

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

October 5, 2021

FROM

WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center

SUBJECT

Amendment to Agreement with Stericycle Communication Solutions, Inc. for Automated Appointment Reminder System

RECOMMENDATION(S)

Approve **Amendment No. 3** to **Agreement No. 15-793** with Stericycle Communication Solutions, Inc., extending the contract period by one year, for a total contract period of October 20, 2015 through October 19, 2022, increasing the total not-to-exceed amount by \$40,000, from \$672,000 to \$712,000, for the Patient Prompt Automated Appointment Reminder System subscription.

(Presenter: William L. Gilbert, Director, 580-6150)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Provide for the Safety, Health and Social Service Needs of County Residents.

FINANCIAL IMPACT

Approval of the recommendation will not result in the use of Discretionary General Funding (Net County Cost). The additional not-to-exceed cost of \$40,000 for Patient Prompt Automated Appointment Reminder System is funded by State Medi-Cal, Federal Medicare, private insurances, and other departmental revenue. Funding sources may change in the future pending any legislative activity related to the repeal and/or replacement of the Affordable Care Act. Sufficient appropriation and revenue are included in the Arrowhead Regional Medical Center (ARMC) 2021-22 budget and will be included the 2022-23 recommended budget.

BACKGROUND INFORMATION

The Patient Prompt Automated Appointment Reminder System allows ARMC to notify and remind patients of their upcoming appointments. Use of the Automated System reduces the number of patients who do not attend or arrive late for their scheduled appointment and the time spent calling patients to remind them of upcoming appointments. Patient appointment reminder calls are made for several different types of appointments including, but not limited to, scheduling clinic visits, surgical procedures, and specialized testing appointments.

On October 20, 2015 (Item No. 11), as a result of a competitive procurement, the Board of Supervisors (Board) approved Agreement No. 15-793 with Stericycle Communications Solutions, Inc. (Stericycle) in the amount of \$212,500 for the three-year period of October 20, 2015 through October 19, 2018, with an option to extend for one additional two-year period, for implementation and ongoing annual subscription of the Patient Prompt Automated Appointment Reminder System (Appointment Reminder System).

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On January 23, 2018 (Item No. 11), the Board approved Amendment No. 1 to Agreement No. 15-793 with Stericycle to increase the not to exceed contract amount by \$356,500, from \$212,500 to \$569,000, and to extend the expiration for one year from October 19, 2018, to October 19, 2020, for the Appointment Reminder System.

On September 15, 2020 (Item No. 9), the Board approved Amendment No. 2 to Agreement No. 15-793 with Stericycle to increase the not exceed contract amount by \$103,000, from \$569,000 to \$672,000, and to extend the contract term by one year from October 19, 2020 to October 19, 2021, for the Appointment Reminder System.

PROCUREMENT

This is a competitive procurement, as the initial approval for this agreement was the result of a Request for Proposal (RFP) ARMC115-ARMC1-337, issued on January 23, 2015.

On September 14, 2021 (Item No. 8), as a result of a competitive procurement, the Board of Supervisors approved Agreement No. 21-662 with Relatient, Inc., for an automated patient engagement system to remind patient about scheduled clinic visits, surgical procedures, and specialized testing appointments, for a total cost not to exceed \$280,000, for the contract period of September 4, 2021 through September 13, 2026. This system is only compatible with ARMC's new electronic health record system, Epic Systems, which has an anticipated "go-live" month of February 2022, and will assume responsibilities for automated patient engagement services after the "go-live" date. Agreement No. 15-793 with Stericycle will be terminated once Relatient, Inc. assumes full responsibilities of patient engagement services.

County Purchasing supports the amendment to this agreement to provide the necessary time needed for Relatient, Inc., a new vendor, to assume full responsibilities for these services currently provided by Stericycle after the "go-live" of ARMC's new electronic health record system.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Charles Phan, Deputy County Counsel, 387-5455) on September 8, 2021; Purchasing Department (Ariel Gill, Buyer, 777-0722) on September 21, 2021; ARMC Finance (Chen Wu, Finance and Budget Officer, 580-3165) on September 14, 2021; Finance (Yael Verduzco, Administrative Analyst, 387-5285) on September 16, 2021; and County Finance and Administration (Matthew Erickson, County Chief Financial Officer, 387-5423) on September 19, 2021.

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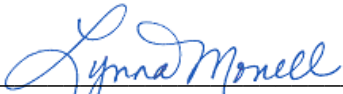
Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Col. Paul Cook (Ret.)

Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: October 5, 2021



cc: ARMC- Gilbert w/agree
Contractor- C/O ARMC w/agree
File- w/agree

LA 10/8/2021