



Multi-County eConsult Initiative

News & Updates



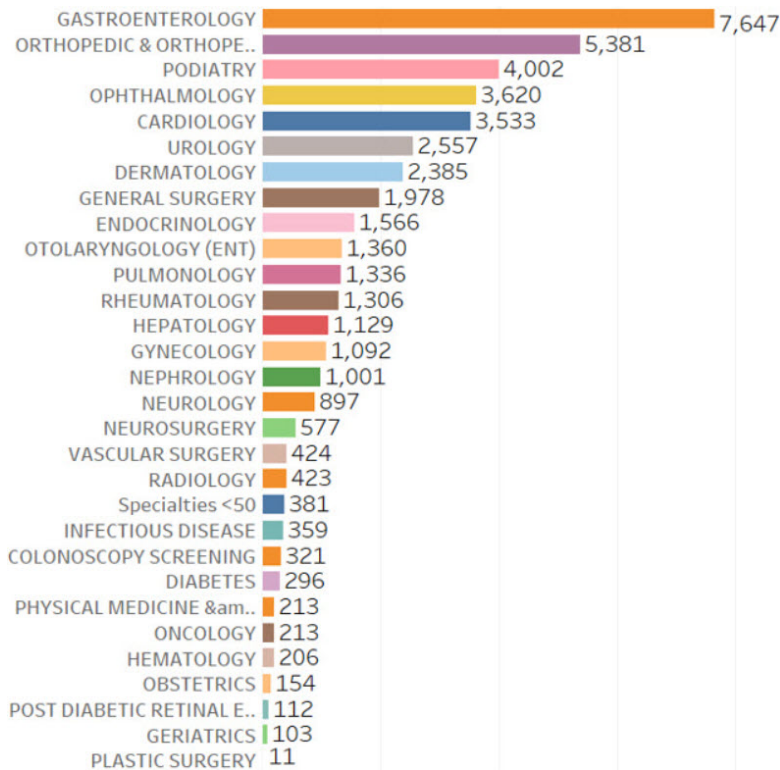
eConsult
Access to information. Access to care.

February 2020

You'll learn about your progress and contribution to the MCEI, meet a specialist reviewer, and discover what's in store for next month.

Over 42,644 eConsults!

eConsults Processed by Specialty



Your Contribution

Taken together, ARMC, Riverside University Health System (RUHS), and Inland Empire Health Plan (IEHP) have processed **over 42,600 eConsults**.

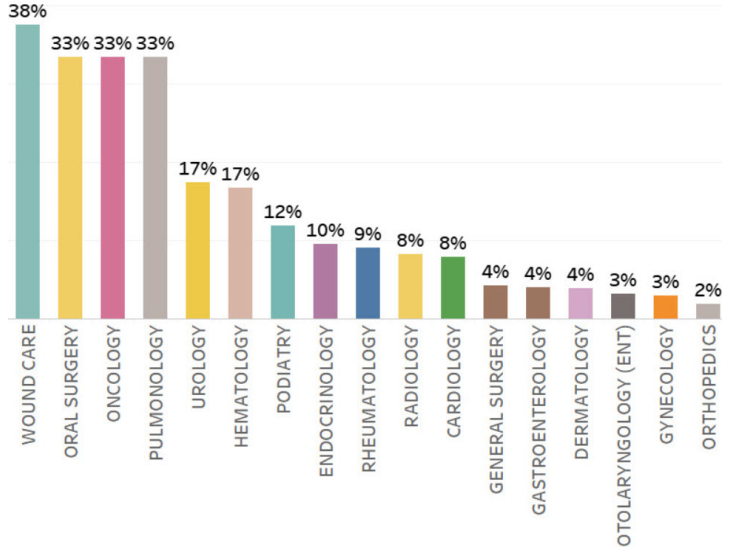
ARMC primary care clinics play a major role, having submitted **878 eConsults** this month alone, and **13,582 eConsults** since MCEI's genesis.

Your Month In Review

Bettering Patient Care

The bar graph shows the percent of eConsults resolved without sending patients to a specialist.

By coordinating with 52 specialist reviewers via eConsult, 150+ providers at 7 ARMC clinic sites succeeded in resolving **47 cases** without the need for an in-person visit this month.



Your efforts are improving patients' access to appropriate care! Which specialties did you submit to in February?

Over **one-third** of all eConsults for wound care, oral surgery, oncology, and pulmonology 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.

Platform Changes

New changes to the eConsult platform went live February 6th.

MCeI workflow engineers are here to answer your questions and walk you through the platform's newfound features. Scroll down for their contact information.

You may review the [New Features Quick Guide](#) by clicking on "User Guides and Info" section located to the left side of the Inbox page.

Modify ICD code entry, allowing up to twelve ICD-10 Codes

Is Patient an IEHP Direct Member: Yes No

Diagnosis: ICD Code: Add Remove

Procedure(s): CPT Code: Modifier: Qty: Add

Above: One of the **ten platform updates** outlined in [Quick Guide](#)

Connect With Us

Feel confident navigating the platform with the MCeI team which offers continuous support and refresher training to providers and clinical staff. To master new platform changes or simply brush up, schedule an



appointment with our workflow engineers:

Nida Javed | Javed-N@iehp.org |(909) 767-7616

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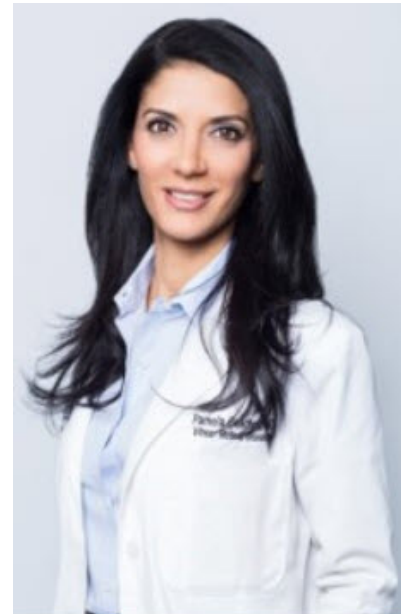
Meet Your Specialist Reviewer

Dr. Pamela Golchet, Ophthalmology

Meet Dr. Pamela Golchet. She is an ophthalmologist and is affiliated with Arrowhead Regional Medical Center (ARMC) and the Inland Empire Health Plan (IEHP).

The Los Angeles native earned her bachelor degree from the University of California, Los Angeles (UCLA), and later a medical degree from the University of California, San Francisco (UCSF). She completed Residency in Ophthalmology and Fellowship in Vitreo-Retinal Diseases at Northwestern University, Feinberg School of Medicine in Chicago. She was the first to describe the previously unknown clinical entity persistent placoid maculopathy.

She has been in practice for a decade and joined the MCEI in 2019. She has processed 20 eConsults from ARMC primary care providers, with an average response time of under one day.



Upcoming Workgroup Calls

During our monthly 30-minute workgroup calls, primary care providers and clinical staff can tackle questions and provide feedback about eConsult with MCEI's dedicated workflow engineers.

Friday, March 20th at 12:00pm

**Add to
Calendar**



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

*Keep an eye out for email reminders.

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<https://www.econsultie.com>



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