



**Manifest**  
MEDEX



## **Manifest MedEx Helps Family Practice Access Patient Medical Records in Real- Time and Ensure Timely Follow-Up**

### **Background**

San Bernardino Physicians Associates is one of many family-owned clinics that make up the Clinica Medica Familiar organization. Clinica Medica Familiar is based in the Inland Empire and was formed to provide quality, comprehensive medical care, with bilingual personnel, in a warm, caring environment at all locations. The provider staff at San Bernardino Physicians Associates includes three physicians, two physician assistants, and one nurse practitioner.

The clinic schedules, on average, 40 patient visits a day; 80 percent of patients are members of the Inland Empire Health Plan (IEHP). Clinical managers strive to obtain each patient's medical records in advance to best serve their patients. However, this was an often burdensome and timely process of contacting providers and hospitals and obtaining consent and release forms. Additionally, although the clinic receives lists of hospital discharge patients from IEHP to schedule follow-up calls, the remaining 20 percent of their population is not affiliated with IEHP, and it was especially challenging to obtain records for these patients. While clinical managers estimate that 50 percent of their discharged patients self-report to the clinic following a hospital visit, making adhering to follow-up visit criteria by the health plans an easier task, the clinic still faced the challenge of knowing the details of each hospital visit to provide appropriate care.

With many new patients coming in for whom the practice did not have medical history and hospital visit details, San Bernardino Physician Associates wanted a more streamlined solution to obtaining health records so they could provide quality care for all their patients.

## Solution

San Bernardino Physicians Associates joined Manifest MedEx (MX) in 2020 through the California Health Information Exchange Onboarding Program (CalHOP), which provided funding for clinics to onboard to health information exchanges.

With MX Access, care teams can access longitudinal patient records and track patient progress in real-time, including obtaining information on hospital visits. Clinical managers were able to retrieve their patient records in MX Access with ease, resulting in the ability to provide better and more timely care, while improving the efficiency of their overall workflow.

San Bernardino Physicians Associates is excited to expand their collaboration with MX and utilize MX's admission, discharge, and transfer (ADT) notification services through MX Notify. With MX Notify, the clinic will be notified when any of their patients are discharged, including the 20 percent who are not IEHP members.

**For more information about how providers can easily access their patients' longitudinal health records and save time preparing for office visits, please visit us at [www.manifestmedex.org](http://www.manifestmedex.org) or contact us at [info@manifestmedex.org](mailto:info@manifestmedex.org).**

*"Manifest MedEx is amazing! We use the portal all the time for chart prep as do our doctors. The doctors really appreciate how user-friendly the portal is. Being able to view medical records for new patients, and not having to reach out to other providers or hospitals to get the patients' medical history has saved us so much time."*

*-Coco Romo De Ruiz, Clinical Manager, San Bernardino Physicians Associates*

