



Central California Pediatrics

JANUARY 2024

Specialty information for physicians who treat children and expectant mothers.

2023 in Review: Valley Children's Comprehensive Support for Referring Physician

In the ever-evolving landscape of healthcare, effective communication and collaboration between healthcare organizations and referring providers are paramount to ensuring the seamless delivery of patient care. In response to the invaluable feedback gathered through our annual surveys, Valley Children's spent the last years enhancing the referral process for our regional physicians. These efforts have aimed to not only streamline and improve the referral process, but to elevate the overall experience for patients.

Deployment of the Patient Scheduling Center

Valley Children's established the Patient Scheduling Center (PSC) with the aim of providing families and referring physicians with a centralized hub for all scheduling needs. Our teams worked diligently to craft referral pathways in order to launch a unified platform for scheduling new referrals across various specialties.

Currently, more than 50% of all new referrals are efficiently booked through the PSC. The dedicated team overseeing referrals and patient scheduling has demonstrated notable improvements in turnaround times, ensuring swift and effective scheduling for our patients.

Launched Epic CareLink

The introduction of CareLink not only enables referring providers to easily and quickly make electronic referrals, but also provides referring offices with tools to track patient referrals and access notes. Additionally, electronic referrals are directly integrated into Epic, significantly reducing processing time for care teams compared to traditional faxed referrals.

Development of Provider Assistance Line

In 2022, Valley Children's launched the Provider Assistance Line, a one-stop solution tailored to meet the needs of referring providers and their staff. This dedicated line offers a streamlined process for providers to arrange transfers to Valley Children's, immediately speak to a Valley Children's specialist for immediate consultations, help with navigating CareLink or serves as a contact to our Valley Children's physician liaisons for personalized support.

These initiatives reflect Valley Children's commitment to enhancing communication, collaboration and overall efficiency, ultimately working to provide an optimal experience for our referring providers and their teams.



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What are we continuing to do?

At Valley Children's, we remain dedicated to making the patient experience and the referral process as smooth as possible. We're excited to announce features and changes we are continuing to work on in 2024.

- With Epic, we're introducing exciting new features like direct scheduling, allowing patients to schedule appointments directly in Epic. Currently, MyChart patients can schedule most appointments in primary care practices, Warner Women's Healthcare and our lab.
- Our "Fast Pass" automated wait list allows patients to potentially be seen sooner than their scheduled appointment.
- MyChart eCheck-in lets patients complete registration before their appointment, streamlining the onsite check-in process. Additionally, MyChart features a wealth of patient-friendly capabilities, including the ability to check lab and imaging results as soon as they're ready.

We're excited to keep you in the know as we work diligently to make your and your patient's experience as smooth as possible.

Accessing CareLink

CareLink is a web-based portal where physicians can access their patient information, easily make patient referrals, verify that the referral has been received, see patient scheduled appointments, follow the progress of care for referred patients, help to ensure coordinated care and much more. Epic allows us to seamlessly bridge communication between your practice and our specialists, providing constant, real-time sharing of information to help with the care of your patient.

If you would like remote access:

Remote access allows you to easily access information on your patients directly from your computer or phone. To request access, please contact your business liaison:

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Please visit valleychildrens.org/carelink for more information on this EMR. Questions can also be sent to CareLink@valleychildrens.org.

Upcoming CME Opportunities

Pediatric Clinical Symposium De-escalation and Trust-Building with Difficult Pediatric Families

Presented by: Andrew Smith, PhD
Tuesday, February 13
12:15 p.m. - 1 p.m.

Pediatric Clinical Symposium Virtual Education: Atopic Dermatitis

Presented by: David Wong, MD
Wednesday, February 28
12:15 p.m. - 1 p.m.

Religious Beliefs and Practices Series: An Atheistic Scientist's Perspective on Death and Grief (It's Not What You Think)

Presented by: Michelle Grua, MD
Thursday, March 14
12:15 p.m. - 1 p.m.

Register for this CME at cmetracker.net/VCH.

Anyone may register through Valley Children's CME tracker.

Questions about registering?

Contact us at programs@valleychildrens.org
or 559-353-6621.



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