



Oregon

Kate Brown, Governor

Department of Human Services

Safety, Oversight and Quality

PO Box 14530, Salem, OR 97309

3406 Cherry Ave NE, Salem, OR 97303

Phone: (503) 373-2227

Fax (503) 378-8966

Reference: CBC-20-71 Provider Alert

DATE: March 26, 2020

TO: Nursing Facility & Community Based Care Providers

FROM: Safety, Oversight, and Quality

SUBJECT: Safety, Oversight, and Quality afterhours phone line

During the implementation of COVID-19 guidance and interventions, questions and information requests related to COVID-19, that need an immediate response, can occur after office hours. Safety Oversight and Quality has now established an afterhours line for people to call. This line can be used to report updated information to the Department or to ask questions related to COVID-19 between 5:00pm and 10:00pm.

**COVID-19 Afterhours phone line for SOQ:
Please only call between 5:00PM AND 10:00PM.**

The phone line to call is: 503-586-9396

If you have questions about this alert, please contact the Nursing Facility Licensing Unit at NF.Licensing@dhsosha.state.or.us

If you have questions about this alert, please contact the Community Based Care Team at CBC.Team@dhsosha.state.or.us