



Osteo Quarterly

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From the Office of the Executive Director

PLEASE BE ALERT AND AVOID SCAMS

We continue to receive complaints on a regular basis reporting about individuals calling and /or emailing licensees by scammers. The scammer will state that they work for the AZDO. The reported scenarios are generally similar, the caller will tell the physician that they are the subject of an investigation, and facing license suspension unless they pay a fine over the phone by some other method. Unfortunately, there is easily accessible software on the open market that spoofs phone numbers and email addresses. So, please, despite what your caller ID or email says, if you receive this kind of communication, **hang up or delete the email.**

No agent of the AZDO or AZDO staff will ever contact Arizona physicians or other licensees by telephone to demand money or any other form of payment.

September is Suicide Prevention Month

Studies show that physicians and other healthcare professionals are at substantially high risk of professional burnout, leading to an alarming number having mental health crises and putting them at a higher risk for suicide. In this issue we bring some awareness to the issues and some potential resources.

Does the Board Have Your Current Mailing Address and Email?

It is important that you maintain current mailing and email addresses with the Board.

There have been many instances recently where the Board is attempting to deliver time sensitive and critical information to licensees who either do not receive the email, have provided an outdated email or failed to maintain current physical and mailing addresses.

Physicians who are difficult to contact risk the chance of missing important communications related to dispensing inspections, licensing updates and even complaints received by the Board.

Please check and update your profile **TODAY**

Featured Articles

ArrayRx Discount Card

Key Features of the ArrayRx Discount Card

- Free to join – 100% Pass-through administration costs for States, free enrollment with no membership dues for users, and no transaction or marketing fees for participating pharmacies.
- Broad coverage – includes all FDA-approved prescriptions and discounts on over-the-counter medications and supplies (e.g., diabetes test supplies).
- Significant savings – participating users save between 80% for generic drugs and 18% for brand-name drugs per prescription.
- Nationwide access – the card can be used at more than 65,000 participating pharmacies across the U.S.
- Online tools for transparency – users can compare medication prices and search pharmacies on the ArrayRx website or mobile app.
- Privacy-first model – unlike for-profit discount programs (e.g. GoodRx), ArrayRx does not sell user data.
- Peace of mind for users – helps individuals manage maintenance medications and provides security in cases of insurance loss or gaps in coverage.
- Advantage of joining – ArrayRx is governed by a steering committee of committed public servants with over 200 years of aggregated experience in pharmacy service programs. These professionals offer Arizona their knowledge of pharmacy programs spanning both the public and private arenas. This group shares an aligned fiduciary responsibility that is not found elsewhere in the pharmacy benefit management industry.

Read more about ArrayRx [here](#). Read the Executive Order [here](#)

Report: Clinician perceptions of barriers to access mental health care

The Heart of Safety Coalition and the ALL IN: Wellbeing First for Health Coalition published a new research report, *Clinician Perceptions of Barriers to Access Mental Health Care*, to understand individual, structural and cultural barriers that prevent clinicians from seeking mental health care.

More than 2,000 nurses, physicians, nurse practitioners and physician assistants participated in a survey that informed the report, which provides valuable insight for healthcare leaders striving to improve the safety and wellbeing of their workforce. Release of the report in September during Suicide Prevention Month is timely given the alarming rate of suicide among physicians, nurses and other care team members.

“Everyone working in healthcare deserves to feel safe and supported by their leaders, peers and community,” said Liz Boehm, Executive Strategist for the Heart of Safety Coalition and Stryker. “All care team members should be afforded the same rights as the patients they serve. They should be able to seek out and access mental health care with privacy and without fear of institutional bias, personal judgments or professional repercussions.”

Liz co-authored the report with Stefanie Simmons, MD, Chief Medical Officer for the [Dr. Lorna Breen Heroes’ Foundation](#), which leads the ALL IN: Wellbeing First for Healthcare Coalition. On Thursday, Sept. 25 at 1 p.m. ET the authors will host a free [Insights Huddle](#) to discuss findings from the research, which examined:

Structural barriers, including cost and schedule flexibility Institutional barriers, including licensure and credentialing application questions Cultural barriers, including privacy and internal and external bias, behaviors and attitudes They will be joined by the Foundation’s co-founder and CEO Corey Feist, JD, MBA. Together, they will explore six solution areas to help break down barriers for clinicians to access mental health care.

[Read the Report](#)

Physician Health Program: There to Help Physicians in A Time of Need

If you are in crisis or have concerns for a coworker or loved one, we encourage you to contact this number for confidential assistance:

Community Bridges

24 hour hotline for crisis care is as follows: If you are located in Arizona, please call **844-534-HOPE (4673)**

Mental health conditions are highly prevalent among physicians with high rates of depression, anxiety, stress-related disorders, suicidal ideation and burnout reported among medical practitioners at all levels of training and practice. This phenomenon is in part contributed by a highly stressful clinical environment with an often suboptimal support system for doctors. Concerningly, there is hitherto a striking reluctance amongst medical trainees/practitioners to seek treatment/help for mental health-related conditions due to fear of associated stigma and negative career repercussions.

See, Ng IK, Tan BC, Goo S, Al-Najjar Z. Mental health stigma in the medical profession: Where do we go from here? Clin Med (Lond). 2024 Jan;24(1):100013. doi: 10.1016/j.clinme.2024.100013. Epub 2024 Jan 17. PMID: 38382183; PMCID: PMC11024831.

Physician health and wellness is top of mind for the Board. Arizona developed a program for doctors who are having mental health or substance abuse issues.

32-1861. Substance abuse treatment and rehabilitation program; private contract; funding

A. The board may establish a confidential program for the treatment and rehabilitation of licensees who are impaired by substance abuse. This program may include education, intervention, therapeutic treatment and posttreatment monitoring and support.

B. The board may contract with other organizations to operate the program established pursuant to subsection A of this section. A contract with a private organization shall include the following requirements:

1. Periodic reports to the board regarding treatment program activity.
 2. Release to the board on demand of all treatment records.
 3. Quarterly reports to the board regarding each physician's diagnosis and prognosis and recommendations for continuing care, treatment and supervision.
 4. Immediate reporting to the board of the name of an impaired physician who the treating organization believes to be incapable of safely practicing medicine.
- C. The board may allocate an amount of not more than twenty dollars from each fee it collects from the renewal of licenses pursuant to section 32-1826 for the administration of the program established by this section.

A.R.S. § 32-1861 (LexisNexis, Lexis Advance through chapter 265 of the 57th Legislature's 1st Regular session (2025), including all legislation enacted through July 1, 2025)

Outside Medical Consultants Urgently Needed

We urgently need Consultants in the following practice areas:

- Interventional Radiology
- Disability Determinations
- Emergency Medicine
- Pediatric Psychiatry
- General Psychiatry
- OB/GYN and AIDs treatment
- Shoulder specialists
- General and Plastic Surgery
- Pain Management
- Pediatrics
- Sleep Medicine

For more information and to apply, please send an email of interest to: omc@azdo.gov or call us at 480.657.7703