

Delaware Professionals' Health Monitoring Program Program Guidelines

Title: Contact with Agreement Monitor

Pages: 2

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Guideline:

Licensees are required to have bi-monthly contact with the Delaware Professionals' Health Monitoring Program. Initially all licensees must contact their agreement monitor telephonically. After a three-month period, the second contact may be through email, voice mail or telephonic. Subsequently, each licensee must have at least one telephonic contact with his/her agreement monitor or designate on a monthly basis. The remaining contact due per month may be through email or voice mail provided the licensees give the required information.

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

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

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

1. Licensees in the first three months of the program.
2. Licensees who have little or no community or treatment support.

3. Licensees who have a mental health disorder and are not dual diagnosis are required to have a minimum of three months bi-monthly telephonic contact. After that time, the agreement monitor may determine the frequency of the telephonic contact provided the licensee is in treatment and there is at least monthly communication between the agreement monitor and the licensees' providers.
4. Licensees who are experiencing stressors that could impact their ability to successfully comply with program requirements.
5. Licensees who have missed more than 3 contacts within a 6-month period may be reported substantially non-compliant, especially if licensees have other non-compliant reports. The 6-month period will begin at the time of the first missed contact.