

HealthProCHOICES

A newsletter for health professionals participating in the Health Professionals' Services Program (HPSP)

Fall 2010

A Newsletter for You

Every month, this newsletter focuses on a crucial aspect of the Health Professionals' Services Program (HPSP). Hopefully this information will answer some of your questions and ease your working within the new structure. Understanding how House Bill 2345 dictates the procedures of HPSP will help you to successfully complete the program.

This month, we hope to provide you with a better understanding of the observed collection process. This process is a requirement of the Dental, Medical, Nursing, and Pharmacy Boards.



Collection Site Protocols - What to Expect

We at HPSP are aware that observed collections are a new requirement for some licensees. Below is the protocol that all collection sites are to follow when conducting an observed test. These are the procedures you should expect when you go to the collection site

1. The collector will explain collection procedure to Licensee and inform them that an Observed Collection will be conducted.
2. If you and the collector are not of the same gender, an observer of the same gender as you must accompany you into the collection area to observe the specimen collection.
3. The collector must indicate within eChain that this was an observed collection and provide the name of observer, (if not the same as collector), in the provided notes area of the eChain collection screen.
4. Collector or observer enter the secured collection room together.
5. You provide specimen in full view of collector or observer. Collector or observer must watch the urine go from your body into the collection container
6. You then hand the specimen to the collector. If observer was used, observer must stay with and watch you hand the specimen to the collector.

Collection Site Issues?

The collection sites are under contract with Medtox. If you experience a problem at the collection site, the site can call Medtox customer service at 888-324-2468 for direction.

HPSP DOES NOT typically require you to lower your pants/undergarments down to your knees and turn around for the collector/observer prior to providing the specimen as required in new DOT Direct Observe procedure. If you refuse to participate in an observed test, the collector will indicate that you refused to test. A fully observed collection, which includes the lowering of pants and undergarments and turn around for the collector/observer and follows the DOT Direct Observe procedure may be requested by the Board or HPSP if there is suspicion regarding use of a substance of abuse.

★ Make the Collection Process Easier by Bringing Your HPSP Wallet Card

When you go to the collection site, show the collector your HPSP wallet card. The collection should go quicker because the collection requirements are on the back of the card.

If you did not receive your wallet card, please contact HPSP.

New Testing Sites and New Forms

We have been asked by licensees if they can use the same collection sites that they used with the previous vendor. Many collection sites are not set up to conduct observed testing so we were not able to use them. Please do not use any paper chain of custody forms from the other vendor. This will result in a missed test.

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Winter 2010/2011

Reach Out as the Seasons Change

The holiday season is passing, and as we enter the new year, winter is settling in. Everyone responds to this time of year differently. Some view it as a time to renew, while others struggle to stay balanced with increased stress. The Health Professionals' Services Program (HPSP) is a monitoring program that can offer you assistance in determining how to obtain the support you need during the holiday season to remain in compliance. Please contact your agreement monitor if you feel this is a time when you could use extra support.

Accessing Your Account at RBHHealthPro.com

The goal of HPSP is to be transparent to you. The HPSP website, RBHHealthPro.com, has been expanded to help you better understand HPSP. For example, click on the Policies tab to view current HPSP policies. This tab will be updated on a regular basis. In addition, you access your own account by clicking on the My Account tab to login. To login, use your email address that you provided HPSP to communicate with you. Your password is your 8-digit account number plus your 4-digit pin number. Once logged in, you can view your financial account and print your statement. You are also able to view your testing facilities and send HPSP an email by clicking on Support Case (simply fill out the starred fields).

Dilute Test Results

Based on clinical and forensic toxicology literature and recommendations by the Substance Abuse and Mental Health Services Administration's Drug Testing Advisory Board, a specimen is defined as a dilute specimen if it has a creatinine of less than 20 g/dl and a specific gravity less than 1.003. If you have a negative dilute specimen, you will be required to test again. If you have a second negative dilute specimen, this information will be shared with your treatment team. If you have a pattern of dilute negative tests, the specimen sample will be tested to the lowest level of detection. If there is detection of a substance of abuse, you may be reported substantially non-compliant and/or required to have a third-party evaluation.

Compliment or Complaint?

Send an email to HPSP@reliantbh.com. Your email will be forwarded to our Customer Service Manager for review, investigation, and resolution. You can also contact Gary Barnes, LCSW, Clinical Manager at 503-802-9875, or email gbarnes@reliantbh.com, or Dale Kaplan, LCSW-C (Maryland), MSWAC Program Manager at 502-802-9842 or email dkaplan@reliantbh.com. All complaints are logged, investigated, and reviewed.



ETG Testing Results Policy

To read more HPSP policies, go to the RBHHealthPro.com

1. If a licensee tests between 250-499ng/ml on an ETG test, the following occurs:
 - a. The Medical Director contacts the licensee and requests an explanation for the presence of alcohol in the ETG test. The level is shared with the licensee.
 - b. The licensee is sent for an evaluation by an approved third-party evaluator.
 - c. If a board referral, the licensing board is notified.
 - d. The Monitoring Agreement addendum is updated in accordance with the requirements from the third party evaluator.
 - e. The licensee's testing schedule frequency is increased.
 - f. If the licensee admits to consuming alcohol, he/she is reported as substantially non-compliant.
 - g. The licensee is educated on products that can produce an ETG level of 1 or greater.
 - h. If a licensee, during enrollment in HPSP, has a second ETG level of 250 or greater, a report of substantial non-compliance is sent to the appropriate licensing board.
2. If a licensee tests at 500ng/ml or over on an ETG test, the following occurs:
 - a. The Medical Director contacts the licensee and requests an explanation for the presence of alcohol in the ETG test. The level is shared with the licensee.
 - b. The licensee is reported as substantially non-compliant to the appropriate licensing board.
 - c. The licensee will be requested to step out of practice.
 - d. The licensee is sent for an evaluation by an approved third-party evaluator.
 - e. The Monitoring Agreement addendum is updated in accordance with the requirements from the third party evaluator.
 - f. The licensee's testing schedule frequency is increased.