

September 26, 2019

This is a reminder that after September 27, 2019 at 3PM, you will no longer be able to check the Nurse Aide Registry using the current phone verification system. Beginning on Monday, September 30, the only way to check the Registry will be through the new online system. The Massachusetts Department of Public Health's (DPH) Nurse Aide Registry Services (NARS) is transitioning from the current Interactive Voice Response (IVR) phone verification system to a new online inquiry system for verification of certified nurse aides (CNAs) and health care employees who have direct contact with patients or residents. The IVR phone system will remain available through September 27, 2019 at 3PM, by which time you must create a new account online and transition to the new system. DPH has mailed instructions to register in the new Nurse Aide Registry Information System (NARIS) online system to all current users of the Nurse Aide IVR phone verification system. Registration instructions, video tutorials, and the NARIS Access Administrator Contact Form are also available [online](#). For updates leading up to the transition, please visit the NARS Program [website](#). If you have questions about the system transition, please contact Registry Staff at 617-753-8144 or nars@state.ma.us.