

TN Guidelines

D&SDT staff MUST direct any Media communications or questions through the Tennessee Department of Health. (TDH)

Testing Sites:

Fixed - Regional – Test dates published on a master test schedule and widely disseminated on form 1700 TN 6 to 12 months in advance (also on www.hdmaster.com)

Flexible – In facility Test dates scheduled by Instructor or Facility in concert with candidates and in agreement with a TO.

Candidates, or facilities/instructors on behalf of candidates, may request a 1st and 2nd choice for test dates on application form 1402. **Applications are scheduled on a first come, first serve basis.**

May be at any non-sanctioned site with a TDH/D&S DT approved skills lab and equipment

Test Observers: (TO)

Independent Contractors contracting with and paid by D&S DT who are Tennessee RN's in good standing and have one year of long term care experience.

Administer Tests at Fixed Test Sites by signing up for dates with D&S DT (Regional Pre-Scheduled type test schedule)

May agree to test dates with Flexible (In-facility type) test sites and then the facility will note that on their paperwork.

May use volunteer Actors (That MUST be Non-residents – not employed by or associated with the testing/training facility)

May use paid Actors

(Hired by TO, scheduled by TO, paid by TO and certified by the TO using a TDH/D&S DT approved procedure)

May be an instructor of a training program but MAY NOT test his or her own students.

May NOT test CNA candidates associated with any Employer or Corporation they are employed by. (Receive money from)

Written Test Proctors (WTPs) and Actors:

No Test or Training Facility Residents may be used.

WTPs and Actors are paid by the TO, hired and trained by TO with TDH/D&S DT approved training materials, and are scheduled by TO.

Volunteer WTPs or Actors may be used, but still must be properly trained and sign all documents. (Non-disclosure etc.)

WTPs and Actors May NOT be affiliated with the Test Site or Candidate's Training Program.

Note: If an Actor is currently or becomes a nurse aide student they will not be eligible to test for a period of six months.

Rescheduling/Cancellations/No Show Fees:

Tests may be rescheduled any time up to the business day preceding a scheduled test day. (Call: 877-201-0758) Reschedules must be requested from D&S DT and are subject to a \$34.00 reschedule fee for each reschedule request made after **seven business days** prior to a scheduled test event. Reschedule fees must be paid in full prior to a reschedule taking place. **No reschedule fees will be funded by the Tennessee Department of Health.**

All cancellations must be submitted to D&S in writing.

A cancellation request must be made prior to the business day preceding a scheduled test day and will qualify for a full refund minus a \$25 cancellation fee for Non-TDH funded tests (advance pay candidates). Non-TDH funded candidates that NO SHOW for their scheduled test will forfeit their test fee and MUST apply for a new test date and pay another test fee. **Facilities that are reimbursed for training and testing costs from TDH will be charged a Cancellation fee of \$25.00 or a No Show fee of \$40.00 for any candidates not tested once testing services are requested from D&S DT.** Candidates will be placed on a test and hold results status until fee is received for Reschedules, Cancellations and No Shows. These fees partially offset D&S DT costs incurred for services requested and resulting work that is performed. These fees will not be reimbursed by the Tennessee Department of Health.

ALL CANCELLATIONS MUST BE SUBMITTED TO D&S IN WRITING IE: FAX OR EMAIL

If a reschedule or cancellation request is not received prior to the business day preceding a scheduled test date a NO SHOW status will exist and new application forms 1101 and 1402 (along with a full test fee for advance paid test candidates or the No Show fee for TDH reimbursed candidates) must be submitted to D&S DT to secure a new test time.

Refund Policies:

Non-TDH funded candidates (advance paid candidates) may receive a partial refund for cancellations **verified by 5 pm EST the business day** preceding a scheduled test day. Cancellation refunds are based on the actual amount paid minus a cancellation/processing fee of \$25.00. In the case of a NO SHOW, if a signed Dr. notice is provided or other acceptable documented proof of an emergency for the reason of the NO SHOW, then the advance paid candidate may be entitled to a free reschedule.

In situations when D&S DT cancels tests for any reason, every effort will be made to reschedule a candidate to a test location and time mutually agreed to, in the shortest time possible, at no additional charge. D&S DT may also choose to test candidates for no charge as decided on a case-by-case basis.

Guidelines for emergency documentation

Tow Bills need to be in our office within 48 hours of the test date.

Doctors Excuses must in our office within five business days of the test date.

Obituaries must be in our office within 14 business days of the test date. (CNA candidate's name must appear in the obituary. If the candidate's name is not in the obituary, the candidate must have the Funeral Director sign a letter stating they attended the funeral.)