

# The National Healthcare Safety Network Point of Care (POC) Test Result Reporting Tool (POC Tool) for COVID-19

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**Centers for Disease Control and Prevention**

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# Objectives

- **Overview**
  - Coronavirus Aid, Relief, and Economic Security (CARES) Act
  - Data sharing through the National Healthcare Safety Network (NHSN) Data entry
- **Analytics**
- **Frequently asked questions**
- **Demonstration**
- **Resources**

# Overview

# What is Point of Care Testing (POCT)?

- The College of American Pathologists (CAP) defines POCT as “testing that is performed near or at the site of a patient with the result leading to a possible change in the care of the patient.”<sup>1</sup>
- It is usually performed by non-laboratory trained individuals such as nurses, physicians, nursing assistants, and anesthesia assistants
- These tests generally offer faster turn-around time for results
- They often require less sample volume than tests performed in the laboratory

# Coronavirus Aid, Relief, and Economic Security (CARES) Act

*Public Law 116-136, § 18115(a)*<sup>1</sup>

- Requires reporting
    - within 24 hours of results
    - results of each test to “detect SARS-CoV-2 or to diagnosis a possible case of COVID-19” by laboratories\*
    - to Secretary of Department of Health and Human Services (DHHS)
  - DHHS issued guidance on June 4, 2020, to outline requirements for data submission to DHHS as authorized under the CARES Act<sup>2</sup>
  - “As a guiding principle, data should be sent to state or local public health departments using existing reporting channels (in accordance with state law or policies) **to ensure rapid initiation of case investigations by those departments....**”
- \* **laboratory definition includes all locations performing point of care testing (NHs, ALFs, etc.)**

<sup>1</sup> <https://www.congress.gov/116/plaws/publ136/PLAW-116publ136.pdf>

## Reporting Guidance Language- Update from January 8, 2020

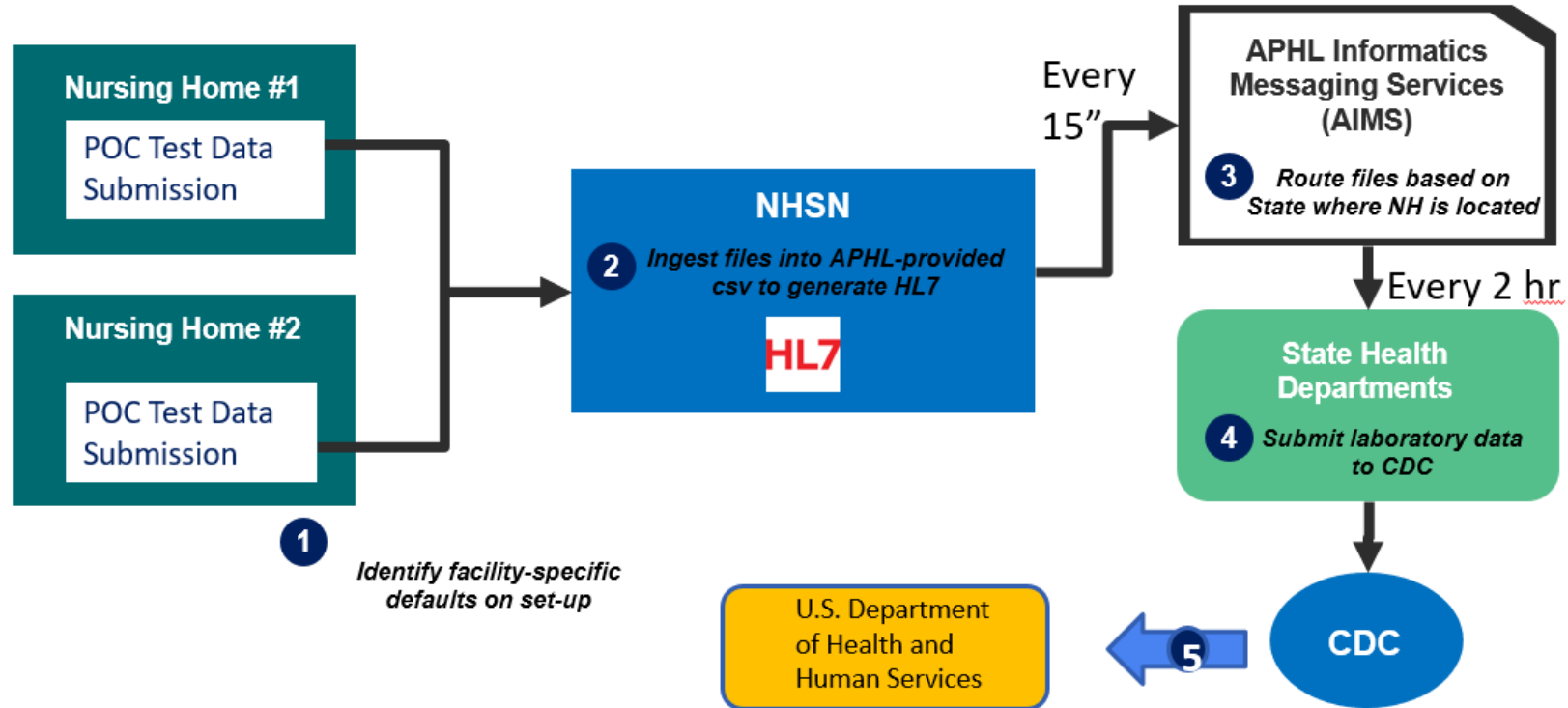
- *CMS-certified long-term care facilities may submit point-of-care SARS-CoV-2 testing data, including antigen testing data, to CDC's National Healthcare Safety Network (NHSN). This CDC- and CMS-preferred pathway to submit data to CDC's NHSN applies only to CMS-certified long-term care facilities. Test data submitted to NHSN will be reported to appropriate state and local health departments using standard electronic laboratory messages. Other types of LTC facilities may also report testing data in NHSN for self-tracking or to fulfill state or local reporting requirements, if any.*

# Why a Reporting Option Through the National Healthcare Safety Network?

- Creates a single, standardized reporting system that:
  - 1) all ~15,400 nursing homes already use for other COVID-19 reporting;
  - 2) has the capability to share data with state and local health departments;
  - 3) has the capability to share data with HHS and CMS; and
  - 4) avoids the creation of a patchwork of different jurisdictional reporting systems by state health departments

If your state or local health department has already developed a process by which facilities report these data, please contact these public health authorities before changing the reporting process.

# Nursing Home Reporting Proposed Data Flow





# Manual Data Entry

# Burden-sparing NHSN Architecture

- “Single-page application”
- Required data elements limited to those identified in CARES Act and/or needed by state and local health departments
- Drop down list for county based on State
- Options are specific for the test device used
  - Test ordered
  - Specimen source
  - Test result

# Burden-sparing NHSN Architecture Cont.


- **Auto-population for some data fields**
  - Links to previously entered demographics for the tested individual
  - Defaults to facility address for residents
  - Allows for facility-specific defaults for device(s) type and ordering physician
  - Defaults to identified information for
    - Test Ordered
    - Specimen number
    - Symptomatic?
    - Pregnancy Status?



## NHSN - National Healthcare Safety Network (ltcf1301-codd4bb67-4czll:80)

**NHSN Home**

- Alerts
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- Analysis ▶
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**NHSN Long Term Care Facility Component Home Page**

- ▶ Long Term Care Dashboard
- ▼ **Action Items**
  - COMPLETE THESE ITEMS
  - RPV - Residents
  - COVID-19 Vaccination - HCP
  - POC Test Result Reporting**
  - Pathway Data Reporting (Archive)
  - Person-Level COVID-19 Vaccination Form - HCP
  - Person-Level COVID-19 Vaccination Form - Residents



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- Dynamic Forms ▶
- Logout



### POC Test Result Reporting



#### Resident/Staff/Visitor

[Find Resident/Staff/Visitor...](#)

Type of Individual Tested \*: Resident

Resident ID \*:

First Name \*:

Middle Name:

Last Name \*:

Sex \*:

Date of Birth \*:  19

Ethnicity \*:

Race \*:

- ☐ American Indian/Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian/Other Pacific Islander
- ☐ White
- ☐ Middle Eastern or North African
- ☐ Declined to respond
- ☐ Unknown



#### POC Test Results

[Add Test Result...](#)

CLIA Identification #: 54D1102345

Page 0 of 0

No records to view

Test Date ▼ Test Ordered

Any Positive Test Results?

Page 0 of 0

No records to view



## Resident/Staff/Visitor

[Find Resident/Staff/Visitor...](#)

Type of Individual Tested \*: Staff/Volunteer/Contractor

Staff ID \*:

First Name \*:  Middle Name:  Last Name \*:

Sex \*: ▼ Date of Birth \*:  19

Ethnicity \*: ▼ Race \*: ☐ American Indian/Alaska Native  
☐ Asian  
☐ Black or African American  
☐ Native Hawaiian/Other Pacific Islander  
☐ White  
☐ Middle Eastern or North African  
☐ Declined to respond  
☐ Unknown

### Home Address of Staff/Volunteer/Contractor

Country \*: US - United States

Address, line 1 \*:

Address, line 2:

City \*:

State/Province \*: ▼

County \*: ▼

Zip Code \*:  -

Contact Phone \*:  Ext:

[Save Staff/Volunteer/Contractor Demographics](#)

## POC Test Results

[Add Test Result...](#)

CLIA Identification #: 54D1102345

NHSN Home

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Logout



## POC Test Result Reporting



### Resident/Staff/Visitor

Find Resident/Staff/Visitor...

Type of Individual Tested \* Resident

Resident ID \*

First Name \*

Middle Name:

Last Name \*:

Sex \*:

Date of Birth \*:

Ethnicity \*:

Race: \*

- ☐ American Indian/Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian/Other Pacific Islander
- ☐ White
- ☐ Middle Eastern or North African
- ☐ Declined to respond
- ☐ Unknown



### POC Test Results

Add Test Result...

CLIA Identification #: 54D1102345

Test Date

Please update or add your facility's CLIA number in NHSN's facility screen. From the main menu, choose Facility->Facility Info. Enter the ID in the CLIA Identification # field.

of 0 of 10

No records to view

Any Positive Test Results?

of 0 of 10

No records to view

I'm done. Start a New POC Test Result Report ->

Upload CSV...

Development only:

Show HL7

Upload CSV, HL7 or JSON to REST API...

Performed by  
someone with  
Administrative  
rights



## POC Test Result

Test Date \*: 

Device Name: Hotgen COVID-19 Antigen Home Test\_Beijing Hotgen Biotech Co., Ltd

\*: [Choose Default...](#)

Test Ordered \*: SARS-CoV-2 (COVID-19) Ag [Presence] in Upper respiratory specimen by Rapid immunoassay

Specimen Source \*: anterior nasal swab

Test Result(s): Test Performed

Test Result

SARS-CoV-2 (COVID-19) Ag [Presence] in Upper respiratory specimen by Rapid immunoassay

\* 

Specimen Number \*: 12252

Ordering Physician \*: JESSICA SIMPSON

[Physicians...](#)

Was person symptomatic? No

\*

Pregnancy status? No

[Save](#)[Cancel](#)



NHSN Home

Physicians

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## Physicians

Default Name

☒ [STEPHEN WILLIS](#)

☐ [DR WHO](#)

☐ [BOB WHITE](#)

☐ [WILLIAM TURNER](#)

☐ [BILL SMITH](#)

☐ [KRISTINE PHILLIPS](#)

☐ [STACY JONES](#)



POC

CLIA Identification #: 12D1114788

## Add Physician



## Add Physician

First Name \*:

Last Name \*:

Work Phone:  567-385-9473 Ext:

Address, line 1:  2344 Medical Way st

Address, line 2:

City:  Atlanta

State:  GA - Georgia

Zip Code \*:  30322 Ext:

Comment:

Save

Cancel

Add Physician...

View 1 - 10 of 12

Phone Number

Delete

567-385-9473



567-385-9473



567-385-9473



567-385-9473



567-385-9473



567-385-9473



567-385-9473



Save as default

Cancel

Save

Cancel

## NHSN Home

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## POC Test Result Reporting



Resident

Type of

Individual R

Tested \*:

Resident

ID \*: N

First

Name \*: M

Sex \*: F

Ethnicity

\*: N



POC Test Result

CLIA Identification

Test Date

+ 01/11/2022

+ 01/04/2022

Influenza virus A an  
Rapid immunoassay


## POC Test Result

Add Test Result

Test Date \*:

Device Name

Default POC Devices -----

Test Ordered

Other POC Devices -----

Specimen

Source \*:

Test

Result(s):

Specimen

Number \*:

Ordering

Physician \*:

Was person

symptomatic?

Pregnancy

status? \*:

BinaxNOW COVID-19 Ag 2 Card\_Abbott Diagnostics Scarborough, Inc.

BinaxNOW COVID-19 Ag Card 2 Home Test\_Abbott Diagnostics Scarborough, Inc.

BinaxNOW COVID-19 Ag Card\_Abbott Diagnostics Scarborough, Inc.,EUA

BinaxNOW COVID-19 Ag Self Test\_Abbott Diagnostics Scarborough, Inc.

Bio-Self COVID-19 Antigen Home Test\_BioTeke USA, LLC

BioFire Respiratory Panel 2.1 EZ\_BioFire Diagnostics, LLC

C-Sync COVID-19 Antigen Test\_Biosynchronicity Corporation

## What happens if the device my facility is using is not listed?

- Check with your state health department about alternative methods to report the data
- NHSN is continuously updating the list of test devices for which test results can be reported
- Please use NHSN-ServiceNow to submit questions to the NHSN Help Desk. The portal can be accessed at [nhsn csp - NHSN Customer Service](#) or through your CDC Secure Access Management Services (SAMS) account.

# Comma-separated Value (CSV) Upload

# What Data can be Uploaded Via CSV?

- **POC test results, including the accompanying demographic data**
- **Demographic data only, for pre-loading purposes**
  - May be useful if your facility has this information in an electronic format and you are moving to reporting data to NHSN, and will be doing so manually

# What Instruction is Available?

Step by step instructions with screen shots can be found in the FAQ document at: <https://www.cdc.gov/nhsn/ltc/covid19/poc.html>

# Analytics

# Analysis

- Three current line list options
  - Resident testing
  - Staff/Volunteer/Contractor testing
  - Visitor testing
- Run and Modify options
- Sortable — default is sort by test result
- Always remember to generate datasets before running analysis to ensure that all entered data is included.





## Generate Data Sets (Long Term Care Facility)

### Reporting Data Sets



Datasets will be generated to include all data from enrollment

**Generate Reporting  
Data Sets**

**Last Generated:**  
March 26, 2021 12:58 PM  
to include all data

#### Warning

The current data sets will be updated. Are you sure you want to continue?

**OK**

**Cancel**

# Fictional Example of Staff Line List

## National Healthcare Safety Network

### Line Listing - LTC Staff COVID-19 Testing

As of: December 3, 2021 at 10:13 AM

Date Range: All LTC\_COVID19\_POCTEST\_STAFF

Facility	Org ID	Staff ID Number	Specimen ID	Physician Last Name	POC Device	Test Ordered	Test Performed	Specimen Type	Test Result	Result Date	Was person symptomatic?
	39455	1	33088	SMITH	BINAXNOW	COVID19	COVID19	NASALSW	POS	30OCT2020:00:00:00	N
	39455	1	30657	WHO	BINAXNOW	COVID19	COVID19	NASALSW	NEG	30OCT2020:00:00:00	N
	39455	1	23	WHO	SOFIA	COV1COV2	COV1COV2	NASOPHARSW	NEG	02NOV2020:00:00:00	Y
	39455	1111	123	JONES	VERITOR	COVID19	COVID19	NASALSW	POS	05NOV2020:00:00:00	N
	39455	120	11539225	SMITH	ACCULA	COV19N	COV19N	NASALSW	NEG	03MAY2021:00:00:00	N
	39455	121	11539522	SMITH	ACCULA	COV19N	COV19N	NASALSW	NEG	04MAY2021:00:00:00	N
	39455	121	20091225	WILLIS	SOFIA	COV1COV2	COV1COV2	NASALSW	NEG	11SEP2021:00:00:00	N
	39455	121	20089054	WILLIS	SOFIA	COV1COV2	COV1COV2	NASOPHARSW	POS	14SEP2021:00:00:00	N
	39455	121	20129449	WILLIS	SOFIA	COV1COV2	COV1COV2	NASOPHARSW	POS	14SEP2021:00:00:00	N
	39455	121	26218384	WILLIS	LUCIRA	COVALLINONE	COVALLINONE	NASALSW	POS	20NOV2021:00:00:00	Y
	39455	125	7349707	SMITH	ASSUREIGM	ASSUREIGM	ASSUREIGM	VENWB	POS	16FEB2021:00:00:00	N
	39455	1420905	1684927	PHILLIPS	ACCULA	COV19N	COV19N	NASALSW	NEG	01DEC2020:00:00:00	N
	39455	1420905	4084791	SMITH	VERITOR	COVID19	COVID19	NASALSW	NEG	10JAN2021:00:00:00	N
	39455	1420905	4084706	SMITH	LUMIRA	COV1COV2	COV1COV2	NASALSW	NEG	11JAN2021:00:00:00	N
	39455	1420905	4084607	SMITH	IDNOW	COV19RDR	COV19RDR	NASOPHARSW	NEG	12JAN2021:00:00:00	N
	39455	1420905	4084510	SMITH	CARESTART	COVID19	COVID19	NASOPHARSW	NEG	13JAN2021:00:00:00	N
	39455	15901	1797985	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	11DEC2020:00:00:00	Y
	39455	2222	319434	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	03NOV2020:00:00:00	N
	39455	2222	319451	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	06NOV2020:00:00:00	N
	39455	2222	319454	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	POS	11NOV2020:00:00:00	N
	39455	2222	319482	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	13NOV2020:00:00:00	N
	39455	2222	319499	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	14NOV2020:00:00:00	N
	39455	2222	319519	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	15NOV2020:00:00:00	N
	39455	27	53883	JONES	VERITOR	COVID19	COVID19	NASALSW	NEG	03NOV2020:00:00:00	N
	39455	3	30680	WHO	BINAXNOW	COVID19	COVID19	NASALSW	POS	29OCT2020:00:00:00	Y
	39455	34	242573	WHITE	SOFIA	COV1COV2	COV1COV2	NASALSW	NEG	13NOV2020:00:00:00	N
	39455	34	7349674	SMITH	ASSUREIGM	ASSUREIGM	ASSUREIGM	CAPWB	NEG	01MAR2021:00:00:00	N
	39455	3456	1159992	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	02DEC2020:00:00:00	N
	39455	3457	1160201	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	POS	03DEC2020:00:00:00	N
	39455	37285	4226987	SMITH	CUE	COV19RNA	COV19RNA	NASALSW	NEG	23DEC2020:00:00:00	N
	39455	45	1683982	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	NEG	11DEC2020:00:00:00	N
	39455	4563	6883371	SMITH	IDNOW	COV19RDR	COV19RDR	NASOPHARSW	NEG	22FEB2021:00:00:00	Y
	39455	52307	4227687	SMITH	VERITOR	COVID19	COVID19	NASALSW	NEG	03JAN2021:00:00:00	Y
	39455	5750	1685665	PHILLIPS	BINAXNOW	COVID19	COVID19	NASALSW	POS	09DEC2020:00:00:00	N
	39455	6357	7568483	SMITH	IDNOW	COV19RDR	COV19RDR	THROATSW	POS	03MAR2021:00:00:00	N
	39455	6357	77753	SMITH	ACCULA	COV19N	COV19N	NASALSW	NEG	16FEB2021:00:00:00	N

## Topics (Choose one to be taken to bookmark in document)

- [Reporting Requirements](#)
- [Manually Adding a Test Result for a New Individual](#)
- [Setting Default POC Devices](#)
- [Multiplex POC Devices](#)
- [Adding Residents](#)
- [Adding Staff Demographic Data](#)
- [Uploading POC Test Results](#)
- [Reporting Results for Individuals from Canada or Mexico](#)
- [Reporting Results for Visitors](#)
- [CMS Qualifications](#)
- [Clinical Laboratory Improvement Amendments \(CLIA\) Number](#)
- [Secure Access Management Services \(SAMS\) Level](#)
- [Testing Requirements](#)
- [Resident, Staff or Visitor ID](#)
- [Race and Ethnicity](#)
- [Determining if Test Results Saved](#)
- [Deleting a Resident](#)
- [Deleting a Staff or Visitor](#)
- [Deleting Test Results](#)
- [Missing Option to Report POC Test Results](#)
- [Missing Option to Report Staff or Visitor POC Results](#)
- [Group Access to POC Data](#)

# Frequently Asked Questions

<https://www.cdc.gov/nhsn/ltc/covid19/poc.html>

# Why am I not seeing the option to report Point of Care (POC) test results for staff?

- In recognition of sensitivity of test information:
  - Only NHSN Facility Administrator (FacAd) will automatically be granted rights to STAFF POC data.
  - FacAd will need to grant rights to other NHSN Users as needed to perform necessary reporting.

Let's look at how one grants  
NHSN rights to an NHSN  
User



## NHSN - National Healthcare Safety Network (ltcf1301-ccdd4bb67-4czll:80)

### NHSN Home

Alerts

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Reporting Plan ▶

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Respiratory Pathogens and  
Vaccination ▶

RPV Summary

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Surveys ▶

Analysis

**Users ▶**

Facility ▶

Group ▶

Tools ▶

Cheat Sheets ▶



### Find User

- Enter search criteria and click Find

#### User Information

User ID:

First Name:

Middle Name:

Last Name:

Phone Number:

E-mail Address:

**Find**

**Clear**

**Back**

Add

**Find**

## NHSN Home

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Event ▶

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COVID-19 ▶

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Import/Export

Surveys ▶

Analysis ▶



## Find User

- Enter search criteria and click Find

### User Information

User ID:

First Name:

Middle Name:

Last Name:  ×

Phone Number:

E-mail Address:

Find

Clear

Back

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Tools ▶
Logout

Mandatory fields marked with \*

User ID \*: KJONES Up to 32 letters and/or numbers, no spaces or !

Prefix:

First Name \*: Katrina

Middle Name:

Last Name \*: Jones

Title:

User Active: Y - Yes

User Type:

Phone Number \*: 111-111-1111

Fax Number:

E-mail Address \*: KJONES@CDC.GOV

Address, line 1:

Address, line 2:

Address, line 3:

City:

State:

County:

Zip Code:

Home Phone Number:

Beeper:

User Group/Facility: JOY LTCF (14506)

User Roles: Custom Role(LTCF)

Note, all names  
and data are  
fictional.



Edit

Effective Rights

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Group ▶

Tools ▶

Logout

Mandatory fields marked with \*

User ID \*: KJONES Up to 32 letters and/or numbers, no spaces or special characters

Prefix: 

First Name \*: Katrina

Middle Name: 

Last Name \*: Jones

Title: 

User Active: Y - Yes ▼

User Type: 

Phone Number \*: 111-111-1111

Fax Number: 

E-mail Address \*: KJONES@CDC.GOV

Address, line 1: Address, line 2: Address, line 3: City: State: 

County: ▼

Zip Code: Home Phone Number: Beeper: 

Save

Deactivate

Change Password

Edit Rights

Effective Rights

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## Edit User Rights

User ID: 2738 (ID 506335)

Facility List:

Fac: Angela LTCF Test Facility

Rights	Long Term Care	
Administrator	<input type="checkbox"/>	
All Rights	<input type="checkbox"/>	
Analyze Data	<input type="checkbox"/>	
Add, Edit, Delete	<input checked="" type="checkbox"/>	
View Data	<input checked="" type="checkbox"/>	
Staff - Add, Edit, Delete	<input type="checkbox"/>	
Staff - View	<input type="checkbox"/>	

Ensure you  
indicate  
facility  
preferences  
here

Customize Rights

☐

Advanced

Effective Rights

Save

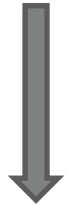
Back



**My local health department called me about a positive test result in a resident, but there was no positive test result.**

**What is wrong?**

- Every POC test result recorded in NHSN —————> test result sent to AIMS.
- If a test result is subsequently changed in NHSN —————> new test result sent to AIMS.



Two test results sent  
one positive, one  
negative

# What do I do if the NHSN Facility Administrator for our facility has left and a replacement was not coordinated beforehand?

- [www.cdc.gov/nhsn/facadmin/index.html](https://www.cdc.gov/nhsn/facadmin/index.html)

## NHSN Facility Administrator Change Request Form

Form Approved

OMB No. 0920-0666

Exp. Date 12/31/22

### Important Reminders for NHSN Facility Administrator

- The NHSN Primary Facility Contact information must be updated in the NHSN application if the listed contact is no longer active at the facility.
- NHSN users who are no longer active at the facility must be deactivated in the NHSN application to avoid unauthorized access to the facility data.

Please allow up to 5 business days for the change request to be verified and completed.

NHSN Email: [NHSN@cdc.gov](mailto:NHSN@cdc.gov)

All fields are required, unless marked optional.

Facility Name

Facility Street Address

City, State and Zip

Date of Request

# Resources



NHSN Login

About NHSN



Enroll Facility Here



CMS Requirements



Change NHSN Facility Admin

Resources by Facility



Patient Safety Component



**Long-term Care Facility  
Component**



Respiratory Pathogens Module



Covid-19 Module Enrollment

Point of Care

RP Resources

Nursing Home Data Dashboard

State Veterans Homes COVID-19  
Tool

## Long-term Care Facilities (LTCF) Component


[Print](#)

Use the Long Term Care Facility (LTCF) Component to track infections and prevention process measures, systematically, to identify problems, improve care, and determine progress toward national healthcare-associated infection goals.


### Facilities Reporting in LTCF

Nursing homes, skilled nursing, chronic care, and Intermediate Care Facilities for individuals with Intellectual disability (ICF/ID).

Assisted living facilities can only report in the [Prevention Process Measures](#) module.

 Long-term acute care hospitals must use the [LTACH Facilities](#).

### New Users

 [Guidance for Adding New Users](#)  [PDF – 392 KB]

 [LTCF Reporting Guidance](#)  [PDF – 134 KB]

 [Introduction to LTCF Component \[Video – 2 min\]](#)

 [Enroll New Facility](#)

 [LTCF Training](#)

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# Resources Cont.



## National Healthcare Safety Network (NHSN)

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Patient Safety Component



**Long-term Care Facility  
Component**



Respiratory Pathogens Module



Covid-19 Module Enrollment

## Point of Care

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The Point of Care (POC) Test Reporting Tool is a separate reporting option for LTCFs to report SARS-CoV-2 test results provided by a POC device. NHSN routes reported POC laboratory test result data to the public health agency at the local or state level with jurisdictional authority and responsibility for receiving those data.


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FAQs about the POC Testing  
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# Summary

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- NHSN's Point of Care Test Reporting Tool for COVID-19 is the CDC and CMS preferred method for CMS-certified long-term care facilities to report POC test results.
- The tool enables facilities to report data which are then shared with state health departments (SHDs) and with the U.S. Department of Health and Human Services as well as CDC.
- Data entry into the system has been built to be minimally burdensome and enhancements to the initial tool have been made in response to user feedback.
- The NHSN offers many resources for use of the tool, which can be located at [LTCF | Point of Care | NHSN | CDC](#)
- Please use NHSN-ServiceNow to submit questions to the NHSN Help Desk. The portal can be accessed at [nhsn\\_csp - NHSN Customer Service](#) or through your CDC Secure Access Management Services (SAMS) account.



# For NHSN questions or concerns, contact the NHSN Helpdesk

- Please use NHSN-ServiceNow to submit questions to the NHSN Help Desk. The portal can be accessed at [nhsn csp - NHSN Customer Service](#) or through your CDC Secure Access Management Services (SAMS) account.
- If you do not have a SAMS login, or are unable to access ServiceNow, you can still email the NHSN Help Desk at [nhsn@cdc.gov](mailto:nhsn@cdc.gov).

For more information, contact CDC  
1-800-CDC-INFO (232-4636)  
TTY: 1-888-232-6348 [www.cdc.gov](http://www.cdc.gov)

The findings and conclusions in this report are those of the authors and do not necessarily represent the official position of the Centers for Disease Control and Prevention.

