



Multi-County eConsult Initiative

News & Updates

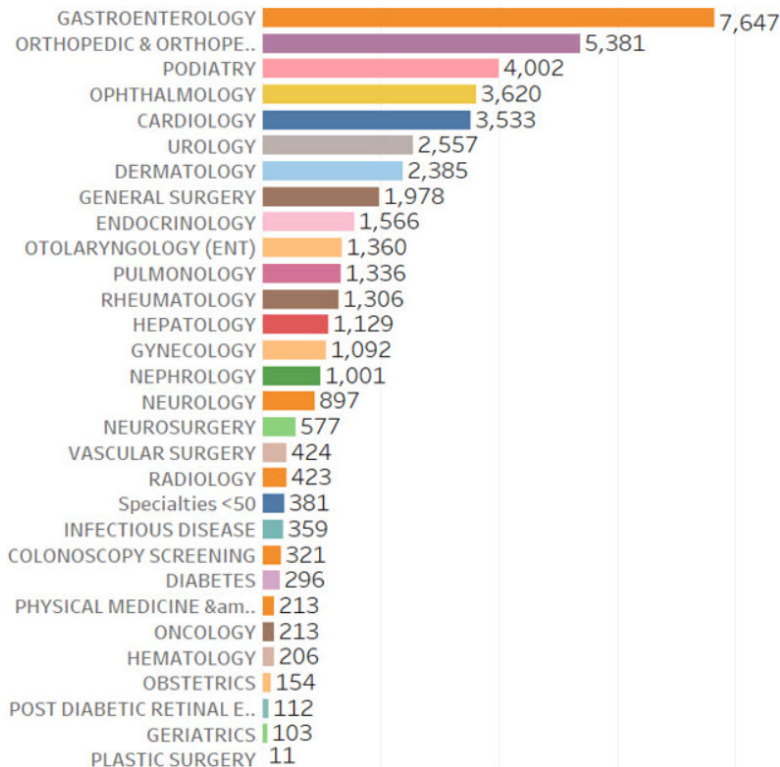


February 2020

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, RUHS, Arrowhead Regional Medical Center (ARMC), and Inland Empire Health Plan (IEHP) have processed **over 42,600 eConsults.**

RUHS community clinics play a major role, having submitted **968 eConsults** this month alone, and **14,880 eConsults** since MCEI's genesis.

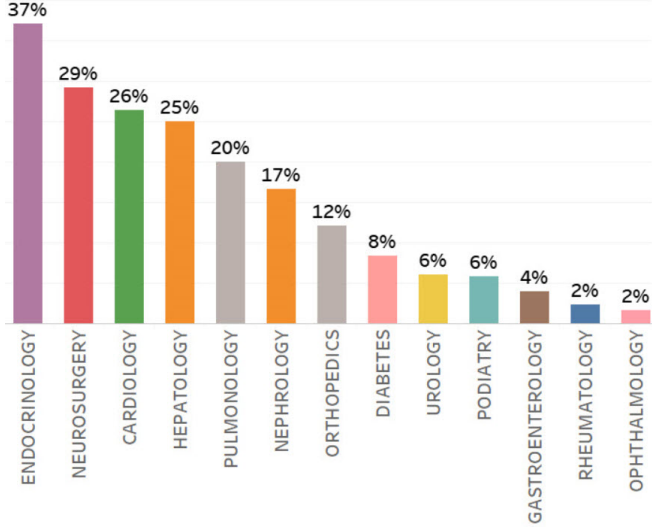
Your Month In Review

Bettering Patient Care

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

By coordinating with 35 specialist reviewers via

eConsult, 100+ providers at 14 RUHS and 5 CHS clinic sites succeeded in resolving **89 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 eConsults for endocrinology and over **one-fourth** of cases for neurosurgery, cardiology, and hepatology 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 Options

As of this month, a new option is available: RUHS primary care providers and clinical staff may use Direct to Authorization for cases of Orthopedic Fracture. Clinical staff may listen to feedback from providers and let them know they can still dialog with orthopedic specialists if preferred.

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:

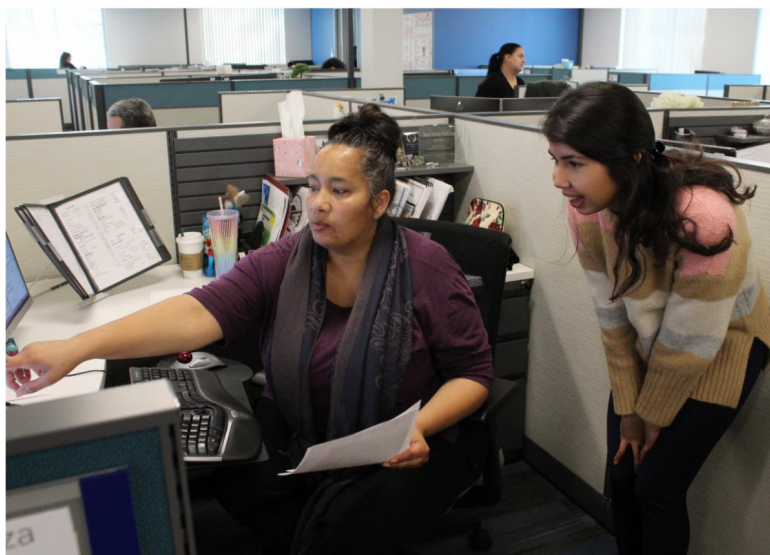
Procedure(s): CPT Code: Modifier: Qty:

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

Connect With Us

Continuous Support

This month, MCEI workflow engineer Nida Javed met with referral coordinators at Mission Grove to resolve system maintenance and speed issues, as well as develop a workflow to address eConsult responses for RUHS primary care providers and specialist reviewers in the Epic EHR.



Here For You



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
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

Meet Your Specialist Reviewer

Dr. Bret Powers, Orthopedics

Meet Dr. Bret Powers. He is an orthopedic surgeon and is affiliated with Riverside University Health System (RUHS), Inland Empire Health Plan (IEHP),

and Corona Regional Medical Center.

After graduating with his Doctor of Osteopathic Medicine degree from the Western University of Health Sciences in Pomona, California, Dr. Powers completed a residency at the Summa Health Care System. He went on to attain his fellowship from Ohio State University Sports Medicine Center. Dr. Powers specializes in the field of Sports Medicine.

He has been in practice for over a decade, and is licensed to provide care in both Alaska and California. He has processed over 700 eConsults from RUHS primary care providers in the past year, 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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