

## **Delaware Professionals' Health Monitoring Program Program Guidelines**

**Title: Daily Testing Notification**

**Pages: 2**

**Initial Date: 11/12/13**

**Revision Date:**

### **Guideline:**

**For the purpose of this document, "call" refers to either a phone call to the IVR OR a log on to the website (<https://www.rbhmonitoring.com>) or use of the APP to check to see if a test is required**

1. All licensees are required to call the Interactive Voice Response (IVR) system or log on to the website on a daily basis (through the internet or the mobile APP), except for holidays recognized by the state of Delaware, Saturdays and Sundays and the Friday after Thanksgiving. Licensees are required to call or log on during hours of operation from 5:00am Eastern Time -7:00pm Eastern Time.
2. Licensees are permitted 3 missed calls per rolling 12 month period.
  - a. This means that the initial missed call is erased at the anniversary date of that call and subsequent missed calls are erased on their anniversary dates.
  - b. At the time of the fourth missed call, a licensee will be scheduled to test as soon as possible. Licensees will be scheduled to test following each missed daily call to IVR after the fourth missed call. Toxicology tests scheduled due to a missed daily call to the IVR are not considered as part of or counted as part of the required annual testing schedule.
  - c. Example: A licensee misses calls on 5/29/14, 6/4/14, 7/1/14 and 8/4/14 at which time the licensee is scheduled for an additional test and will be scheduled for an additional test following any subsequent missed calls through 5/28/15. On 5/29/15, the 5/29/14 call is eliminated and on 6/4/15, the 6/4/14 call is eliminated. In the above example, the licensee will have two missed calls on record as of 6/5/15.
3. If the IVR system is contacted prior to 5:00am or after 7:00pm, the licensee will NOT hear their individualized testing message; rather a message will inform each licensee that they've contacted the IVR outside the hours of operation. The website provides the same messaging outside hours of operation. This will be considered a missed call.
4. Licensees will be given a telephonic reminder following a missed call.
5. The agreement monitor will contact the licensee at the time of the 4<sup>th</sup> missed call and confirm that the call was missed and discuss why.
6. Licensees who fail to test will be reported as non-compliant and a test may be scheduled in the interim.

7. 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.
8. If a licensee has multiple non-compliance reports, the agreement monitor will complete a substantial non-compliance report and submit to DPR.