

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 Hospitals 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/%e2%80%8bcommunication-matters-exchange-of-information-between-hospitals-and-pcps-post-discharge/>

April 17, 2020

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Joint Commission standards require that the following information be shared with the PCPs at the time of the discharge:

- Reason(s) for hospitalization
- Significant findings/events during the inpatient stay
- Procedures performed and care, treatment and services provided
- Patient's condition at the time of discharge
- Information/education provided to the patient and their caregiver

WHAT WE ASK FROM YOU:

1. Ensure that hospital records indicate updated PCP contact information.
2. Implement effective mechanisms to deliver documented discharge summaries to correct PCPs in a timely manner.
3. Ensure that PCPs will have access to this patient discharge information prior to the patient's 14 day follow up visit.
4. Educate patients on the importance of sharing their medical information with their PCPs and encourage them to complete a "release of information" form.

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.
