

Suspicious phone calls to RNs being reported to Board of Nursing

We have had more than 100 contacts in the past two weeks from nurses concerned about unusual phone calls they have received about their renewal applications. All say that they received a call from someone saying they were from the board. What the caller asks for varies. Examples include: "We need to review some of the questions on your renewal form;" "We need to confirm your nursing specialty;" and "We need to confirm your work status."

The caller ID might be 632-368-7550, Unknown or Private Caller.

Here are some specific examples of what nurses have reported to us:

- During a call from 632-368-7550, the caller wanted to know what field of nursing I was working in, was I working at this time, when I quit working, verify my name and zip code. Then she hung up the phone.
- The lady that called had a foreign accent and spoke poor English. Said she needed to verify the seven questions that were previously answered and also needed to know my nursing specialty. "Unknown caller" showed up on her caller ID.
- Person called said my information was not complete and he needed to get more information about my nursing license. I specifically asked him if he was from the nursing board and he said no. The caller id said 632-368-7550. I googled this and it is a suspected Nigerian scam. My main question is how these callers are getting nurses' phone numbers, which are not made public by the board.
- Person that identified himself as Pinstripe called and said he was from Intrahealth – he called three times and claimed to be from the board and wanted updated information from me. I refused. He refused to leave a number and showed up "unknown" on caller ID.
- Someone called claiming to be from the board. They told her that she needed to answer some questions about her license. She refused and said that she would call us today and if we had questions, we could ask her then.
- Caller identified herself as Selena from Pinstripe Healthcare. Had an accent. Said she was "from the nursing" – I asked her if she was from the Board of Nursing and she said – "I am from nursing" – caller said some of her information was lost and they needed to update it. I asked her what my license number was and caller couldn't answer. I told her I was going to call the board, at which point the caller hung up. Caller ID was 632-368-7550.

I have tried to call the 632-368-7550 and get a message that the call cannot be completed as dialed.

We want to let nurses know that these calls are not coming from the board.. Follow your instincts and do not give out any personal information, such as Social Security number or birth date, and certainly not any financial information such as bank account or credit card numbers. Just hang up.

We also want to address concerns about the security of your data. Your information that is housed by the board is secure. These callers could be obtaining a list of nurses' names and addresses, which are public records, then using the Internet or a database company to find phone numbers.

Many have been concerned that these calls have been coming at a time when they just renewed their nursing license or requested a renewal from our office. Again, we have found no breaches in the security of our data.

Further, we have found no discernible patterns as to who is receiving the calls. Some of the individuals who were called report that they renewed by mail and some have renewed online

We contacted Pinstripe Healthcare and they have confirmed that this has never been their philosophy, nor do they condone it and confirmed that these calls have not been made by anyone in their organization.