



**O**regon

Kate Brown, Governor

**Department of Human Services**

*Safety, Oversight and Quality*

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**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](mailto: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](mailto:CBC.Team@dhsosha.state.or.us)