

July 15, 2020

PROVIDER ALERT

To: HPSJ Providers, Practices (PCPs & Specialists), Hospitals and Ancillary Facilities
From: HPSJ Utilization Management Dept.
Subject: **PLEASE COMPLETE SHORT SURVEY**
Communication Matters – Exchange of Information between ER and PCPs Post-discharge
Business: Medi-Cal

On Friday, April 17, 2020, Health Plan of San Joaquin (HPSJ) sent a communication about the importance of coordinating care with a patient’s Primary Care Practitioner when level of care changes. That April 17 communication (attached to this Alert) was intended to encourage communication between practitioners.

Thank you for taking a moment to complete this survey for our records.

Please place a check in the box next to your answer below.

At your earliest convenience, please fax this survey to the HPSJ Quality Improvement Department, at 1-209-762-4730.

1. Did you receive the communication via fax or email?

Fax E-Mail

2. Did you understand the information provided?

Yes No

3. Are you likely to change behavior as a result of the communication?

Yes No

Office Name: _____

Provider Name: _____

Contact Phone: _____

Contact Email: _____

If you have questions about this communication, please call HPSJ at 1 (209) 942-6320 so we can help.

July 15, 2020

Provider Alert (sent April 17, 2020)

<https://www.hpsj.com/communication-matters-sending-information-to-the-pcps/>

April 17, 2020

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It is important that Emergency room providers help the PCPs better manage their patient's care by sharing the following information with them:

- Reason(s) for the visit.
- Significant findings/events that occurred during the visit.
- Procedures performed and care, treatment and services provided.
- Information/education provided to the patient and their caregiver.

Some of the potential barriers for not communicating can be:

- Having adequate time, staffing, or other resources to communicate this information
- Increased workload and interruptions in workflow due to the fast-paced nature of the ER
- Complexity of the medical conditions restricting ability to share information
- Accuracy of contact information and incompatible information systems
- Misinterpretations of privacy concerns related to the Health Insurance Portability Accountability Act (HIPAA).

WHAT WE ASK FROM YOU:

Overcome barriers by:

- Educating the member on the importance of sending their health information to their PCPs.
- Encourage members to sign a “release of information” form, which allows you to communicate with other practitioners involved in the patient's care.

We know your ER facilities are very busy seeing patients and understand that sharing information with another practitioner can take a significant amount of your staff's time, but it is a critical step that can go a long way in improving outcomes for patients. Remember that at the end of the day, it is your patients that benefits from good communication!

If you have questions about factors that limit your ability to share information, please call HPSJ at 1 (209) 942-6320 so we can help.
