

June 2020

Review your contribution to the Multi-County eConsult Initiative (MCEI) over the past month, and discover what's to come this June.

eConsult Limits Exposure to Coronavirus

"Historically, all my eConsult patients are stable. Due to the COVID-19 crisis, a minority of consults are still received face to face. The majority of eConsults due to the pandemic are appropriately deferred for elective (non-threatening) procedures and even regular cases."



—Dr. Aruthur E. Jimenez

COVID-19 in the Inland Empire

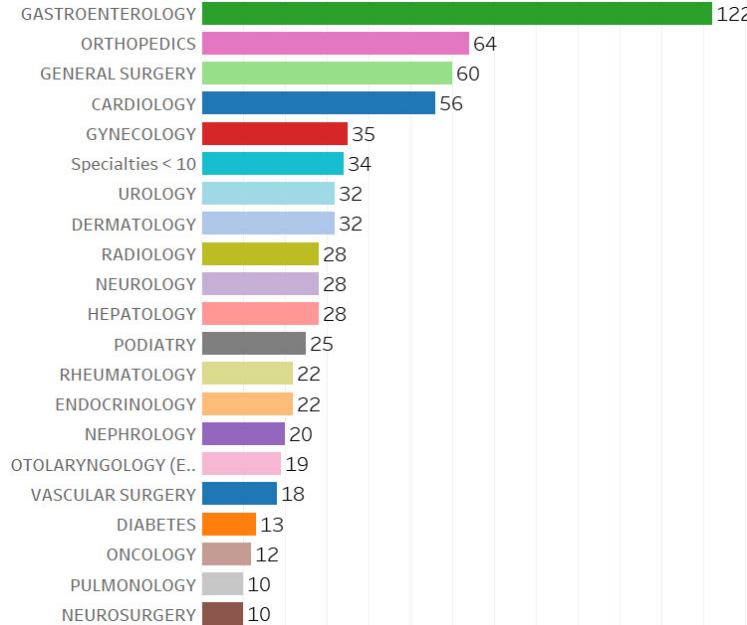


Stay up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](https://www.covidie.com)

(Developed by [WISE Healthcare](https://www.wishealthcare.com) for the Inland Empire; not an IEHP-sponsored product)

Over 55,000 eConsults!

ARMC eConsults Processed This Month



Combined, ARMC, the Inland Empire Health Plan (IEHP) and Riverside University Health System (RUHS) have processed **55,871 eConsults**.

ARMC primary care clinics & SBCSD play a major role, having submitted **742 eConsults** this month alone, and **16,591 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. George Saffouri, Gastroenterology

Meet Dr. George Saffouri, MD. He is a Board Certified Gastroenterologist.

Originally from Los Gatos, CA, he obtained medical school training at VCU School of Medicine in Richmond, VA. Subsequently, he completed his internal medicine residency at the Mayo Clinic in Rochester, MN, and stayed there for his gastroenterology and hepatology fellowship, from which he graduated in June 2018.



He currently teaches as an Assistant Clinical Professor of Health Sciences in Gastroenterology & Hepatology at the University of California, Riverside. He loves good coffee, video games, and comic books. He has responded to **over 1,200 eConsults** from ARMC submitters.

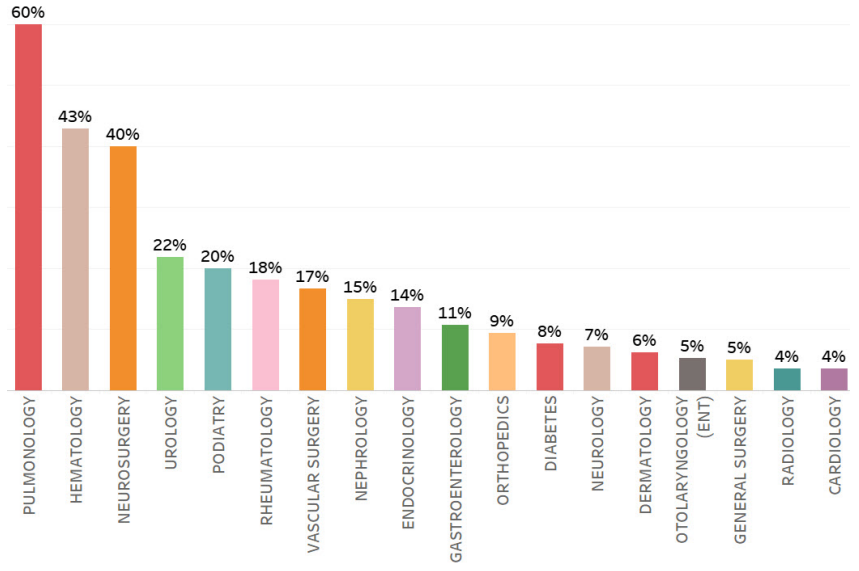
Your Month in Review

Bettering Patient Care

Your efforts are improving patients' access to appropriate care!

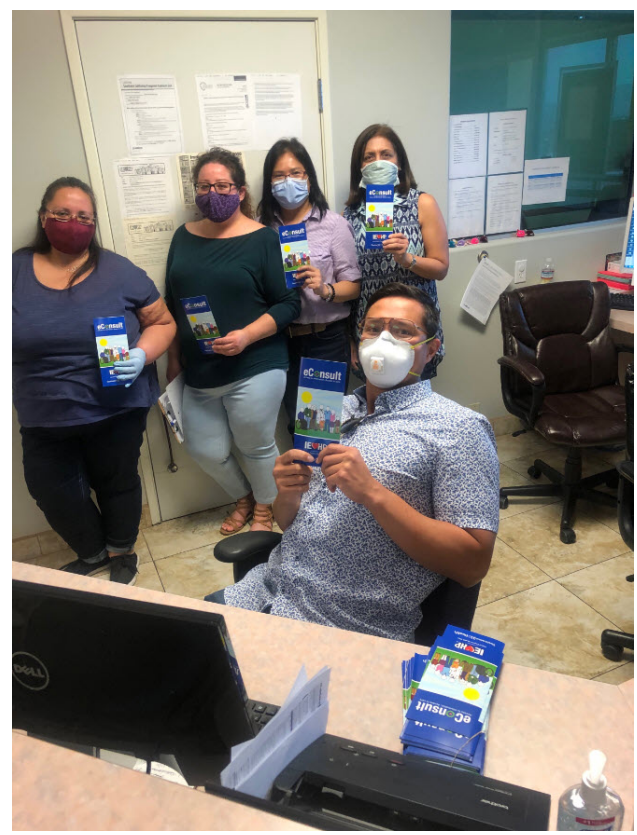
Percent of eConsults closed out non-face-to-face for ARMC patients in May:

By coordinating with 52 specialist reviewers via eConsult, 160 providers at 7 ARMC & SBCSD clinic sites succeeded in resolving **69 cases** without the need for an in-person visit this month.



At least one in five eConsults for neurosurgery, hematology, and pulmonology services were resolved between providers on the eConsult platform.

By coordinating with specialists sooner via eConsult, primary care providers are helping reduce delays for patients to obtain clinically necessary care.



New Brochures

Workflow Engineer Mik Cruz and clinical staff at a clinic training hold new **eConsult patient brochures**.

Empower your patients by informing them about eConsult and its positive impacts on their healthcare delivery with MCEI's brochures. This resource contains insights about the eConsult process and its benefits.

Spanish and English eConsult brochures are readily available on the **MCEI Website**, as well as on the **eConsult platform's "User Guides and Info"** section located to the left side of the Inbox page.

June Happenings

Work Group Calls

Engage with doctors, MCEI workflow engineers, and MCEI Physician Leads in open discussion to:

- Ask questions and voice concerns
- Review the latest eConsult data regarding COVID-19
- Learn to leverage eConsult for improved care coordination

**Friday, June 19th at
12:00 pm**

**Add to
Calendar**



Your monthly Primary Care/ Internal Medicine workgroup call is this week on
Friday, June 19th from 12:00-12:30 pm.



Nida Javed
Workflow Engineer

Dr. Stanley Frencher Jr., MD, MPH
MCEI Physician Lead

Keep an eye out for an email reminder like the one displayed above!

Click <https://zoom.us/j/368234001> to **join the June call.**

Call for Specialist Reviewers

The MCEI team is always open to bringing more specialist reviewers aboard to join our mission.

If you know specialists willing to contribute and who believe in improving access to care for patients in the safety net, please submit their names and contact information to eConsultIE@iehp.org.

Connect With Us

We are here to support you in any way we can. Our MCEI team offers continuous support and training to providers and clinical staff, which can be done virtually or in-person.

Support Desk



Jessica Ayala

Need eConsult Support? Contact our support desk engineer!

From username and password assistance to technical aid and clarification of workflow processes, Jessica Ayala is here to help!

Submit a ticket via the eConsult platform or call the help desk at [**\(909\) 687-0244**](tel:9096870244).

She will assist you within 24 hours.

In Person & Virtual Assistance



Schedule appointments for provider and clinical staff introductory and refresher eConsult trainings with our workflow engineers:

Nida Javed | Javed-N@iehp.org | (909) 767-7616
Gerald Gagner | Gagner-G@iehp.org | (909) 767-7541
Mika'ele Cruz | Cruz-M2@iehp.org | (909) 296-2860
Matthew Widney | Widney-M@iehp.org | (909) 727-7494

Multi-County eConsult Initiative
<https://www.econsultie.com>

