



Specialty Care NEWS eConsult Go-Live!

The Multi-County eConsult Initiative at IEHP is pleased to announce **Fontana Family Health Center** and **Primary Care Clinic MOB**, and the **Referral Scheduling Center** are scheduled to go-live week of **March 26th**. Redlands Public Health Clinic, Westside Family Health Center and McKee Family Health Center are participating and will have the system in place by end of June.

This represents an exciting milestone in the effective delivery of specialty services to our patients. We are grateful to our partners at IEHP for their sponsorship over the past 10 months of eConsult work. We also appreciate our committed **specialty reviewers** whose response to the initial request for assistance will average less than 2 days.

We want to acknowledge the efforts our primary and specialty teams have put forth in expanding the scope of care for Inland Empire patients.

**One Small Step for
Arrowhead Regional Medical Center;
One Giant Leap for Access to Specialty Care!**

Our eConsult specialist champions participating in go-live are:

Cardiology – Dr. Aditya Bharadwaj, Dr. Purvi Parwani, Dr. Shammah Williams

Endocrinology – *coming soon!*

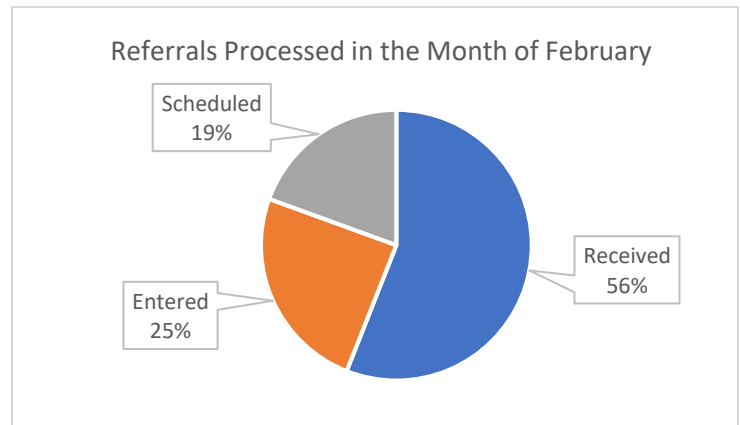
Hepatology – Dr. Lydia Aye

Nephrology – Dr. Pooja Mahajan

Podiatry – Dr. David Shofler

Rheumatology – Dr. Keith Colburn, Dr. Edwin Krick

Urology – Dr. Dean Hadley



ARMC eConsult Go-Live Schedule

Week of Mar 12: Clinic demonstrations and staff training

Week of Mar 19: Referral Center demonstrations and staff training

Week of Mar 26: GO-LIVE with eConsult at Fontana and the Primary Care Clinic MOB!

Calling ALL Primary Care Providers!

Our Specialty Primary Care (SPC) Workgroups are an important part of ARMC & IEHP’s efforts to improve specialty care delivery. We are always interested in feedback from Primary Care Providers. Contact Jessica Ayala (Ayala-J2@iehp.org) if you are a PCP interested in being part of a workgroup.





Safety Net eConsult Program Overview for Healthcare Professionals

Multi-County eConsult Initiative

Inland Empire Health Plan in collaboration with Arrowhead Regional Medical Center, Riverside University Health System and IEHP Direct providers is investing to implement an innovative eConsult system in Riverside and San Bernardino County.

What is eConsult?

eConsult is a telehealth¹ process enabling primary care providers (PCPs) to consult remotely and conveniently with specialists. eConsult has successfully reduced the need for face-to-face office visits by facilitating efficient exchange of information to meet clinical needs.²

Benefits		
Patients	Primary Care Providers	Specialists
<ul style="list-style-type: none"> Improved timeliness of access to specialty care Improved health outcomes with earlier specialist intervention Improved patient satisfaction due to decreased wait time for specialty appointment 	<ul style="list-style-type: none"> Improved communication between primary care provider and specialists Expanded scope of primary care practice Increase in high-quality, coordinated care by creating a patient centered medical neighborhood 	<ul style="list-style-type: none"> Improved pre-visit work-ups Decrease in unnecessary/inappropriate specialty referrals Reduced "no-show" rates

The Safety Net eConsult Program will be implemented in phases with the first group live by end of June, connecting 20+ ARMC, RUHS and IEHP primary care providers with 15+ specialty partners.

Why eConsult?

This implementation of eConsult is predicated by successful implementations in other similar areas including Los Angeles County, the Bay Area and Chicago, which resulted in:

- An approximately 60% reduction in wait time for appointments
- Out of 829 specialty face-to-face referral requests, about half (383) were appropriately addressed and resolved by eConsult and did not result in face-to-face visits
- An easy to use and flexible system allowing specialists to respond to eConsult email alerts in three days or less
- PCPs feeling more comfortable and better equipped to address the specialty needs for their patients²

For more information please visit <https://www.econsultie.com/> or email eConsultIE@iehp.org

How Does eConsult Work?

1. eConsult begins when the primary care provider's (PCP) office requests a specialty consult. Basic patient demographics and past clinical information is available for specialist review.
2. PCP submits brief history of patient's present medical condition, pertinent clinical information and specific clinical question(s) that need to be addressed.
3. HIPAA compliant email alerts are sent to the specialist's private email.
4. Through a secure email alert, the specialist can review and respond to the PCP. The specialist can provide patient care advice or treatment recommendations, upload educational documents, or recommend a face-to-face visit.
5. An email alert is then sent to the PCP informing them that the eConsult has been reviewed. Further communication can continue until sufficient information is exchanged to address the patient's medical condition.
6. If the patient requires a face-to-face visit, then the eConsult information is routed to the respective existing authorization systems.



¹ Telehealth is the delivery of health-related services and health information via telecommunications technologies.

² Pilot survey data from June 2009 – December 2010 from clinics contracted with L.A. County Department of Health Services through the public private partnership program to serve uninsured or underinsured patients.