



**Health Facility Licensing and Certification**  
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**July 01, 2015**

**To: Oregon In-home Care Agencies (IHCs)**

**From: Health Facility Licensing and Certification Program (HFLC)**  
[www.healthoregon.org/hcrqi](http://www.healthoregon.org/hcrqi)

**RE: Informal Conference Requests for Statement of Deficiencies**

Oregon Administrative Rule (OAR) 333-536-1117(2)(a) allows an IHC agency to request an informal conference to dispute the Division's survey findings.

Requirements for the request include:

- Notification, sent to this office in writing, within 10 business days after the IHC agency's receipt of the statement of deficiencies.
- The written request must include a detailed explanation of why the IHC agency believes the statement of deficiencies is incorrect.
- The detailed explanation should include information that addresses each disputed fact.
- A signed plan of correction must be received by the Division no more than 10 business days after the IHC agency's receipt of the statement of deficiencies. The plan of correction must address all tags, including those being disputed.

Submitted documents will be forwarded to the HFLC Program Manager for review. If an informal conference request is granted, a meeting will be scheduled between the IHC agency and the HFLC Program Manager. The meeting may be in person, at the Portland State Office Building or via telephone.

If an agency is successful in demonstrating that the disputed deficiency or deficiencies should not have been cited, the Division will issue an amended statement of deficiencies.

*Please email any questions to [mailbox.hclc@state.or.us](mailto:mailbox.hclc@state.or.us),  
attention IHC Survey Team*