

Date: September 15th, 2023

Attendees: Mike Mesisca, Sheranda McGee, Rodney Koenig, Tiffany Mendoza, Vivian Acevedo, Veronique Au, Cheryl Chow, Karla Montes, Erika Reyes, Jana Kent, Frank Nguyen, Jocelyn Le, Annie Liu, Magen Costilla, Katie Alexander

Location: Ring Central

<i>Topic</i>	<i>Discussion</i>
Palm Springs Opening	Mike Mesisca <ul style="list-style-type: none">• First day of soft opening was successful on Thursday 09/07/2023.• Signs are done and posted in the area to advertise for the clinic
Partnership Meetings and Engagement Survey	Veronique Au and Cheryl Chow <ul style="list-style-type: none">• Partnership Meetings are next week• Partnership Engagement Survey will only be open for about 2 weeks starting on Monday 9/18/2023, please respond ASAP. Mesisca <ul style="list-style-type: none">• Encourages all providers to attend if they aren't scheduled• Dr. Mesisca will be there running 5K and giving a lecture on correctional Health
Vituity University Training Modules	Cheryl Chow <ul style="list-style-type: none">• ADP training modules due by 9/26/2023• Harassment Bias module was recently assigned (only if you haven't completed it since 2021) Mike Mesisca <ul style="list-style-type: none">• Hour of compensation will be given to those who complete it by the due date
Feedback from Imaging Team	Tiffany Mendoza <ul style="list-style-type: none">• If you receive an "Important Find" notification, you will have 7 days to reach out to the patient and click on "reviewed". DO NOT forward to staff or providers.• If you receive an "Significant Find" notification, you will have 3 days to report to the patient.• Imaging Team will continue to reach out until it is marked as reviewed

RadNet Account	<p>Tiffany Mendoza</p> <ul style="list-style-type: none"> ● Make sure to log in within 21 days to review imaging otherwise they will self delete. ● Scan list of patients if normal and notify the patient if abnormal <p>Mike Mesisca</p> <ul style="list-style-type: none"> ● Please use the on call physicians prior to reaching out to radiology if imaging has not resulted in a timely manner. On call physicians are there to be used as a resource. ● Rodney, Tiffany and Vivian are currently working on a radiology imaging presentation, (along with possibly pediatric XR).
Epic Changes	<p>Tiffany Mendoza</p> <ul style="list-style-type: none"> ● There will be a transition from hyperspace to hyperdrive. <ul style="list-style-type: none"> ○ You will more than likely be needing to reset the citrix access. ● If you have any questions, you can always reach out to the EPIC team, as they will be having extra coverage to answer any questions that may arise.
Student Loan Forgiveness	<p>Tiffany Mendoza</p> <ul style="list-style-type: none"> ● Tiffany, Frank and Vivian were all approved for 50K loan forgiveness. ● Currently in the process of making a google tip sheet on how everyone else can apply
Clinic Workflow Concerns	<p>Jana</p> <ul style="list-style-type: none"> ● Extremely concern of having high acuity or third trimester pregnant patients waiting hours in the lobby without providers being notified ● Overwhelmed when there is a so many patients checking in at the start of the shift but nothing is being done ● Inquiring when an experienced RN will be working ● Inquiring about scribe on Saturdays as volume is high <p>Tiffany</p> <ul style="list-style-type: none"> ● RN for MSC currently being onboarded. ● Front staff (ACC) does not have any medical training. <ul style="list-style-type: none"> ○ Until the nursing challenge has been completely resolved with training in progress, the provider on shift is encouraged to scan the list of patients in the waiting room. ● Rodney has done a walk through with Vernice to demonstrate some of the challenges the clinic is Moreno Valley is experiencing <p>Erika Reyes</p> <ul style="list-style-type: none"> ● Vitals missing from patient's chart. ● Would like front staff and new staff to be included in nursing training to have more help ● Inquiring about scribe on Saturdays as volume is high <p>Mike Mesisca</p>

	<ul style="list-style-type: none"> ● Encouraging providers to regularly step back and triage the patient list ● RUHS express care staff should be helping their team on days of high census ● Express Care is a hybrid between ED and family medicine. Because of this, encourage patients to come back on a different day if they have multiple complaints. This way instead of seeing them on a high census, have them return on the weekend for low acuity complaints. <ul style="list-style-type: none"> ○ Example of step wise approach: Abscess, treat with abx first and then have patient return in a couple days or over the weekend for I&D ● Adds, as volume increases, the availability of more resources will also increase (i.e added scribe shift or provider) <ul style="list-style-type: none"> ○ County loses money if they are not hitting the goal of 3 patients per hour. <p>Vivian</p> <ul style="list-style-type: none"> ● Keeping track of volume throughout the week, MSC is seeing 25-30 patients on Saturdays ● Will discuss with Tiffany, Rodney and Mesisca about having a scribe on Saturdays <p>Magen</p> <ul style="list-style-type: none"> ● Saturdays have been having higher census, difficult to ask a patient to return
Vaccine and Catch Up Schedule	<p>Tiffany</p> <ul style="list-style-type: none"> ● Powerpoint uploaded to RUEM website ● Children are not able to start school without them <ul style="list-style-type: none"> ○ If the child is unable to receive all necessary vaccines prior to starting school, make sure to write a school note to allow the patient to return to school and when they will be receiving the next vaccination needed. <ul style="list-style-type: none"> ■ Tiffany has a smartphrase “.TMEXTENSION” that can be used. ○ If unsure of vaccine spacing or have other questions, you can always call Infectious Disease. ○ CDC website is a good resource ● Address what is necessary for the patient to return to school and ensure they get an appointment with pediatrics ● Schools in Riverside do not accept titers

Meeting Called to Order 8:00a; Meeting adjourned 9:00a