



Health Care Regulation & Quality Improvement

800 NE Oregon Street, Suite 305

Portland, Oregon 97232

971-673-0540

971-673-0556 (Fax)

September 3, 2013

RE: Request to change services provided by the in-home care agency

In order to change an agency classification, the following documents are required:

- [] Application: Complete and submit an in-home care agency application, found online in the application section of www.healthoregon.org/hcrqi.
- [] Policies and Procedures: Develop policies and procedures (including associated forms). Submit the agency's policies and procedures, with associated forms, which reflect compliance with the Oregon Administrative Rules (OARs) related to the requested services.
- [] HCRQI Background Check Request Form: All owners and administrators that have direct contact with clients must submit this form. The form is online at www.healthoregon.org/hcrqi, in the application and licensure section under in home care.

Send requested information to:

Attention: IHC Survey Team

Health Care Regulation and Quality Improvement

800 NE Oregon St. #305

Portland, OR 97232

The policies and procedures sent to this office can not be returned after licensure. The length of the change application process varies depending on multiple factors such as whether or not the application is complete, whether or not additional information needs to be submitted, current work load and availability of resources necessary to complete the request review, etc. Therefore, it is not possible to establish specific time frames. Please note at this time it has been taking 6-12 months to complete classification changes. Due to the large volume of applications received, please email all inquiries to mailbox.hclc@state.or.us (attention IHC Surveyor Team).

Sincerely,

HCRQI Staff
Oregon Health Authority
Public Health Division
Health Care Regulation and Quality Improvement

If you need this information in an alternate format, please call our office at (971)
673-0540 or TTY (971) 673-0372.