

Health Professionals' Services Program Program Guidelines

Title: Daily Testing Notification

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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.hpspmonitoring.com>) or the app.**

- 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 or the app, except for holidays recognized by the state of Oregon and
- 8 Sundays. Licensees are required to call or log on during hours of operation from 3:00am Pacific
- 9 Time -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. The agreement monitor will contact the licensee at the time of the 4th missed call and confirm
- 27 that the call was missed and discuss why.

- 28 5. Licensees who fail to test will be reported as substantially non-compliant and a test may be
29 scheduled in the interim.
6. 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.
- 30 7. If a licensee has multiple non-compliance reports, the agreement monitor will discuss directly
31 with the appropriate board the alternative of providing a weekly non-compliance report instead
32 of a daily report.