



Health Facility Licensing and Certification
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To: Oregon In-home Care Agencies (IHCs)

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

RE: Informal Conference Requests for Statement of Deficiencies

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

To request an informal conference, please provide:

- Notification, sent to this office in writing, within 10 business days after the IHC agency's receipt of the Statement of Deficiencies (SOD).
 - Notification must include a detailed explanation of why the IHC agency believes the SOD is incorrect and should include information that addresses each disputed fact.
- A signed Plan of Correction (POC) must be received by the Division no more than 10 business days after the IHC agency's receipt of the SOD. The POC 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 IHC program staff. Unless an in-person meeting is requested, the informal conference will take place over Zoom or Microsoft Teams.

Upon conclusion of the informal conference, IHC program staff will evaluate the facts presented and determine if an amended SOD will be issued.

*Please email any questions to mailbox.inhomecare@odhsoha.oregon.gov,
attention IHC Survey Team*