



Oregon

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To: FCHPs, DCOs, MHOs, PCO

From: Jim Edge 

Subject: Reminder that client communications should be sensitive and appropriate



A recent, unfortunate, incident regarding language in a denial notice sent to an OHP client by one of our managed care plans has brought to light the importance of making sure that all of our correspondence to clients contains appropriate language and is written with sensitivity.

Please review all letters or computer-generated notices that you send to OHP clients and remove any reference to the terms Death with Dignity or Physician-Aid in Dying. Also remove reference to those statutes or administrative rules if you find them in your letters/notices.

It is important that *any* materials and communications to clients are clear and concise. In the case of letters denying requested services or supplies, the denial should also show a degree of empathy and contain language that reflects an awareness that the denial of the service/supply directly impacts the client. To that end, the department will be reviewing all service denial letters, including its own, and working with you to develop boilerplate language that reflects an appropriate degree of sensitivity and empathy.

Working together, we can provide letters to clients that are well written and formatted, informative, and respectful.

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