

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

<p>Confirmed COVID-1...</p> <p>29 APRIL 2020</p> <p>front page</p> <p>The number of confirmed coronavirus cases in San</p> <p>READ MORE</p>	<p>New COVID-19 cas...</p> <p>28 APRIL 2020</p> <p>front page</p> <p>The number of coronavirus cases reported in San</p> <p>READ MORE</p>
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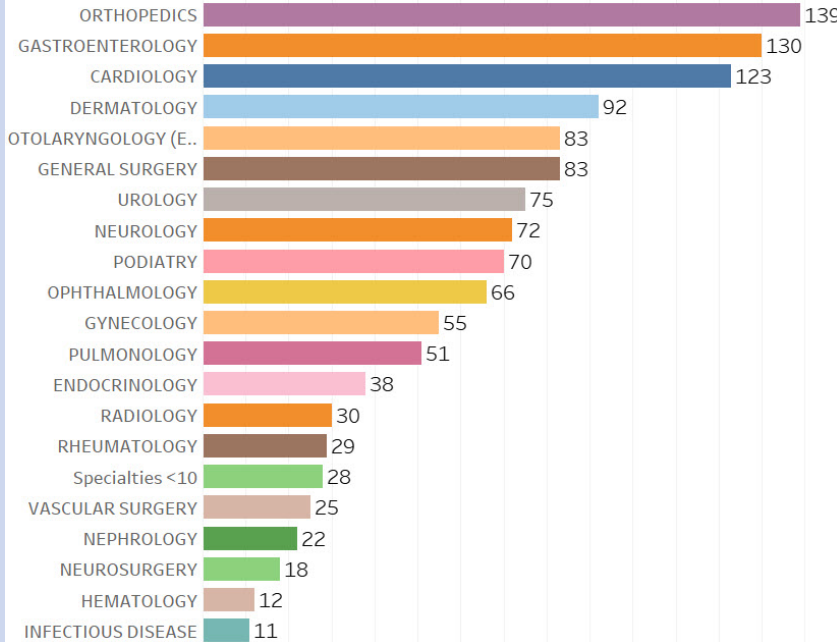
Stay up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](https://www.covidie.com)

(Developed by [WISE Healthcare](#) for the Inland Empire; not an IEHP-sponsored product)

Over 55,000 eConsults!

IEHP eConsults Processed This Month

Combined, IEHP, Arrowhead Regional Medical Center (ARMC), and Riverside



University Health System (RUHS) have processed **55,871 eConsults**.

IEHP community clinics play a major role, having submitted **1,290 eConsults** this month alone, and **20,950 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Doron Kahana, Gastroenterology

Meet Dr. Doron Kahana, MD, CPNS. He is a Board Certified Gastroenterologist and Physician Nutrition Specialist. Dr. Kahana focuses on an integrative approach to GI disorders and practices medical nutrition and functional medicine.

He graduated from Sackler School Of Medicine, Tel Aviv University in 2001 and has been practicing for 12 years.

His **average response time** to eConsults from IEHP submitters this month fell under **15 hours**.



Your Month in Review

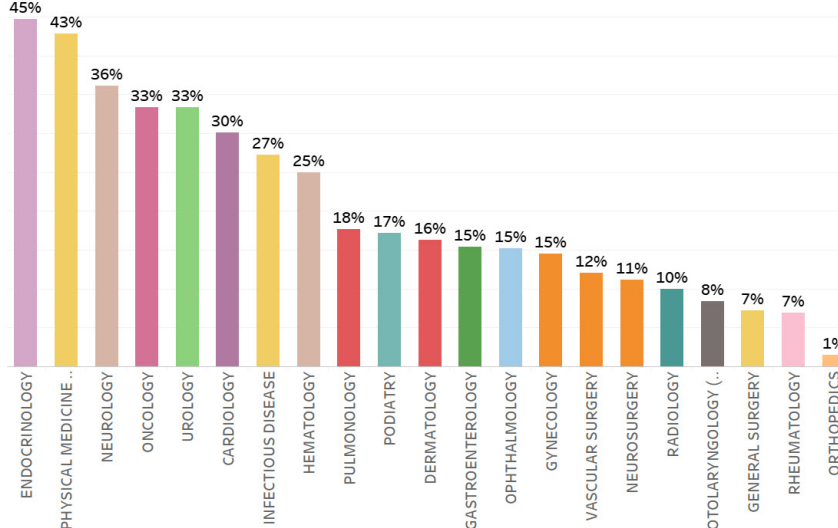
Bettering Patient Care

Your efforts are improving patients' access to appropriate care!

By coordinating with 68 specialist reviewers via

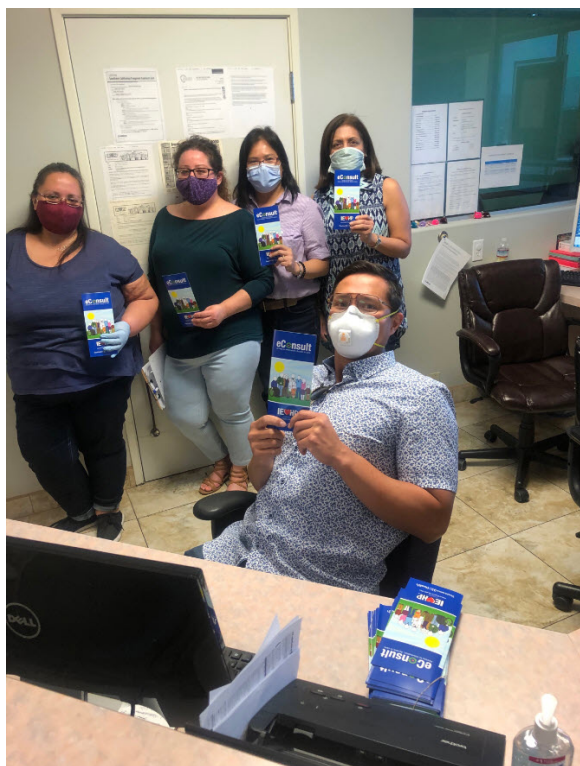
Percent of eConsults closed out non-face-to-face for IEHP patients in May:

eConsult, over 150 providers at 59 IEHP clinic sites succeeded in resolving **214 cases** without the need for an in-person visit this month.



One-third or more of eConsults for **endocrinology, physical medicine, neurology, oncology, and urology** 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.



Welcome Aboard!

The **Melvani Ashok MD** clinic received an orientation and training session.

Left: Workflow Engineer Mik Cruz and clinical staff at Melvani Ashok MD clinic training hold eConsult patient brochures.

Meanwhile, **California Care Medical Group Inc.**, the first clinic in MCEI history to experience a fully virtual on-boarding process, touched base with workflow engineer Gerald Gagner for their one month post go-live milestone.

June Happenings

Work Group Calls

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

More Clinics To Join You

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**

Click

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



Physicians and clinical staff at IEHP Direct clinics **Orchid Medical Group** and **Melvani Ashok MD** will be joining your MCEI efforts and going live with eConsult in early June.

Also in June, new provider at **Vista Community Clinic** will be learning to navigate the eConsult platform.

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>



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