

Date: October 27th, 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, Magen Costilla, Katie Alexander

Location: Ring Central

| <b>Topic</b>                                   | <b>Discussion</b>  |
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| <b>Patient Satisfaction and Clinic Returns</b> | <p>Mike Mesisca</p> <ul style="list-style-type: none"><li>• Reminder to ask patients about their experience.</li><li>• Treatment rooms need to be updated with flyers on clinic locations and hours</li><li>• Providers should be bridging the gap between clinic patients and their PCP. Advise patients to return to clinic for follow up when they have new onset of disease/diagnosis<ul style="list-style-type: none"><li>○ Return Patients Include: diabetic foot wounds or DVT outpatient management<ul style="list-style-type: none"><li>■ There is an available flow sheet to help decide management for foot ulcer/chronic management</li></ul></li><li>○ If possible have them return on the weekend to increase census on those days</li></ul></li></ul> <p>Vivian</p> <ul style="list-style-type: none"><li>• STIs are also easy returns</li></ul>  |
| <b>Assisting Radiology</b>                     | <p>Vivian</p> <ul style="list-style-type: none"><li>• Express Care will now be helping radiology to prevent fall out and filling the gap.</li><li>• Radiologist should attempt to call the ordering provider first prior to reaching out to Express Care<ul style="list-style-type: none"><li>○ BREAST ABSCESS: If a patient has a breast abscess on ultrasound but need an exam, they will need to be seen in the clinic the same day and there should not be any delay in rooming the patient.<ul style="list-style-type: none"><li>■ Patients should be started on antibiotics and it should be determined if they need to be referred to a breast clinic.</li></ul></li><li>○ FETAL DEMISE: If this is found on ultrasound, the patient needs to be followed up immediately.<ul style="list-style-type: none"><li>■ Katie recently had a phone call by radiology for a fetal demise but they had not attempted to call the ordering provider first.<ul style="list-style-type: none"><li>• She noted the patient was already told about the fetal demise so unsure why the US was necessary.</li><li>• Would find it helpful if there was clear treatment pathways on what is expected</li></ul></li></ul></li></ul></li></ul> |

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|   | <p>Tiffany</p> <ul style="list-style-type: none"> <li>- Make sure to send a message to primary once you hear from radiology just to loop them in.</li> </ul>   |
| <b>ADP/CME</b>  | <p>Vivian</p> <ul style="list-style-type: none"> <li>• Make sure to complete ADP modules.</li> <li>• CME credits ends at the end of the year so use them if you can.</li> </ul>  |
| <b>Referrals</b>  | <p>Vivian</p> <ul style="list-style-type: none"> <li>• Referrals should be placed as URGENT.</li> <li>• When referrals are placed as STAT, our nursing staff team has to stop what they are doing and process them so they can even be delayed</li> <li>• Only Orthopedics and Podiatry referrals should be placed as STAT since they are automatically approved</li> </ul>  |
| <b>Self Pay Patients</b>                                      | <p>Tiffany Mendoza</p> <ul style="list-style-type: none"> <li>• In the order comments, make sure to type “bill to me”.</li> <li>• Inform the patient’s they can get their medications at a discounted rate if they are self pay.</li> </ul> <p>Vivian</p> <ul style="list-style-type: none"> <li>• All labs and XR imaging is covered by what they paid up front <ul style="list-style-type: none"> <li>◦ CT and MRI is not covered</li> </ul> </li> <li>• Inform patients if they receive a bill to their home, there was an error and to come back</li> </ul> <p>Rodney</p> <ul style="list-style-type: none"> <li>• Reminder: Do not send normal labs or negative XR results to PCP.</li> </ul> |
| <b>Messaging Nursing Pool</b>                                 | <p>Tiffany Mendoza</p> <ul style="list-style-type: none"> <li>• Everyone should know how to send a message to the nursing pool.</li> <li>• Can be done for orthopedics and other specialties</li> <li>• Instructions: Go to inBasket → select “New Message” → Click on “current patient” to attache patient chart → send message to the current nursing pool for the specialty you want.</li> </ul>  |
| <b>Neighborhood Staff Awareness On Express Care Existence</b> | <p>Erika</p> <ul style="list-style-type: none"> <li>• Riverside staff needs to be educated on the existence of Express Care in Riverside <ul style="list-style-type: none"> <li>◦ Patient presented to Corona for a chin laceration and stated she was sent away to Corona Express Care from NBHD Express Care. <ul style="list-style-type: none"> <li>■ Patient was very bothered by the situation</li> </ul> </li> </ul> </li> <li>• Jocelyn Le will sort it out</li> </ul>  |
| <b>Nursing Training</b>                                       | <p>Katie</p> <ul style="list-style-type: none"> <li>• Daryl is full time in MSCk and is willing to help with nursing training and starting a manual for express care specific staff.</li> </ul>  |

- I.E well child flow

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