

## June 2020

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

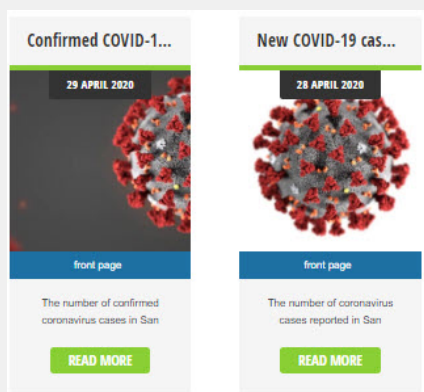
### **eConsult Limits Exposure to Coronavirus**

*"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**



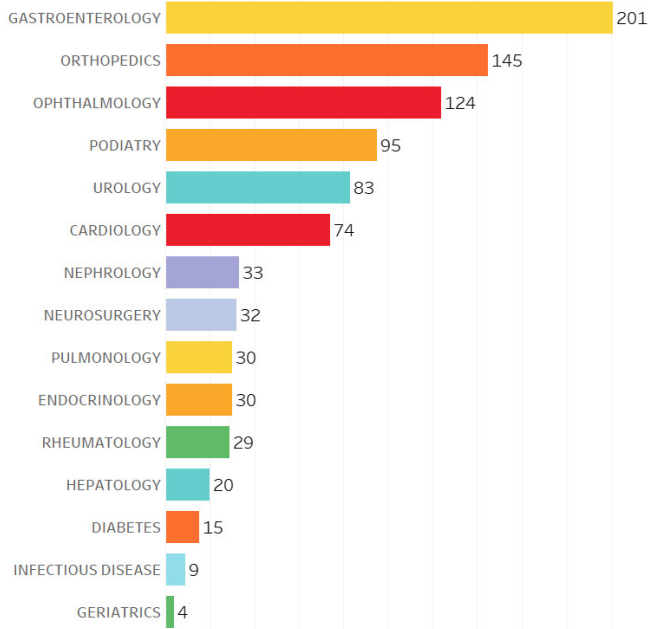
Stay up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](https://www.covidie.com)

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

**Over 55,000 eConsults!**

**RUHS eConsults Processed This Month**

Combined, RUHS, the Inland



Empire Health Plan (IEHP), and the Arrowhead Regional Medical Center (ARMC) have processed **55,871 eConsults**.

RUHS primary care clinics & Riverside Correctional Health Services (CHS) sites play a major role, having submitted **943 eConsults** this month alone, and **18,331 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 RUHS submitters this month fell under **16 hours**.



## Your Month in Review

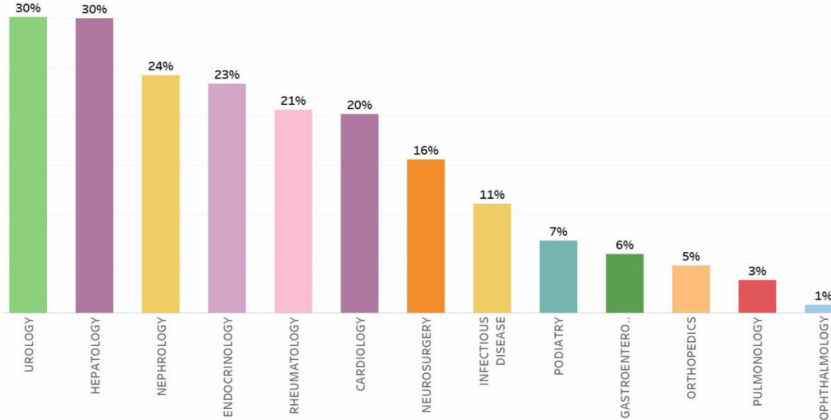
### Bettering Patient Care

Your efforts are improving patients' access to appropriate care!

By coordinating with 37 specialist

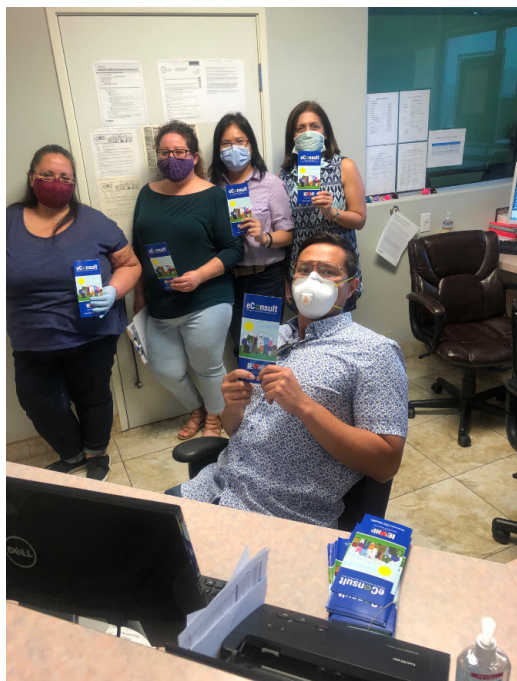
### Percent of eConsults closed out non-face-to-face for RUHS patients in May:

reviewers via eConsult, over 120 providers at 20 RUHS & CHS clinic sites succeeded in resolving **101 cases** without the need for an in-person visit this month.



**One in three** eConsults for **urology** and **hepatology** 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.



## Trainings & Brochures

In mid-May, workflow engineer Nida Javed met with RUHS referral coordinators to discuss

- Refresher trainings for PCPs conducting Cardiology diagnostic submissions
- Building RUHS Podiatry Fracture Direct to Auth in eConsult
- Smoothing out Epic-eConsult integration

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

## 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

### eConsult Moves to Medical and Surgical Center at RUHS

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.**



eConsult will be live at the newly constructed Medical and Surgical Center (MSC).

The building received a "Project of the Year Excellence Award" by the California Counties Architects and Engineers Association (CCAEA).

[Read more](#)

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## 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](mailto: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.

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## Support Desk



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

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

Nida Javed | [Javed-N@iehp.org](mailto:Javed-N@iehp.org) | (909) 767-7616  
Gerald Gagner | [Gagner-G@iehp.org](mailto:Gagner-G@iehp.org) | (909) 767-7541  
Mika'ele Cruz | [Cruz-M2@iehp.org](mailto:Cruz-M2@iehp.org) | (909) 296-2860  
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Multi-County eConsult Initiative  
<https://www.econsultie.com>

