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1. Program Coordinators must be knowledgeable about program standards and [Administrative Code requirements](#). Part 395 is very specific to what the program requirements are. Program violations have been found in almost every unannounced visit this year.
2. Program Coordinators should be thoroughly familiar with the website nurseaidetesting.com. There is *nothing* related to A/BNATPs on the IDPH website. All forms, etc. needed for program operation are on this website.
3. Program Coordinators should review the [Program Coordinator Training Guide](#) periodically.
4. The document request letter that will be presented to the Program Coordinator in the first moments of an unannounced visit is online for your review. All of these documents must be kept in a binder or an electronic file that is immediately accessible to Beth and Tabitha. If these documents are not available and onsite within the first five minutes of a visit, it will be an automatic violation which will require a Corrective Action Plan. We are waiting for hours in some instances to obtain these documents for review. It only prolongs your visit when you have to search for these.
5. Last-minute schedule changes such as cancelling a class due to illness, etc. can be communicated via email. This is for any changes within the next few days. Any future changes in the schedule more than a few days away must be noted on a revised schedule.

As always, do not hesitate to call or email with questions.

Randy Carey-Walden, RN, MSN, CCM
Public Service Administrator
Illinois Department of Public Health
Training and Technical Direction
525 W. Jefferson St. 4th Floor
Springfield, IL 62761
Phone: 217.785.5569
Fax: 217.557.3363
ross.carey-walden@illinois.gov