

AE-208

Contact Directory

Who to call at Aeternum, plus key Oregon and Washington County resources.

Aeternum

Purpose	Contact
House phone — answered 24 hours a day	(971) 317-2199
Office cell — admissions and referrals	(781) 309-8976
Email	myaeternumcare@gmail.com
Address	613 SE 32nd Ave, Hillsboro, OR 97123
Office hours	Monday – Friday, 8:00 AM – 6:00 PM
Website	www.aeternumrth.com

Who to ask for

Question about	Ask for
Referrals, tours, admissions, bed availability	Admissions / Home Director
Daily life, visits, a resident's routine	Staff on shift
Support plans, goals, care conferences	Support Coordinator
Medications, appointments, health coordination	Health & Wellness
Skills, cooking, budgeting, transit	Daily Living Coach
Work, school, volunteering, community links	Community Connections
Concerns, grievances, privacy requests	Home Director

Emergency and crisis

Service	Number
Emergency	911
988 Suicide & Crisis Lifeline	Call or text 988
Washington County Crisis Line	503-291-9111
Poison Control	1-800-222-1222
Oregon Safety Reporting Line (abuse or neglect)	1-855-503-SAFE (7233)
Non-emergency police, Hillsboro	503-629-0111

Oregon rights and oversight

Organization	Contact
Oregon Health Authority — Health Care Regulation & Quality Improvement	971-673-0540
Residential Facilities / Long-Term Care Ombudsman	1-800-522-2602
Disability Rights Oregon	503-243-2081 · 1-800-452-1694
OHA Ombuds Program	1-877-642-0450
U.S. HHS Office for Civil Rights (HIPAA complaints)	1-877-696-6775

Washington County and community

Oregon Health Plan client services	1-800-273-0557
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211info – community resource referral	Call 211
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Veterans Crisis Line	988, then press 1
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NAMI Oregon – family support	1-800-343-6264
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Always available – Residents may use a house phone to call any of the rights and oversight numbers above privately and at no cost, at any time.