



## Health Professionals' Services Program Program Guidelines

**Title: Weekly Contact with Agreement Monitor**

**Pages: 1**

**Revision Date: 10/26/2021; 8/12/2013; 5/15/2013; 4/2013; 9/25/2012,**

### **Guideline:**

1 Licensees are required to have weekly contact with the Health Professionals' Services Program  
2 (HPSP) per statute. The weekly contact is intended to help support licensees in their recovery  
3 by reviewing weekly recovery activities and addressing any concerns promptly. Additionally, the  
4 weekly contact provides an opportunity for the licensees to update the Agreement Monitor on  
5 changes related to home/work address, employment, prescribed medications, credit card, and  
6 health-related issues. Licensees will report their compliance with their monitoring agreement  
7 and addendum requirements, including self-help attendance. At the time of the contact, the  
8 Agreement Monitor will review the licensee's case file to determine if there are any alerts or  
9 specific concerns noted in the record, as well as to determine if the licensee has failed to meet  
10 a requirement or is otherwise non-compliant with their monitoring agreement.

11 Initially, all licensees must make contact via telephone call, video call or in-person ("voice to  
12 voice"). After the first three months in the program, the weekly contact may be through email,  
13 voice mail, telephone call, video call, or in-person; however all licensees must have at least one  
14 telephonic, video or in-person ("voice to voice") contact with their Agreement Monitor or  
15 another HPSP staff member per month. A voice mail does not qualify as a "voice to voice"  
16 contact.

17 Licensees may be recommended to continue weekly voice to voice check ins if they have little  
18 or no community or treatment support, have had a report of substantial non-compliance that is  
19 still under investigation by their licensing board, or are experiencing stressors that could impact  
20 their ability to successfully comply with program requirements.

21 If a licensee has missed more than six contacts within a rolling six-month period, either voice to  
22 voice or email/voicemail, the licensee will be considered out of compliance with their  
23 monitoring agreement and a report of non-compliance will be sent to the appropriate licensing  
24 board. The licensee will be notified of each missed weekly check in.

Health Professionals' Services Program  
PO Box 8668  
Portland OR 97207  
Phone: 888.802.2843  
Fax: 503.961.7142  
[hpspmonitoring.com](http://hpspmonitoring.com)