

DIRECTIONS FOR ACCESSING THE DIRECT CARE WORKER REGISTRY

Following are instructions to access by telephone, internet or mail, the Direct Care Worker Registry (formerly the Nurse Aide Registry):

Direct Care Worker Registry
Division of Health Facilities
Iowa Department of Inspections and Appeals
Lucas State Office Building-3rd Floor
321 East 12th Street
Des Moines IA 50319-0083

Telephone: 1-515-281-4077

Toll free (Automated): 1-866- 876-1997

Fax: 1-515-242-5022

Website: www.dia-hfd.state.ia.us

Passing State Written and Skills Exams:

Skills Exam

-A minimum score of 70% and above is required to pass the skills exam.

-Results of skills testing and certificate are given at the time of testing.

Comprehensive Written Exam

-A minimum score of 70% and above is required to pass the written exam.

-Results of the written exam - there is a 3 week waiting period while the tests are graded and verified by the National Certification Center @ the University of Iowa.

-Scores are not mailed to the student. The Registry does not receive numeric scores, only if you "Pass" or "Fail". If you do not pass the written exam, you will receive a letter from the University of Iowa indicating the questions that you missed.

How to Access Your Registry Status (AFTER A 2-4 WEEK WAITING PERIOD)

Website: Help Desk 1-515-281-5703 or toll free 1-800-532-1174

1) Go to the following website www.dia-hfd.state.ia.us

2) Along the left side of your screen, you will see a box with some navigational tabs in it. Click on the "Login" tab.

3) This will bring up a large box, with 2 smaller boxes in the middle of your screen requesting an acct ID and password. The acct ID is the last 4 digits of your Social Security Number, an underscore, and the first initial of your first and last name, in capital letters (example: 6789_JW). Your temporary password will be the first 5 digits of your Social Security Number, an underscore, and the first initial of your first and last name, in capital letters. (Example: 12345_JW).

4) You will be requested to set up 5 "baseline" or security questions.

5) You will then be asked to create a new password that only you will know.

6) This will take you to your own homepage within our database. You can navigate anywhere within your record from here, and you can also print your card from this page as well.

Telephone:

1) Call the toll free telephone number 1-866-876-1997 to access the VRS (voice response system).

2) Instructions are given to access information, please follow.

3) A response that you are ACTIVE

on the nurse aide registry indicates the successful completion of both the written and skills examinations. Individual scores are not available from the registry.

Questions: Please call Greg DeMoss

at the Direct Care Worker Registry (formerly the Nurse Aide Registry) by calling 1-515-281-4077.