nursys®

Look up, verify and monitor your nurse licenses anytime, anywhere.

Nursys.com meets The Joint Commission's (TJC) 10 principles for a primary source verified credentials verification organization (Please reference TJC's HR.01.01.01 EP.2 and MS.06.01.03)

1. **The agency makes known to the user what data and information it can provide.**

   The information you will receive from Nursys e-Notify® is pulled directly from Nursys, the only national database for licensure, state licensure actions and practice privileges for RNs and LPN/VNs. Nursys data is compiled from information directly inputted from boards of nursing (BONs). Through a written agreement participating BONs designate as Nursys a primary source equivalent.

   The information and data the BONs provide to the public through Nursys is clearly outlined.

   To ensure transparency, Nursys posts in real time BON participation and file submission frequency (nursys.com/lqc/bons).

2. **The agency provides documentation to the user describing how its data collection, information development, and verification process(es) are performed.**

   The Nursys website FAQs (nursys.com/e-Notify/help) and video (nursys.com/e-Notify/about) provide details of the information and data as well as the workings of the system.

3. **The user is provided with sufficient, clear information on database functions. This information includes any limitations of information available from the agency (for example, practitioners not included in the database);**

   NCSBN provides details of the data available by BONs. The most up-to-date list is available at nursys.com/e-Notify/bons.

   …the time frame for agency responses to requests for information;

   Information is immediately available on the website and designated NCSBN staff work to review and respond to all requests within five business hours. If a nurse wishes to challenge the content, accuracy or completeness of their individual records displayed on Nursys, he or she may contact Customer Support and register a challenge. NCSBN shall promptly forward the challenge to the involved BON for resolution. The nurse will be notified of the resolution and any available right of appeal through the BON.

   … and a summary overview of quality control processes relating to data integrity, security, transmission accuracy, and technical specifications.

   NCSBN has robust processes in place to ensure the data is in sync with the BON data. If syncing issues are identified, NCSBN immediately works with the BONs to resolve the issue.

   Nursys receives files 24/7 as per the state BON processes and the system updates files immediately. Exception reports are generated immediately and BONs are notified of any rejects or FYI information about each submission through an automated process.

   To ensure transparency, Nursys posts in real time the BON participation and file submission frequency (nursys.com/lqc/bons).

   Nursys is live and dynamic and all updates are reflected immediately.

4. **The user and agency agree on the format for transmission of an individual's credentials information from that agency.**

   Per written agreement with the participating BONs, all data transmissions are electronic and daily.

5. **The user can easily discern which information, transmitted by the agency, is from a primary source and which is not.**

   All licensure and state licensure action information provided to the employers and the public via Nursys is from the primary source BON.

6. **When the agency transmits information that can become out of date (such as licensure, board certification), it provides the date on which the information was last updated from the primary source.**

   Nursys posts in real time (nursys.com/lqc/bons) the BON participation and file submission frequency. Nursys is live and dynamic and all updates are reflected immediately. Nursys receives files 24/7 as per the state boards of nursing processes. The Nursys automated system processes files immediately.

7. **The agency certifies that the information transmitted to the user accurately presents the information obtained by it.**

   Nursys uses SSL to display the information via the web browser and certifies that information matches with the Nursys database and the information as submitted by the individual BONs.

8. **The user can discern whether the information transmitted by the agency from a primary source is all the primary source information in the agency's possession pertinent to a given item and, if not, where additional information can be obtained.**

   All licensure and discipline information provided to the employers and the public via Nursys is that obtained directly from the primary source board of nursing.

9. **When necessary, the user can engage the agency's quality control process to resolve concerns about transmission errors, inconsistencies, or other data issues that may be identified from time to time.**

   Nursys customer service is available to help the customers during NCSBN's business hours (9:00 am to 5:00 pm Central). Nursys customer service has direct contacts with the BON representatives through a private and secure communication and is able to resolve any discrepancies in a timely manner.

10. **The user has a formal arrangement with the CVO for communication of any changes in credentialing information.**

    Organizations interested in receiving licensure and state licensure action notifications from Nursys e-Notify must register and provide user contact information for communicating information. This arrangement includes notifications of any changes in credentialing (licensure and state licensure action) information. Nursys provides information though a standard file format and application programming interface.

NCSBN