



Dear Patient and/or Adult Care Home Owner,

As you know, we are currently managing the care of one or more of your patients in your home by making house calls. Since our clinicians spend most of their time seeing patients and traveling between patients, they are rarely in the office. Due to this home-based healthcare model, the clinicians are often returning calls from their personal cell phones or private homes. Our practice policy is that they block their private numbers when returning phone calls. This will not cause a problem unless your phone refuses to receive calls from blocked numbers.

Since it is very important to At Home Primary Care to have excellent communication with adult care home caregivers, we are requesting that you **disable any feature on your phone that blocks our return phone calls.**

This request is in accordance with the Oregon Administrative rules (OAR's) that govern Adult Care Home licensing, quoted here:

This home **must** have a working, landline telephone with a listed number that is separate from any other number the home has, such as but not limited to internet or fax lines, unless the system includes features that notify the caregiver of an incoming call, or automatically switches to the appropriate mode. If the licensee has a caller identification service on the home number, the **blocking feature must be disabled to allow incoming calls to be received unhindered.** A licensee may have only one phone line as long as it complies with the requirements of these rules.

We also want to remind you that the OAR's require you to notify us in case of

- ❖ Medical emergencies
- ❖ Health status changes
- ❖ Hospitalization
- ❖ Death

The best way to get a hold of us is by calling our office phone line at 503-344-6717.

Clinicians are available by phone 24 hours a day, 7 days a week.

Thank you for your attention in this matter.

Kind regards,

Monica Ferguson, FNP