

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name	(Jennifer J Laughlin)	County	(Washington)
Guardian name	(William Doctor/Carol Laughlin)	Date	26 February 2019

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
Jennifer has many medical issues and needs assistance 3 to 4 times per month
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
We are older parents – 78 and 74 -and my wife and I have several of our own medical appointments to go to. We would have to cancel our appointments, were it not for Jennifer's provider
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
Jennifer's provider takes her to her medical appointments – which are many - and gives us detailed feedback. It is a blessing to have his support
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
We're so lucky that it has not yet been a problem.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!
So far, we have not had that problem

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.