



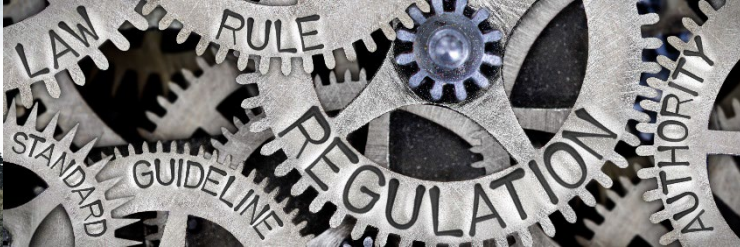
WASHINGTON
Medical Commission

Licensing. Accountability. Leadership.

How to Research your Healthcare Provider

Christine Blake, WMC Public Member

Micah Matthews, Deputy Executive Director



Before We Begin...



Questions

Questions will be answered at the end. You can submit a question at any time through the Q&A module.



Tech Issues

Look for the 'HELP' button at the top of the webinar control panel.



Presentation

The slide deck and presentation recording will be available on our website within the next few days



Stay Connected

Follow us @WAMedCommission and use #WMC to share what you learn



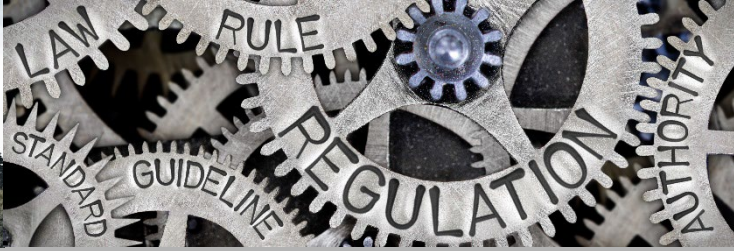
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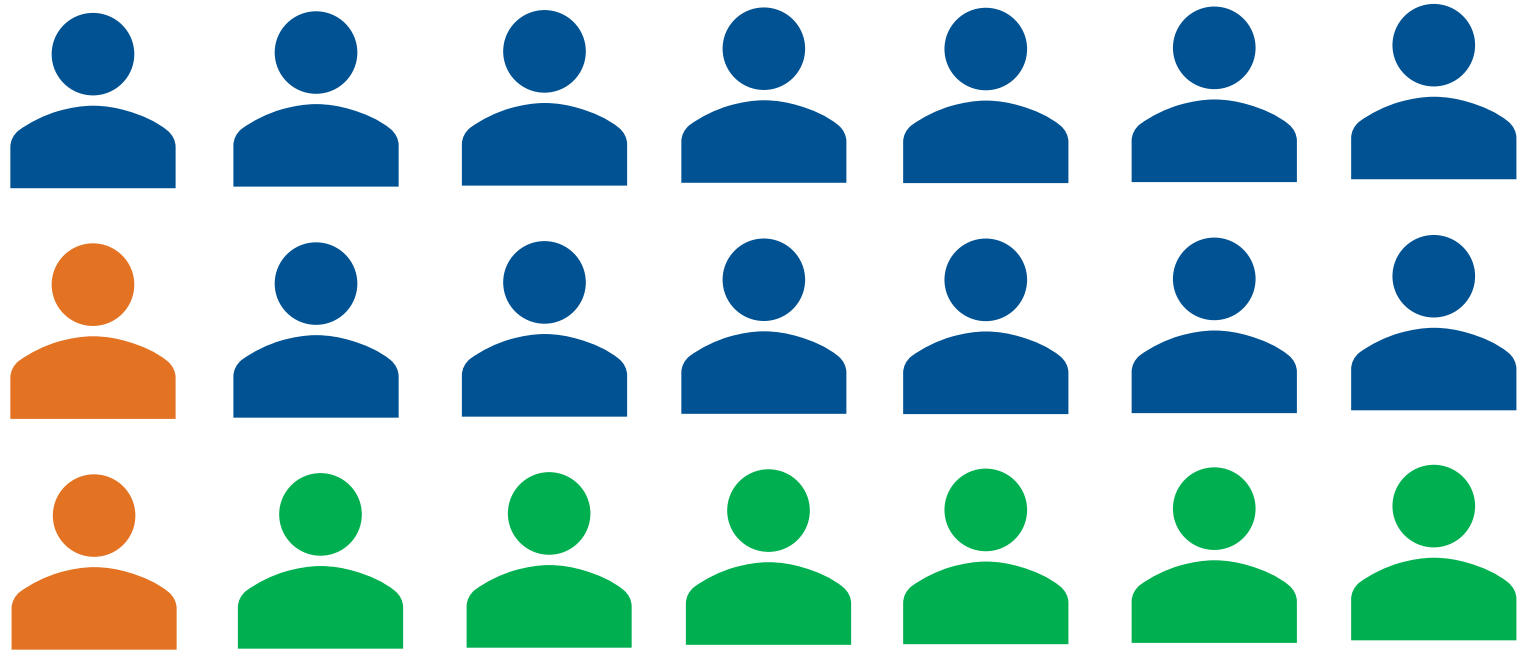
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Medical Commission: WHO



Physician

Physician Assistant

Public Member



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Medical Commission: WHY

Purpose

1. Protect the public by assuring quality healthcare is provided by physicians (MD) and physician assistants (PA).
2. Establishes, monitors, and enforces qualifications for:
 - Licensure
 - consistent standards of practice,
 - continuing competency.
3. Rules, policies, and procedures developed by the WMC promote the delivery of quality healthcare to the people in Washington.



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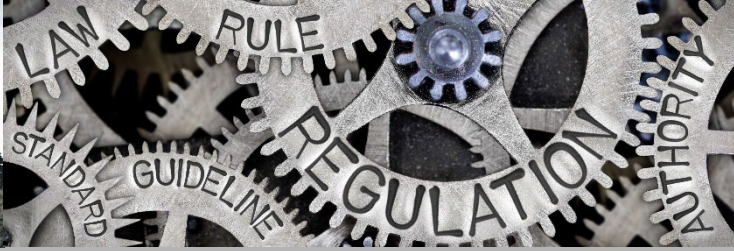


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Medical Commission: WHAT

- Establish qualifications to become licensed in WA.
- Establish and monitor compliance with continuing education requirements;
- Ensure consistent standards of practice;
- Assess, investigate and make recommendations related to complaints against physicians and physician assistants;
- Serve as reviewing members on disciplinary cases and disciplinary hearing panels;
- Develop rules, policies and procedures;



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Important Terms

- **EHR: Electronic Health Record**
 - A digital version of a patient's paper chart.
- **EMR: Electronic Medical Records**
 - A digital version of the paper charts *in the clinician's office*. An EMR contains the medical and treatment history of the patients in one practice.
- **CARES Act**
 - The Coronavirus Aid, Relief, and Economic Security Act, also known as the CARES Act, is a \$2.2 trillion economic stimulus bill passed by the 116th U.S. Congress and signed into law by President Donald Trump on March 27, 2020, in response to the economic fallout of the COVID-19 pandemic in the United States.
- **Affordable Care Act (ACA)**
 - The law addresses health insurance coverage, health care costs, and preventive care. The law was enacted in two parts: The Patient Protection and Affordable Care Act was signed into law on March 23, 2010 and was amended by the Health Care and Education Reconciliation Act on March 30, 2010.



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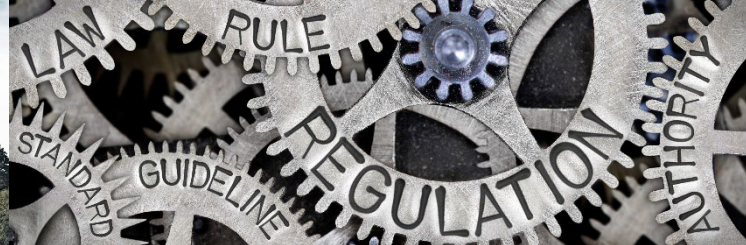


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WMC & SBOH

Washington Medical Commission

- Oversees MDs and PAs.
- Enforces Standards of Practice and Competency of MDs and PAs.
- Rules and policies impact these specific healthcare providers.
- Rules are enforced through the complaint process.

State Board of Health

- Public Health Issues
 - Drinking Water
 - Onsite sewage systems
 - Newborn screening
 - Immunizations
 - And others
- Delegates enforcement of rules to the Department of Health (DOH) and local health jurisdictions.



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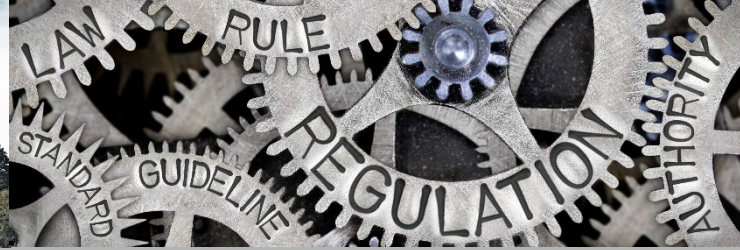


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Provider Credential Search

Search Criteria

Select the credential criteria, then click on the Search button.

Credential Type: -- Select the following Credential Type --

For MD – Begin Typing “Physician”

Credential Number:

Not Required – But Helpful

Last Name: First Name:

[Input fields for Last Name and First Name]

When searching for a home
Exact button" - [RCW 42.56.040](#)

Enter as much information as you can

Start with Exact

If you only know initials, choose “start with”.



In the box below, enter the security code you see above (not case sensitive):

[Input field for security code]

Cannot be done on a mobile device

RESET

SEARCH



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What is a Patient Portal?

Patients can view health information such as:

- Recent doctor visits;
- Discharge summaries;
- Medications;
- Immunizations;
- Allergies;
- Lab results;

Some patient portals allow you to:

- Securely message your doctor;
- Request prescription refills;
- Schedule non-urgent appointments;
- Check benefits and coverage;
- Update contact information;
- Make payments;
- Download and complete forms;
- View educational materials;



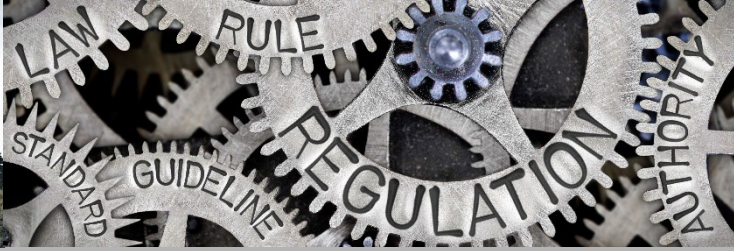
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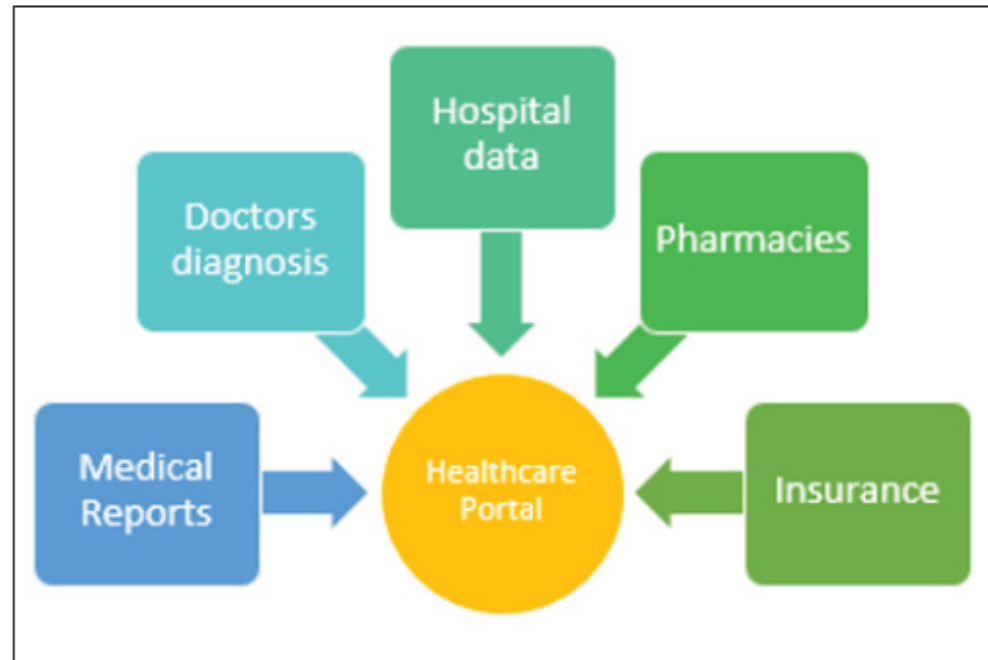


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What is an EHR?

- Electronic Health Records (EHRs) are built to go beyond standard clinical data collected in a provider's office and are inclusive of a broader view of a patient's care.
- EHRs contain information from all the clinicians involved in a patient's care and all authorized clinicians involved in a patient's care can access the information to provide care to that patient.
- EHRs also share information with other health care providers, such as laboratories and specialists.
- EHRs follow patients – to the specialist, the hospital, the nursing home, or even across the country.



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How to Access your EHR

Click Link in Email or on website.

Check your "inbox" to view and send messages.

Interacting with your online health records makes your wait times shorter and staff more informed.

Login with your username or email and password (mobile app and web).

"Reports and Tools" should have recent test results.

If email or password is lost or forgotten contact staff or use "forgot password" prompt.

"Manage my Health Record" will have you account information. Update personal information here.



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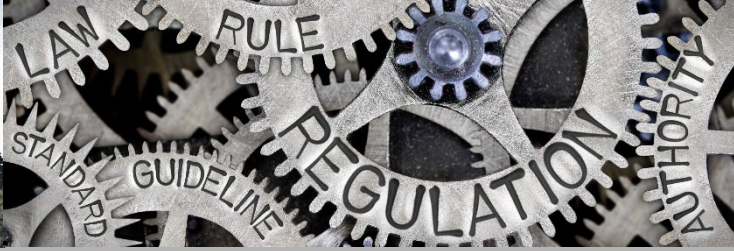


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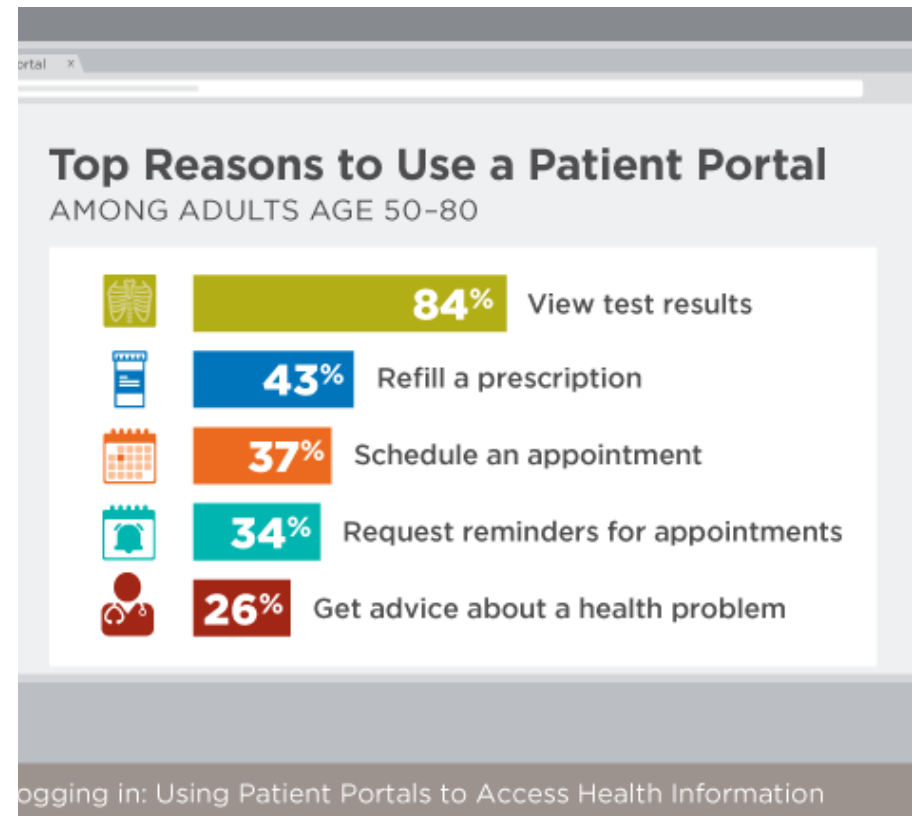
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How does an EHR Improve Healthcare?

- Reducing the incidence of medical error by improving the accuracy and clarity of medical records.
- Making the health information available, reducing duplication of tests, reducing delays in treatment, and patients well informed to take better decisions.
- Reducing medical error by improving the accuracy and clarity of medical records.



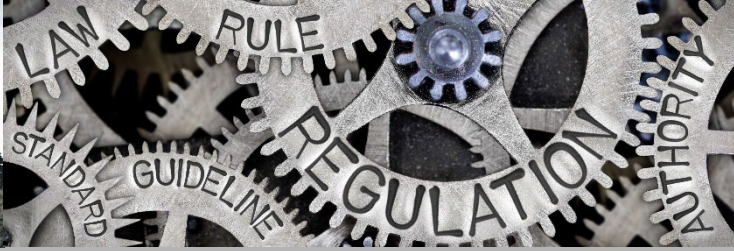
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How to Discuss your EHR with your Provider

- Because most providers use EHRs, there may be mistakes in the parts of the record that are dragged into the note 'automatically'.
- Your doctor may not personally review every piece of information in the chart, they rely upon many others to do this 'data entry' work.
- Much of the past medical history is put into the record by computer algorithms or people with minimal medical training. Consequently, there may be mistakes.
- It is helpful for patients to review their chart via the patient portal and bring a list of questions or mistakes they see to the office.
- Your provider or hospital may have a specific procedure for correction. Contact them for details.



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Making Changes to your EHR

- We don't have the authority to force a practitioner change the EHR/EMR, but you should look at it regularly and talk to your provider.
- Some organizations or providers may have a process for amending a EHR – So double check with the administrative staff.
- Use the message portal if you have an issue – but wait for the full picture to develop.
 - More information may be coming (like test results) that could result in an update to the record.



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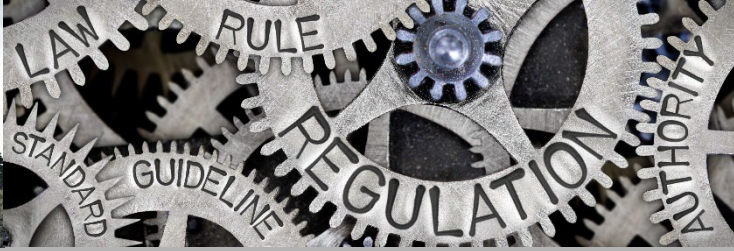


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Q&A

WMC Mission

Promoting patient safety and enhancing the integrity of the profession through licensing, discipline, rule making, and education.

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