

Health Professionals' Services Program

Program Guidelines

Title: Weekly Contact with Agreement Monitor

Pages: 2

Revision Date: 5/15/2013; 4/2013; 9/25/2012, 8/12/13

Guideline:

1 Licensees are required to have weekly contact with the Health Professionals' Services Program.
2 This is a requirement of House Bill 2345. This contact may be through email, voice mail or
3 telephonic. Each licensee must have at least one telephonic contact with his/her agreement
4 monitor or designate on a monthly basis. The remaining weekly contacts due per month may be
5 through email or voice mail provided the licensees give the required information. This is a
6 decision determined by the Advisory Committee which is composed of representatives of the
7 participating boards, Reliant Behavioral Health and the Oregon Health Authority.

8 The weekly contact is intended to help support licensees in their recovery by reviewing weekly
9 recovery activities and addressing any concerns promptly. Additionally, the weekly contact
10 provides an opportunity for the licensees to update the agreement monitor on changes related
11 to home/work address, employment, prescribed medications, credit card, and health-related
12 issues. Licensees will report their compliance to their monitoring agreement and addendum
13 requirements, including self-help attendance. At the time of the contact, the agreement
14 monitor will review licensee's case file to determine if there are any alerts or specific concerns
15 noted in the record, as well as to determine if the licensee has failed to meet a requirement or
16 is otherwise non-compliant with his or her monitoring agreement.

17 The use of email and voice mail as a means to meet this requirement will be determined by the
18 agreement monitor with input from the other treatment and support professionals involved
19 with the licensee.

20 The following licensees will be required to have telephonic weekly calls until their agreement
21 monitor determines a different call frequency.

- 22 1. Licensees in the first six months of the program. For OMB licensees in the weekly
23 monitoring group, the agreement monitor may determine a different contact method
24 after three months of compliance in the program.
- 25 2. Licensees who have little or no community or treatment support.

- 26 3. Licensees who have a mental health disorder and are not dual diagnosis are required to
27 have a minimum of three months weekly telephonic contact. After that time, the
28 agreement monitor may determine the frequency of the telephonic contact provided
29 the licensee is in treatment and there is at least monthly communication between the
30 AM and the licensees' providers.
- 31 4. Licensees who have had a report of substantial non-compliance that is still under
32 investigation by the board.
- 33 5. Licensees who are experiencing stressors that could impact their ability to successfully
34 comply with program requirements.
- 35 6. If a licensee has missed more than 6 weekly contacts within a 6 month period, the
36 licensee will be sent a warning letter following the third missed contact and a copy will
37 be sent to the licensee's monitoring board. The 6 month period will begin at the time of
38 the first missed contact.