



Manifest MedEx Helps Primary Care Providers Improve Post-Discharge Workflow and Provide Holistic Patient Care

Riverside Family Physicians (RFP) is a family practice dedicated to providing the highest quality of care for patients in the Inland Empire (Riverside and San Bernardino counties). Their team of providers offer primary adult and pediatric care, including telehealth and tele-psychiatry. They also lead multiple care management programs focused on specific populations to promote whole person care.

The mission of Riverside Family Physicians is to give exceptional care to every patient, daily, with a spirit of warmth and compassion. The practice has been recognized and certified by NCQA for their Patient-Centered Medical Home (PCMH) program. The patient-centered medical home is a model of care that puts patients at the forefront of care. PCMHs build better relationships between patients and their clinical care teams.¹ Riverside Family Physicians work collaboratively to cultivate an educational environment for their workforce and foster a culture that embraces continuous improvement and positive change.

RFP joined the Manifest MedEx (MX) network in 2018 to access real-time health data from the state's largest nonprofit health information organization to support whole person care before, during, and after a hospital visit. At the time, Riverside Family Physicians was participating in Inland Empire Health Plan (IEHP)'s Health Homes Program, a no-cost Medi-Cal benefit that helped eligible IEHP members with certain complex chronic health conditions receive the health care and community services they needed. This program has now transitioned to the Enhanced Care Management (ECM) and Community Supports program under Cal-AIM, of which RFP is a participating provider. ECM is a new statewide Medi-Cal benefit available to eligible members with complex needs, including:

- Access to a single Lead Care Manager who provides comprehensive care management and coordinates their health and health-related care and services.
- Connections to the quality care they need, no matter where members seek care – at the doctor, the dentist, with a social worker, or at a community center.²

RFP was also (and continues to be) a participating provider in IEHP's My Path Palliative Program that provides member and family-centered care that optimizes quality of life by anticipating, preventing, and treating suffering.

¹ <https://www.ncqa.org/programs/health-care-providers-practices/patient-centered-medical-home-pcmh/>

² <https://www.dhcs.ca.gov/CalAIM/ECM/Pages/Home.aspx>

Success in these programs relies on providing highly coordinated and seamless care, including timely post-discharge follow-up. Riverside Family Physicians wanted their care coordination team to be able to follow up with patients after discharge without waiting for the patient to contact them. RFP joined Manifest MedEx to access MX's admission, discharge, and transfer (ADT) notifications through MX Notify, as well as longitudinal patient records through MX Access. MX sends approximately 1.5M ADT notifications per month and shares health data for more than 38 million Californians across its health data network.

The Care Coordinator utilizes MX Notify to access discharge notifications while also using MX Access to view the discharge summary and gain a better understanding of each patient's hospital visit. Once the Care Coordinator has reviewed all relevant information, he/she reaches out to the patient immediately to set up a follow-up appointment, helping to improve patient outcomes and care, and reduce readmissions.

More recently, RFP turned to Manifest MedEx to meet their data sharing requirements under the California Health and Human Services Agency's (CalHHS) Data Exchange Framework (DxF). Under law passed in 2021, most healthcare organizations are required to share health data by January 31, 2024 so that every resident in the state can benefit from seamlessly coordinated care and services regardless of where they live or seek care. As a designated CalHHS DxF Qualified Health Information Organization (QHIO), Manifest MedEx is helping RFP meet their DxF requirements and securely participate in the DxF by exchanging data securely as required and permitted, reducing the burden on Riverside Family Physicians.

The thriving partnership between RFP and Manifest MedEx has enabled better care coordination for RFP's patients as well as helped advance health data exchange in California more broadly to improve care across the state.

For more information on how practices can access information in real-time and improve discharge planning, please visit us at www.manifestmedex.org or contact us at info@manifestmedex.org.

"Gaining access to real-time ADT notifications has allowed our organization to efficiently improve our post-discharge processes and ensure our patients get the care they need."

- Dr. Tarek Mahdi, President, Riverside Family Physicians