

## What does Established Patient mean?

In reviewing our tools, we noticed that we'd used the term "established patient" to describe both when to bill for a Medium or High visit and when to bill for Chlamydia or gonorrhea treatment. However, those two situations really apply to different patients:

- for the purposes of choosing whether to bill a Medium or High visit type an established patient means a person who has been seen in your clinic within the last three years; whereas
- for the purposes of chlamydia and gonorrhea treatment a patient must have had a CVR submitted for a visit at your clinic within the last one year.

To clear up the confusion, we updated the [Reimbursement Rate Descriptions](#)<sup>↗</sup>, [ICD Codes for RH Program Clinics](#)<sup>↗</sup>, the [Chart Documentation Guidance](#)<sup>↗</sup> to reflect that the term "established patient" is only used to determine whether to bill a Medium or High visit type; and to use "pursuant to a family planning visit" in describing when the RH Program can reimburse for Chlamydia or gonorrhea treatment.

## Health Equity

### Health Literacy: Stop Saying "Negative" When Test Results are Good News

In a recent post from We Heart Health Literacy, [Communicate Health](#)<sup>↗</sup> highlighted the confusion elicited in patients when we use the word "negative" to mean good news. In day to day life, negative usually means something bad, so using it in the context of a health test/screening can confuse patients.

Instead, they recommend using language like "The test results show that you don't have \_\_\_" or "The test results show that you have \_\_\_ and your doctor will talk to you about treatment options." This simple change can reduce confusion and help clients process information more quickly.

[See more health literacy tips](#)<sup>↗</sup>

## Trainings & Education

### PE 46 Webinars: Now Open to Everyone

After MANY requests, we are officially opening PE 46 webinars to our clinical and community partner network. Please note that PE 46 updates will still take place within the first 15 minutes of the webinar.

#### Upcoming Webinars

**9/27:** Diversity, Equity, and Inclusion, featuring guest speaker Dr. Zeenia Junkeer, Director of the Oregon Health Equity Alliance (OHEA): [Register here](#) <sup>↗</sup>

**10/25:** NO WEBINAR

**11/22:** Talking about the HPV Vaccine: [Register here](#) <sup>↗</sup>

After registering, you will receive a confirmation email containing information about joining the webinar. Please add to your calendar. All webinars will be recorded and available on our website. To watch past PE 46 webinars, as well as access slides, please go to our [PE 46 page](#) <sup>↗</sup>.

## Reproductive Health Program Staff Contact List

<p><b>Helene Rimberg</b>, Adolescent, Genetics &amp; Reproductive Health Section Manager          (971) 673-0364  <a href="mailto:Helene.M.Rimberg@dhsosha.state.or.us">Helene.M.Rimberg@dhsosha.state.or.us</a></p>	
<p><b>Judy Andreasen</b>, Administrative Support          (971) 673-0355  <a href="mailto:Judith.Andreasen@dhsosha.state.or.us">Judith.Andreasen@dhsosha.state.or.us</a></p>	<p><b>Karol Almroth</b>, Program Integrity &amp; Policy Specialist          (971) 673-0357  <a href="mailto:Karol.L.Almroth@dhsosha.state.or.us">Karol.L.Almroth@dhsosha.state.or.us</a></p>
<p><b>Alison Babich</b>, Provider Liaison          Office: (971) 673-0227; Cell: (503) 347-9195  <a href="mailto:Alison.A.Babich@dhsosha.state.or.us">Alison.A.Babich@dhsosha.state.or.us</a></p>	<p><b>Sara Botelho</b>, Research Analyst          (971) 673-0859  <a href="mailto:Sara.N.Botelho@dhsosha.state.or.us">Sara.N.Botelho@dhsosha.state.or.us</a></p>
<p><b>Carol Easter</b>, Nurse Consultant          Office: (971) 673-0026; Cell (503) 331-8581  <a href="mailto:Carol.L.Easter@dhsosha.state.or.us">Carol.L.Easter@dhsosha.state.or.us</a></p>	<p><b>Malika Edden Hill</b>, Health Education Coordinator          (503) 480-6020  <a href="mailto:Malika.P.EddenHill@dhsosha.state.or.us">Malika.P.EddenHill@dhsosha.state.or.us</a></p>
<p><b>Emily Elman</b>, Senior Policy Analyst          (971) 673-0219  <a href="mailto:Emily.L.Elman@dhsosha.state.or.us">Emily.L.Elman@dhsosha.state.or.us</a></p>	<p><b>Dolly England</b>, Reproductive Health Access to Health Coordinator          (971) 673-0130  <a href="mailto:Dolly.A.England@dhsosha.state.or.us">Dolly.A.England@dhsosha.state.or.us</a></p>
<p><b>Liz Gharst</b>, Community Engagement Specialist          (971) 673-0363  <a href="mailto:Elizabeth.A.Gharst@dhsosha.state.or.us">Elizabeth.A.Gharst@dhsosha.state.or.us</a></p>	<p><b>Rachel Linz</b>, Senior Research Analyst          (971) 673-0358  <a href="mailto:Rachel.S.Linz@dhsosha.state.or.us">Rachel.S.Linz@dhsosha.state.or.us</a></p>
<p><b>Linda McCaulley</b>, Nurse Consultant          Office: (971) 673-0362; Cell: (360) 836-6111  <a href="mailto:Linda.L.McCaulley@dhsosha.state.or.us">Linda.L.McCaulley@dhsosha.state.or.us</a></p>	<p><b>Paulina Ojukwu</b>, Fiscal Analyst          (971) 673-0367  <a href="mailto:Paulina.o.Ojukwu@dhsosha.state.or.us">Paulina.o.Ojukwu@dhsosha.state.or.us</a></p>
<p><b>Nisreen Pedhiwala</b>, Research Analyst          (971) 673-0125  <a href="mailto:Nisreen.H.Pedhiwala@dhsosha.state.or.us">Nisreen.H.Pedhiwala@dhsosha.state.or.us</a></p>	<p><b>Lisa Ritchie-Martinez</b>, Administrative Support          (971) 673-0356  <a href="mailto:Lisa.M.Ritchie-Martinez@dhsosha.state.or.us">Lisa.M.Ritchie-Martinez@dhsosha.state.or.us</a></p>
<p><b>Jill Verbeck</b>, Communications and Health Promotion Strategist          (971) 673-0366  <a href="mailto:Jill.Verbeck@dhsosha.state.or.us">Jill.Verbeck@dhsosha.state.or.us</a></p>	