



Delaware Professionals' Health Monitoring Program Program Guidelines

Title: Daily Testing Notification

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Guideline:

1. All licensees are required to check in to the testing notification system (using the Interactive Voice Response (IVR), app or website) on a daily basis, except for Saturdays, Sundays, holidays recognized by the state of Delaware, and the Friday after Thanksgiving. Licensees are required to check-in between 5:00am Eastern Time -7:00pm Eastern Time.
2. Licensees are permitted 3 missed check-ins per rolling 12 month period.
 - a. At the time of a fourth or subsequent missed check-in during a 12-month rolling period, a licensee will be scheduled to test as soon as possible. Toxicology tests scheduled due to a missed check-in are not considered as part of or counted as part of the required annual testing schedule.
3. If the testing notification system is contacted prior to 5:00am or after 7:00pm, the licensee will NOT hear/see their individualized testing message; rather a message will inform each licensee that they've contacted the system outside the hours of operation. This will be considered a missed call.
4. The agreement monitor will contact the licensee at the time of the 4th missed check-in and confirm that the check-in was missed and discuss why.
5. Licensees who fail to test will be reported as non-compliant and a test may be 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 check-in.
7. If a licensee has multiple non-compliance reports, the agreement monitor will complete a substantial non-compliance report and submit to DPR.