

After

a complaint is made

The Nevada State Board of Nursing takes 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.

The seven appointed members of the nursing board determine the individual's guilt or innocence 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—

- issuing a public reprimand
- imposing a fine
- ordering probation
- restricting the license or certificate
- suspending the license or certificate
- revoking the license or certificate
- dismissing the complaint

Never hesitate to report an incompetent or unsafe nurse. You are entitled to safe nursing care. If you report in good faith, you are immune from civil liability. 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 the nursing care you or your loved ones are receiving, call the nursing board, toll-free, at 1-888-590-6726.

5011 Meadowood Mall Way #300, Reno, NV 89502
775-688-2620 www.nursingboard.state.nv.us

Concerned About Nursing Care?

What Should You 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

What is

a board of nursing?

More than 100 years ago, state governments established boards of nursing to protect the public's health by overseeing nursing practice. Nursing boards issue nursing licenses to qualified and competent persons. They also evaluate whether an individual's practice meets safe nursing standards.

Nursing boards investigate allegations of misconduct and take action against the licenses of nurses and certificates of nursing assistants who have demonstrated 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. One member must represent the interests of those who are indigent, uninsured, or unable to afford health care.

Together, they meet every two months to oversee board activities and hear disciplinary cases.

The nursing board needs your help to eliminate unsafe nursing practice. This brochure describes what consumers can do if they are concerned about the practice of a licensed nurse or certified nursing assistant (CNA).

What can

consumers expect?

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 case of an emergency
- to receive considerate and respectful care

What if

there is a problem?

First, ask questions. Ask questions of your nurse and/or nursing assistant. If you don't like the answer, go up the chain. A lot of people stop at the supervisor. Don't forget, every facility has a director of nursing, who is ultimately in charge of all nurses and CNAs. If you still feel your concern has not been addressed, or if you feel it might be a violation of Nevada nursing law, then call the nursing board.

What is

a violation?

Nevada law authorizes the nursing board to 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 (as defined by law)

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 is what you should be ready to report. The board can only accept a written complaint signed by the person making it.

- 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
- Your name, address and phone number (the board needs to be able to contact you)