



How urgent care and walk-in clinics use Manifest MedEx's longitudinal patient records to improve workflows and care

Background

Dr. Mike's Walk-In Clinics has served the Hi-Desert area for more than 20 years with locations in Apple Valley, Victorville, Barstow, and Hesperia. The medical practice group is passionate about making healthcare easy and accessible to the community and provides urgent and primary care services for more than 120 patients daily.

In 2021, Dr. Mike's offices faced the challenge of obtaining medical records from outside providers. Getting longitudinal patient histories helps the clinicians ensure they are providing the right care quickly. The staff spent time chasing updates from specialists, calling hospitals for discharge information, and getting signed authorization forms for the hospitals to release patient medical records, which was a burden on both the staff and patients.

Dr. Mike's mission of providing easily accessible care was difficult to achieve due to the challenge of obtaining timely and complete medical records and patient histories. They were often forced to turn patients away who needed follow-up care due to the lack of medical information.

Solution

To get critical patient records with medical histories quickly, Dr. Mike's decided to participate in a health information exchange, and they joined the Manifest MedEx (MX) network in March 2021.

Once the MX team onboarded and trained the offices, their access to patient information was greatly expanded. Using MX Access, the staff began finding more information on patients to assist with their care. Having this access allowed Dr. Mike's physicians to provide the appropriate patient care and greatly minimized time in making care-related decisions. With MX, Dr. Mike's can now help patients who need follow-up care after a recent hospital visit. In the past, this care would be dependent upon the hospital providing the patient's medical records.

In addition to ease of getting patient records Dr. Mike's staff's workflow for obtaining patient referrals significantly improved. Dr. Mike's staff incorporated MX Access into their referral process, and now they can locate care providers for patients and direct their care efficiently.

"Connecting to MX was easy to use and pain-free. With the click of a few buttons, you can open a patient chart, and the information is all there."

- Marco Alfonzo, Administrator



For more information on how walk-in clinics and urgent care like Dr. Mike's can use MX tools, please visit us at www.manifestmedex.org or contact us at info@manifestmedex.org.