

Chat Room Transcript
Oregon Office of Rural Health's
Feb. 17, 2009 Special Flex WebEx
Understanding the Oregon Medical Board (OMB) Licensing Process

from Kassie Clarke to All Participants: Welcome everyone!

from Janis Johnson to All Participants: Are we able to print the eligibility requirements from our PC right now?

from Kassie Clarke to All Participants: The handouts will be emailed after the presentation.

from Janis Johnson to All Participants: Thank you!

from Katherine McPherson to All Participants: Great! Thank you for doing that.

from Kassie Clarke to All Participants: The presentation and handout will also be available on our website.

from Katherine McPherson to All Participants: Sounds good!

from Jo Johnson to All Participants: Be sure signature and date on the photo does not obscure the face.

from Kassie Clarke to All Participants:
[dhttp://des.utah.gov/bci/docs/Fingerprint_Handout.pdf](http://des.utah.gov/bci/docs/Fingerprint_Handout.pdf)

from Katherine McPherson to All Participants: We have been averaging 4-6 months for our rural facility, is there something we can be doing on our end to expedite the process and reduce the issuance time?

from Jo Johnson to All Participants: Are there any special considerations for military personnel who are looking to practice in the civilian community? I.e., anything special we should be aware of in terms of delays?

from Katherine McPherson to All Participants: Not usually.

from Katherine McPherson to All Participants: Yes we do keep in contact and monitor the online status report but do not usually view the application before submittal.

from Terry Finklein to All Participants: How do you notify candidates of pending items other than the website?

from Katherine McPherson to All Participants: Yes it does.

Chat Room Transcript
Oregon Office of Rural Health's
Feb. 17, 2009 Special Flex WebEx
Understanding the Oregon Medical Board (OMB) Licensing Process

from April Gothard to All Participants: We have had delays in processing due to response time of the physician professional references. Can the physician provide those references in letter format with the initial application or must these come from the professional references directly?

from Joan Peak to All Participants: What about sending an e-mail to the applicant with the missing items at the time you post the status report?

from Justin Pearce to All Participants: Automated phone message system for these notifications - an applicant dials in and get access an automated voice database to receive notice of needed items/documents?

from Judy A Cordeniz to All Participants: We send documents that constantly seem to need to be resent up to 3-4 times, even with registered mail, return receipt requested. What can we do differently to be assured mailed documents make it to the OMB?

from Janis Johnson to All Participants: Excellent comment Jo. The physicians / practitioners must have an advocate to do the follow up of all applications and the application process.

from Kerri McCowan to All Participants: We had a Foreign Medical Graduate (FMG) who submitted his application under one last name but his other documents were under another last name, which is very common with FMG's. It was only after I called the Board and asked them to double check that it was discovered there were two files for him. Is there some way they can make sure and cross reference multiple last names?

from Justin Pearce to All Participants: Will the new licensing database have 1) ability to submit the document electronically and 2) allow an applicant to submit supporting documents electronically or allow other sources to submit electronically documentation (certificates, licenses, histories)?

from Terry Finklein to All Participants: Since you know when peak times are do you ever bring additional staff on during those periods?

from Sharron Puckett Bradford to All Participants: I have been successful in scheduling a weekly call with the on-boarding physician to review the Online Status Report (OSR). This allows me to prompt them to call references, medical schools etc to ensure they are responding to the verifications from OMB.

from Justin Pearce to All Participants: Most hospitals do go through a very serious background check prior to recruiting a doctor.

Chat Room Transcript
Oregon Office of Rural Health's
Feb. 17, 2009 Special Flex WebEx
Understanding the Oregon Medical Board (OMB) Licensing Process

from Janis Johnson to All Participants: Our network of community health centers also submit background checks prior to offering a contract.

from Justin Pearce to All Participants: We do.

from Katherine McPherson to All Participants: We do that also as far as a National Practitioner Database (NPDB) check and references.

from Kerri McCowan to All Participants: We do too.

from Judy A Cordeniz to All Participants: I would be happy to share the contents of a medical staff credential file as it appears BEFORE state licensure is even approached.

from Jennifer Valentine to All Participants: Given comments and discussion here today about how much work hospitals and employers are doing at securing original source documents, is there any chance that OMB would begin trusting the hospitals in Oregon to share these documents rather than requiring the process to start from scratch again?

from Justin Pearce to All Participants: That's a good point, Jennifer. The hospital puts a tremendous amount of resources into a recruit prior to licensing. If we could take advantage of this similar effort by both parties, it would speed things up tremendously.

from Justin Pearce to All Participants: We know our applicants' background better than they do when it's all said and done.

from Kerri McCowan to All Participants: We have a new doc who has gone through credentials and been approved pending Oregon licensure, which is just one more case that proves Joan Peak's point.

from Justin Pearce to All Participants: Thank you all for your time and the information.