



## Specialty Care NEWS!

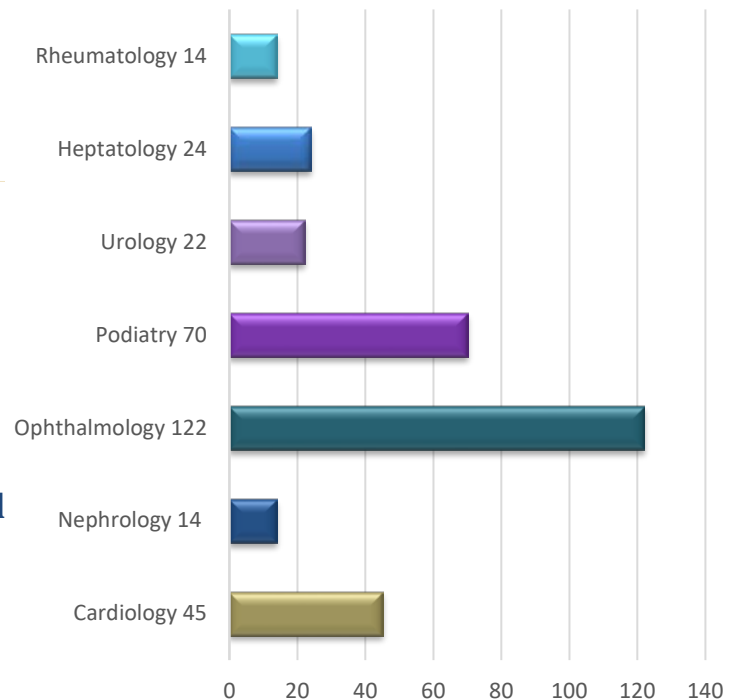
**“One Small Step for the Arrowhead Regional Medical Centers; One Giant Leap for Access to Specialty Care!”**

The Multi-County eConsult Initiative at ARMC & IEHP is pleased to announce that eConsult launched on March 19th at the Fontana Family Care Center. Closely following the initial launch was a second ARMC Clinic, Primary Care Clinic-MOB, completing its go-live on March 26th. Fontana Family Care Clinic and Primary Care Clinic-MOB and their teams have successfully pioneered the eConsult initiative at the primary care level!

These launches represent an exciting milestone in the effective delivery of specialty services to our patients. We are grateful to our partners at IEHP, ARMC and RUHS for their sponsorship over the past 12 months of eConsult work. We also appreciate our committed specialty reviewers whose response to the initial request for assistance on average has been less than 24 hours.

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

### Total eConsults by Specialty



#### Our eConsult Specialist Champions participating in go live are:

<b>Cardiology</b>	<b>Dr. Kenneth Jutzy &amp; Dr. Rajagopal Krishnan</b>
<b>Endocrinology</b>	<b>Dr. Iqbal Munir &amp; Anthony Firek</b>
<b>Hepatology</b>	<b>Dr. Lydia Aye</b>
<b>Nephrology</b>	<b>Dr. Jay Agarwal</b>
<b>Podiatry</b>	<b>Dr. Jonathan Labovitz</b>
<b>Rheumatology</b>	<b>Dr. Vaneet Sandu</b>
<b>Urology</b>	<b>Dr. Edmond Ko</b>

#### **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.

### WHAT IS eCONSULT?

It is a telehealth<sup>1</sup> 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.<sup>2</sup>

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

The Safety Net eConsult Program will be implemented over an 18-month timeframe.

### WHY eCONSULT?

In preparation for an influx of patients due to federal health care reform and California's 1115 waiver, IEHP is committed to helping safety net providers increase capacity and improve efficiency and access to care.

This expansion of eConsult to the Safety Net is predicated by a successful 18-month pilot conducted between June 2009 through December 2010 with small and solo physician practices, 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 patients<sup>2</sup>

**For more information please e-mail: [eConsult@iehp.org](mailto:eConsult@iehp.org)**

### HOW DOES eCONSULT WORK?

- 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.
- PCP submits brief history of patient's present medical condition, pertinent clinical information and specific clinical question(s) that need to be addressed.
- HIPAA compliant email alerts are sent to the specialist's private email.
- 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.
- An email alert is then sent to the PCP informing him or her that the eConsult has been reviewed. Further communication can continue until sufficient information is exchanged to address the patient's medical condition.
- If the patient requires a face-to-face visit, then the eConsult information is routed to the respective existing authorization systems.

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

<sup>2</sup>Pilot survey data from June 2009 – December 2010.

<sup>3</sup>Community Partners Clinics are private non-profit clinics that are contracted with L.A. County Department of Health Services through the public private partnership program to serve uninsured or underinsured patients.