerns about nursing care you or your loved ones are receiving, call the Nevada State Board of Nursing toll-free at 1-800-746-

. And What YOU Can Do

Who do you call?
Why should you call?
What is good nursing care?

Information for consumers
of nursing care from
your Nevada State Board
of Nursing

Nevada State Board of
NURSING

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What is

a board of nursing?

established by state governments to protect the public's health by overseeing and ensuring the safe practice of nursing. They do this by setting the standards for safe nursing care and issuing licenses to practice nursing.

Nursing boards also monitor compliance with state laws and take action against the licenses of nurses and certificates of nursing assistants who have exhibited unsafe nursing practice.

Who is

the Nevada State Board?

The Nevada State Board of Nursing is a seven-member board appointed by the governor consisting of four registered nurses, one practical nurse, one certified nursing assistant and one consumer member.

Together, they meet every two months to oversee board activities and to take disciplinary action on nursing licenses and certificates as necessary.

The nursing board needs your help to eliminate unsafe nursing practice. This brochure contains specific information for consumers who want to know how to make a complaint

What inquiries

do consumers have?

of you or your loved ones. Whenever nursing care is being provided, always ask the caregiver "who are you?" and "what are your credentials?" Keep on record these pieces of information—

- the name of the nurse or nursing assistant
- the person's licensure or credential (for example, registered nurse, licensed practical nurse, certified nursing assistant)

What can

consumers expect?

Good nurses and CNAs are interested in your well being. They want to share their expertise with you and your loved ones to help you get and stay healthy. Don't be afraid to ask your nurse or CNA questions. Here's what you can expect—

- to be informed of your nurse's or CNA's professional limits or expertise of care
- to see your nurse's license or your CNA's certificate
- confidentiality
- a copy of your health care records, upon request

- the ability to terminate the health care service at any time

- to know how to reach your nurse or CNA in

What is

a violation?

take action against nurse licenses and nursing assistant certificates for violations including

- drug and/or alcohol abuse which affects nursing practice
- sexual misconduct
- abuse—either verbal, physical or mental
- negligent or incompetent care
- theft of property
- misrepresentation
- abandonment
- unprofessional conduct

How can

you report to the board?

If you have a concern about your nursing care, the board of nursing wants to hear from you. Remember, it's your health that's at stake.

To help the board investigate your complaint, here's what you should be ready to report. Remember, the board can only accept signed and written complaints.

- Name of nurse or CNA (first and last)
- What he/she did
- With whom it happened
- Date, time and place it happened
- The names of witnesses, if any