

HealthProCHOICES

A newsletter for participants in the Health Professionals' Services Program (HPSP)

June/July 2020



"It is not our differences that divide us. It is our inability to recognize, accept, and celebrate those differences."
-Audre Lorde

Great News: We are Switching to a New MRO Service!

We have heard your concerns and we are making the switch to MRO Express. MRO Express is an experienced, efficient, MRO service with a strong track-record. We are sure you will be pleased with their services!

You will or may have already received an EchoSign document to sign by our newest team member, Kathy Prewitt. Medtox will be sending you new paper chain of custody forms in the coming weeks. You can continue to use your current forms in the meantime. (Note: If you have not already signed and returned a Medtox direct mail consent form you will receive one to complete so that Medtox can send you the chain of custody forms.) Your assistance will allow us to make the change to MRO Express and we are confident that you will be pleased with your experiences with them.

If you have questions, please reach out to your Agreement Monitor.

Travel Plans

Traveling this summer? Please remember that we require two weeks' notice of travel plans so we can identify testing sites. Remember that we need zip codes and dates of travel. Also, please remember to carry your paper chain of custody forms with you on your travels. Get your requests in early if you have already made your summer plans.

After-hours Phone

IBH Monitoring is pleased to once again offer an after-hours line in case of collection site emergencies. Please note this new phone number: 503.802.9818. During business hours, you should continue to use (888.802.2843).

Friendly Reminder

Please remember to check to see if a test is scheduled every day, Monday through Saturday, between the hours of 03:00 and 17:00. We have three easy options that you can utilize:

1. Phone: 1-888-802-2851
2. Website: <https://www.hpspmonitoring.com/>
3. iPhone and Android App: RBH Daily

Our tip sheet provides some helpful hints and tips about the check-in process:

<https://www.rbhmonitoring.com/Content/Oregon/Tips/Daily%20IVR%20Check%20Tip%20Sheet.pdf>



Health Professionals' Services Program
[hpspmonitoring.com](https://www.hpspmonitoring.com)

888.802.2843

One More Caveat to Testing

We highly suggest that you call your testing site early in the day to verify the hours of operations every day you are required to test. Especially in today's climate, many testing sites' hours of operation are changing. Verifying the hours will help to ensure that you do not miss a test and consequently be reported to your respective board for Non-Compliance.

Our Lives in the COVID-19 Age

Our lives have changed due to COVID-19. Some of these changes are small and others are significant. You might be unexpectedly working from home, homeschooling your kids, caring for an elder, or experiencing other major life changes. Then there are little changes like how you grocery shop, exercise and spend your free time. This may have left you feeling uneasy, overwhelmed, anxious, stressed or just plain tired.

"Performing a daily de-stress routine can effectively counteract stress and anxiety, so that the results of stress don't build up and cause problems," says Gerald W. Vest, professor emeritus of sociology at New Mexico State University in Las Cruces. Mr. Vest offers the following suggestions for staying calm when your in-box is filling up, your children are screaming or your car's breaking down.

Stress Rx

The following de-stressing exercises can be done at home or the office:

- **Belly Breathing.** For immediate stress relief, Mr. Vest recommends placing your left hand over your heart, your right hand on your belly and breathing deeply. "Just notice your breathing," he advises. "By observing the rise and fall of your breath, you'll naturally begin to relax. At home, or at work if you have privacy, you can also do this technique lying down. Do it for several minutes any time you feel anxious or stressed.
- **Arm Yourself.** Pull up your right shirt sleeve and massage your right shoulder with your left hand. Then feather down your arm with gentle soothing motions. Repeat on the other arm. "The nervous system is connected to all the cells of the body. By soothing the skin of your shoulders and arm, you'll immediately start to relax," says Mr. Vest. And whenever you're using touch, continue to focus on your breathing.
- **Hand Care.** To discharge tension that can accumulate in the hands, knead your left palm with your right hand. Repeat on the other hand. Also, spread your fingers and use the thumb and forefinger of your opposite hand to lightly press each joint and work out the tension between your fingers. Switch hands. Then make circles in your palm with your opposite hand. Switch hands.
- **Saving Face.** Massaging the face also reduces cumulative tension. For quick stress relief before a meeting or important presentation, Mr. Vest recommends lightly massaging your temples, smoothing your eyebrows and massaging your cheekbones and jaw. Also, spend a few seconds pinching and stretching your ear lobes, a typically tense area.
- **Progressive Breath Relaxation.** Use your breath to relax your muscles. "Starting with your feet, visualize each muscle and imagine that your breath is going to the muscle and relaxing it," says Mr. Vest. "Working your way up, spend a few seconds on each part of the body, going through it consciously."



Health Professionals' Services Program
hpsmonitoring.com

888.802.2843