



### **Rural Advisory Council (RAC)**

The RAC met in Florence, Or on Friday January 13<sup>th</sup> at the Laurelwood homes. The meeting started with a success story. Char Reavis, Chair, shared that she received a bill from a company that provides durable medical goods. She called Trillium and was told that she should not owe anything and that she should call the company. Char checked in with Debi, who contacted the company. Later in the day, Char received a call from the company]. The representative not only apologized to Char, but stated that they were changing their process to ensure that no other customer was billed.

Dr. Shearer was scheduled to speak with the RAC about Peace Harbor's approach to the new opioid guidelines. Unfortunately, Dr. Shearer was ill. He asked to speak at a future meeting.

The RAC members discussed strategies to recruit new members. They plan to work with Trillium graphic designer Karen Erickson to create some recruitment materials.

The next meeting will be February 10<sup>th</sup> and will take place at the Trillium office in Eugene.