

## **Health Professionals' Services Program Program Guidelines**

**Title: Daily Testing Notification**

**Pages: 2**

**Revision Date: 5/15/2013; 9/27/2011**

### **Guideline:**

1 **Requirement determined in conjunction with the Health Professionals' Service Program**  
2 **committee comprised of representatives of the Oregon Health Authority, and the Board of**  
3 **Dentistry, Board of Nursing, Board of Pharmacy, and Medical Board.**

4 **For the purpose of this document, "call" refers to either a phone call to the IVR OR a log on to the**  
5 **website (<https://www.rbhmonitoring.com>)**

- 6 1. All licensees are required to call the Interactive Voice Response (IVR) system or log on to the  
7 website on a daily basis, except for holidays recognized by the state of Oregon and Sundays.  
8 Licensees are required to call or log on during hours of operation from 3:00am Pacific Time -  
9 5:00pm Pacific Time.
- 10 2. Licensees are permitted 3 missed calls per rolling 12 month period.
- 11 a. This means that the initial missed call is erased at the anniversary date of that call and  
12 subsequent missed calls are erased on their anniversary dates.
- 13 b. At the time of the fourth missed call, a licensee will be scheduled to test as soon as  
14 possible. Licensees will be scheduled to test following each missed daily call to IVR after  
15 the fourth missed call. Toxicology tests scheduled due to a missed daily call to the IVR  
16 are not considered as part of or counted as part of the required annual testing schedule.
- 17 c. Example: A licensee misses calls on 5/29/13, 6/4/13, 7/1/13 and 8/4/13 at which time  
18 the licensee is scheduled for an additional test and will be scheduled for an additional  
19 test following any subsequent missed calls through 5/28/14. On 5/29/14, the 5/29/13  
20 call is eliminated and on 6/4/14, the 6/4/13 call is eliminated. In the above example, the  
21 licensee will have two missed calls on record as of 6/5/14.
- 22 3. If the IVR system is contacted prior to 3:00am or after 5:00pm, the licensee will NOT hear their  
23 individualized testing message; rather a message will inform each licensee that they've  
24 contacted the IVR outside the hours of operation. The website provides the same messaging  
25 outside hours of operation. This will be considered a missed call.
- 26 4. Licensees will be given a telephonic reminder following a missed call.
- 27 5. The agreement monitor will contact the licensee at the time of the 4<sup>th</sup> missed call and confirm  
28 that the call was missed and discuss why.

- 29           6. Licensees who fail to test will be reported as substantially non-compliant and a test may be  
30           scheduled in the interim.
7. When completing the non-compliance report for failure to test, the agreement monitor will  
              note the dates that the licensee failed to call the IVR or log on to the website.
- 31           8. If a licensee has multiple non-compliance reports, the agreement monitor will discuss directly  
32           with the appropriate board the alternative of providing a weekly non-compliance report instead  
33           of a daily report.