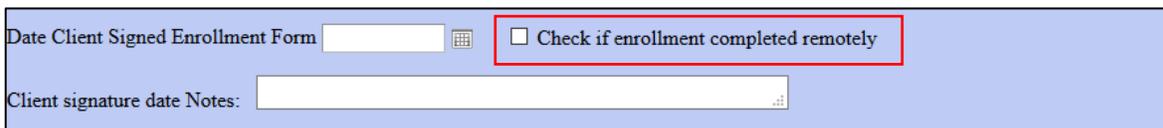


## Guidance for remote enrollment into RH Program Coverage to promote the safety of clients and clinic staff during the COVID-19 pandemic

### Clinic Staff Instructions:

Clinic staff may assist clients in completing the RH Program Enrollment via telephone or videoconference and obtain a verbal signature and date.

1. Provide the client a brief overview of the process involved in completing the RH Program Enrollment Form remotely, including the estimated time it will take to complete.
2. Collect the client’s contact information in the event the call or videoconference is disconnected.
3. Read every question and answer choice to the client and record their answers on the RH Program Enrollment Form. *See tools and scripts on the next page.* Answer any question the client asks.
4. Read the full SSN statement to the client (page 3 of the RH Program Enrollment Form).
5. Read the self-attestation statements (bottom of page 3 of the RH Program Enrollment Form) to the client and ask if they agree with each statement.
  - a. Sample language *“I’m going to read the self-attestations statements and then ask if you verbally agree with each one. If you say yes to each statement, I will write your name on the signature line and it will serve as your signature for the purpose of enrolling into RH Program coverage.”*
6. On the Enrollment Form, write the client’s name on the signature line and today’s date with a note that consent was obtained via phone or videoconference.
7. Complete the demographics section of the form after obtaining the client’s verbal signature for the enrollment section of the form.
8. When entering the client’s enrollment information into the RH Program Eligibility Database, mark box “Check if enrollment completed remotely”.



The screenshot shows a portion of the RH Program Enrollment Form. It includes a date field labeled "Date Client Signed Enrollment Form" with a calendar icon, a checkbox labeled "Check if enrollment completed remotely" which is highlighted with a red rectangular box, and a text field labeled "Client signature date Notes:" with a small icon to its right.

**Remember:** Clinic staff must read all sections of the RH Program Enrollment Form out loud so that the client knows what they are agreeing to sign.

## Tools to help complete the RH Enrollment Form by phone:

Tools can be found on: <http://healthoregon.org/rhclientenrollment>

### Citizenship/Immigration Status Chart:

<a href="#">English</a>	<a href="#">Spanish</a>	<a href="#">Vietnamese</a>
<a href="#">Korean</a>	<a href="#">Simplified Chinese</a>	<a href="#">Russian</a>

**Immigration Status Tool:** [When client is unsure of their immigration status](#)

**Household Size Tool:** [Determining household size](#)

**Demographics Section:** [When clients have questions about the demographics questions: guidance for staff](#)

## Sample script to read before going through the demographics section of the RH Enrollment Form:

*“You have finished the enrollment part of the form. The last part of the form is some questions about the languages you speak, your race and ethnic identity, and disabilities. Your answers will help us understand the diversity of people who receive services. It also helps to make sure that everyone gets good care. Your answers will not affect your eligibility or what benefits or services you can get. We keep your answers private. You can skip any question you don’t want to answer. Let me know if you have any questions.”*

### Special guidance for race/ethnicity section:

- If a client does not understand Question 7 (Q7), you may ask “Do you use your ancestry, country of origin, tribal affiliation, or something else to identify your race or ethnicity?”
- If the client chooses not to answer Q7, you may fill in “Decline to answer” for Q7, Q8, and Q9.
- If the client answers something like “I’m just American”, write their response.
- If the client answers Q7 with one of the categories listed in Q8, you can write that and then for Q8 just ask about the subcategories listed under the category they listed. For example, if the client answers Q7 as “I’m just white.” For Q8, you can ask “Would you identify as Western European, Eastern European, Slavic, and/or Other White?”
- For Q8, start with the broad categories, and then read the options under the category they choose. “For this next question, choose as many answers as are applicable. Would you identify your race or ethnicity as American Indian or Alaska Native, Hispanic or Latino/a, Middle Eastern or Northern American, Asian, Native Hawaiian or Pacific Islander, Black or African American, White, or Other?” Then, ask which of the sub-categories they identify as.
- **Remind the client they can choose as many categories as they want.**
- If the client only identifies one race or ethnic identity category, you can skip reading Q9, just fill in “I only checked one category above.”
- If the client identifies more than one race or ethnic identity category, ask: “Is there one of those groups you think of as your primary racial or ethnic identity?” and use the answer to fill in Q9.