

April 2020

Leverage eConsult during this coronavirus pandemic, review your contribution to the Multi-County eConsult Initiative (MCEI) for April, and discover what's in store for May.

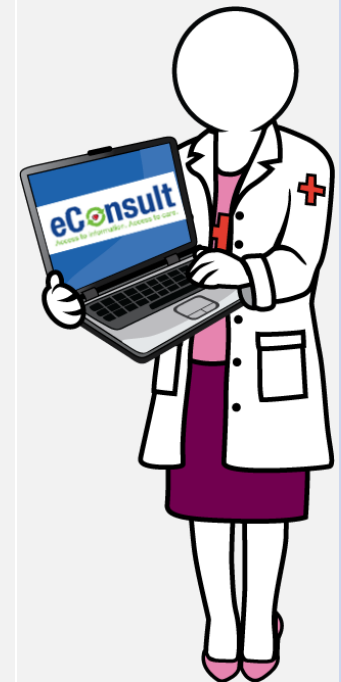
#eConsult First

#eConsultfirst

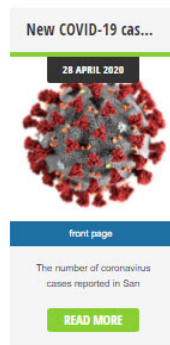
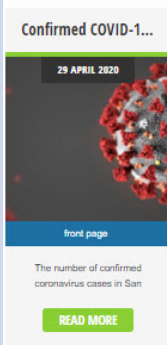
Improve the outcomes of specialist visits for your patients by reviewing the case first with our eConsult specialists. Either they can help your patients avoid visits altogether by providing a care plan for more benign conditions, or save your patient's time by guiding you to get pre-evaluation testing and labs done prior to the in-person consultation.

Get the care your patient needs in a more efficient way, while helping them avoid unnecessary exposure to the coronavirus.

The MCEI team is here to support you every step of the way. Thank you for your continued service, sacrifice, and strength.



COVID-19 in the Inland Empire



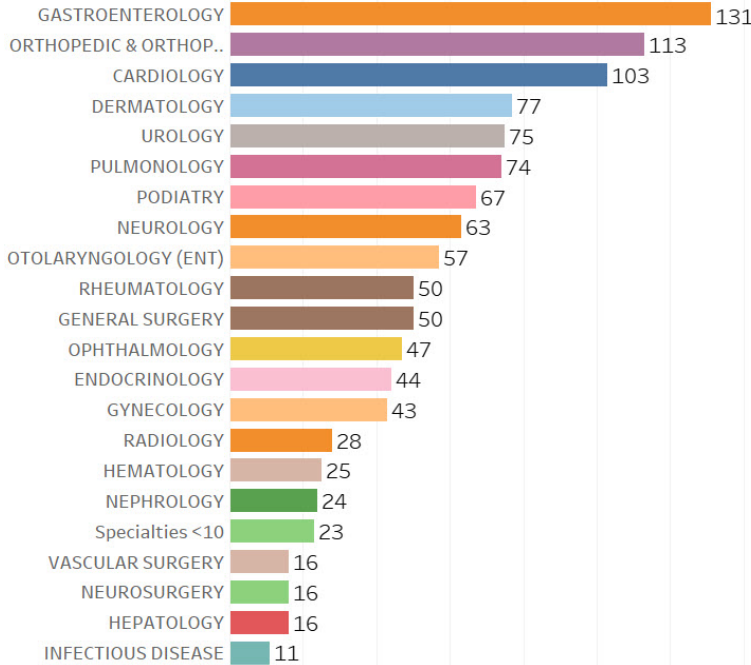
Stay up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](https://www.covidie.com) (developed by [WISE Healthcare](https://www.wisehealthcare.com) for the Inland Empire; not an IEHP-sponsored product).

The website features an assemblage of news releases, links & videos, dashboards, maps and statistics about the San Bernardino and Riverside counties (compiled from publicly available sources).

Over 50,000 eConsults!

IEHP eConsults Processed This Month

Combined, IEHP,



Arrowhead Regional Medical Center (ARMC), and Riverside University Health System (RUHS) have processed **52,477 eConsults**.

IEHP community clinics play a major role, having submitted **1,194 eConsults** this month alone, and **18,609 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Adrienne Estes, Podiatry

Meet Dr. Adrienne Estes, DPM, MS. She is a Podiatrist and alumnus of University of California, Santa Barbara. She earned her Masters of Biomedical Science at Rosalind Franklin University of Science.

Dr. Estes is an Assistant Professor of Podiatric Medicine Surgery and Biomechanics at her alma mater, Western University of Health Sciences. She is Board Qualified by ABFAS and is wound care certified. She completed a fellowship in reconstructive ankle and limb salvage surgery. Outside the office, she enjoys spending time with her 2 dogs and her fiance Charlie. Her **average response time** to eConsults from IEHP submitters this month fell under **1.5 days**.



Your Month in Review

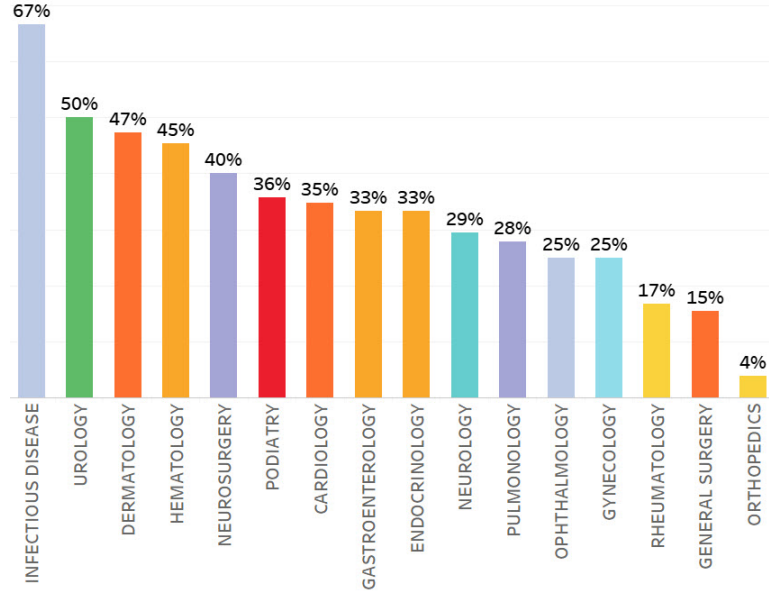
Bettering Patient Care

Your efforts are improving patients' access to appropriate care!

By coordinating with 68 specialist reviewers via eConsult, 156

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

providers at 59 IEHP clinic sites succeeded in resolving **80 cases** without the need for an in-person visit this month.



Over half of eConsults for infectious disease 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.

**For Orthopedic eConsults: The Direct to Authorization (DTA) option is available when dialog is not necessary—such as in the case of a fracture.*



Welcome Aboard!

Orchid Medical Group and **Vida Health Clinic** received virtual eConsult orientations, while **California Care Medical Group Inc.** became the first clinic in MCEI history to experience a fully virtual onboarding process!

Remember: Clinics providing virtual or telephone visits qualify as IEHP encounters if the visits are tracked and provided to IEHP in data submissions.

May We Move Forward

Virtual Health Access At Your Fingertips

The MCEI team will assist you and your clinic with **virtual health access** to patients, including but not limited to platforms such as:

- Doxy.me, Vsee, Zoom, AfyaHub, ConnectOnCall, SimpleVisit, Polycom, and SnapMD.

Work Group Calls

MCEI workflow engineers set aside this time for clinicians and staff to discuss ways to utilize eConsult and virtual health access to **fight the pandemic.**

Friday, May 15th at 12:00 pm

(Disclaimer: IEHP does not sponsor or support any of these vendors.)

**Add to
Calendar**

We support using current existing tools provided by Apple and Android such as:

- WhatsApp, iMessage, Line, GroupMe, and Google Duo.

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

*Keep an eye out for email reminders.

The More the Merrier

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

Who better to provide recommendations for the MCEI specialists than those already involved?

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>

