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Title

Optimizing Access to Integrative Medicine Care: Improving EHR Workflows and Clinical Communications

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Background: The UCSD Center for Integrative Medicine (CIM) blends evidence based therapies with clinical care. Despite high demand, Family Medicine providers reported confusing referral processes and unclear service options. This knowledge gap creates barriers to utilization and limits patient access to care.

Objective: This project identified barriers to CIM utilization and implemented standardized digital tools, including an Epic SmartPhrase and a consolidated consult guide, to streamline referrals and enhance access to care.

Data and Methods: A baseline survey of 27 primary care providers evaluated comfort and process familiarity using Likert scales. Interventions included a .cimservices SmartPhrase, a consolidated consult guide, and optimized EHR search functions. A post intervention survey is planned following full implementation to assess improvements in workflow.

Results: Providers reported high clinical trust (4.2/5) but low process familiarity (3.1/5). Primary barriers were insurance concerns (67%) and unclear referral criteria (48%). Leading drivers were chronic pain and patient requests. The SmartPhrase improved transparency for low knowledge areas. EHR implementation is currently pending.

Conclusions: Barriers to CIM utilization are primarily administrative. Standardized EHR tools provide transparency and reduce burden. Future steps include a post intervention survey to assess whether these tools increase efficiency and facilitate integrated patient care.