How one pediatric practice reduces chart chasing and streamlines post-discharge follow-up and vaccine distribution with Manifest MedEx

Background

Garden Pediatrics is a pediatric practice serving the Inland Empire area, providing care for approximately 40 to 50 PPO and Inland Empire Health Plan (IEHP) patients under the age of 21 every day. Their patients are also seen at local specialty clinics, urgent care centers, and hospitals in the area, many of whom participate and share health information through Manifest MedEx (MX) as a result of IEHP's innovative hospital and provider incentive programs. These programs encourage health data sharing among healthcare organizations in the Inland Empire through the MX data network.

Garden Pediatrics wanted to provide more timely and better care by reducing chart-chasing for discharge/progress notes following patient encounters at these other facilities. They often learned of these encounters when they struggled to find the medical information needed for follow-up care. The typical, time-consuming procedure for obtaining discharge notes was to call or fax each facility to request the patient's records. Garden Pediatrics would make three attempts by phone before mailing a letter to request information, which sometimes still failed to elicit a reply, delaying needed care.

Solution

Garden Pediatrics joined the MX health data network in 2021 as a participant in the California Department of Health Care Services' Cal-HOP program, which provided grant funding to Medi-Cal providers to onboard to Qualified Health Information Organizations with the goal of improving the quality and effectiveness of care coordination for Medi-Cal beneficiaries.

Garden Pediatrics relies heavily on MX Notify (MX's admission, discharge, transfer [ADT] notification services) and MX Access (MX's longitudinal health records) to initiate prompt post-discharge follow-up and coordinate care for all their pediatric patients. With nearly all Inland Empire hospitals sharing data through the MX data network, MX Notify informs Garden Pediatrics in real-time of their patients' hospital encounters so the care team can promptly coordinate post-discharge care. If a follow-up visit is needed, the care team uses MX Access to upload the discharge notes to their EMR so that providers can review them in advance of the visit. Providers can also view test results following emergency department (ED) and inpatient discharges, reducing testing duplication and cutting costs, all while eliminating the need for chart-chasing with hospitals.

In addition, the physicians and staff at Garden Pediatrics are strong advocates for vaccination. Garden Pediatrics uses MX Access and the California Immunization Registry (CAIR) to understand vaccination status in their pediatric patient population.

"Some of the most heart-wrenching times associated with parenting occur when your child is sick. Manifest MedEx tools save us time and ensure we provide better and more timely care by alerting us to patient encounters outside our facility and giving us a more complete picture of a child's health, including immunization records."

- Cameo Carter, MD, Pediatrician, CEO & Medical Director, Garden Pediatrics

For more information on how practices can use Manifest MedEx tools to save time and provide the best care, please visit us at www.manifestmedex.org or contact us at info@manifestmedex.org.