

March 2020

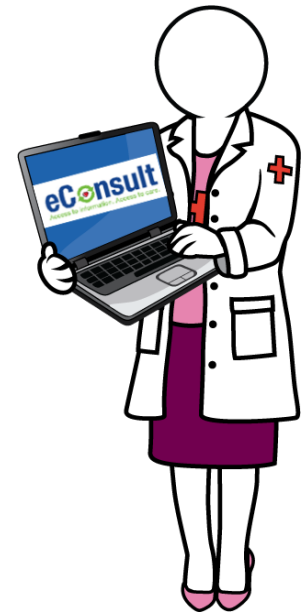
Learn how to leverage eConsult to **fight against COVID-19**, your contribution to the Multi-County eConsult Initiative (MCeI) this month, and discover what's in store for April.

Fight COVID-19 with eConsult

Now more than ever, primary care providers and clinical staff lead the front lines of crucial healthcare delivery and coordination for patients.

Leverage eConsult as a tool to help patients and yourself in this time of crisis.

1. eConsult presents an opportunity to **minimize exposure** to COVID-19 and **slow the the spread** of the virus.
2. Utilizing this online platform we can **reduce non-critical clinic visits** for patients.
3. Keep high risk patients safe, a particularly important consideration as **outlined by the Center for Disease Control.**



* See [COVID-19 IE](#), a resource for virus updates in the Inland Empire.

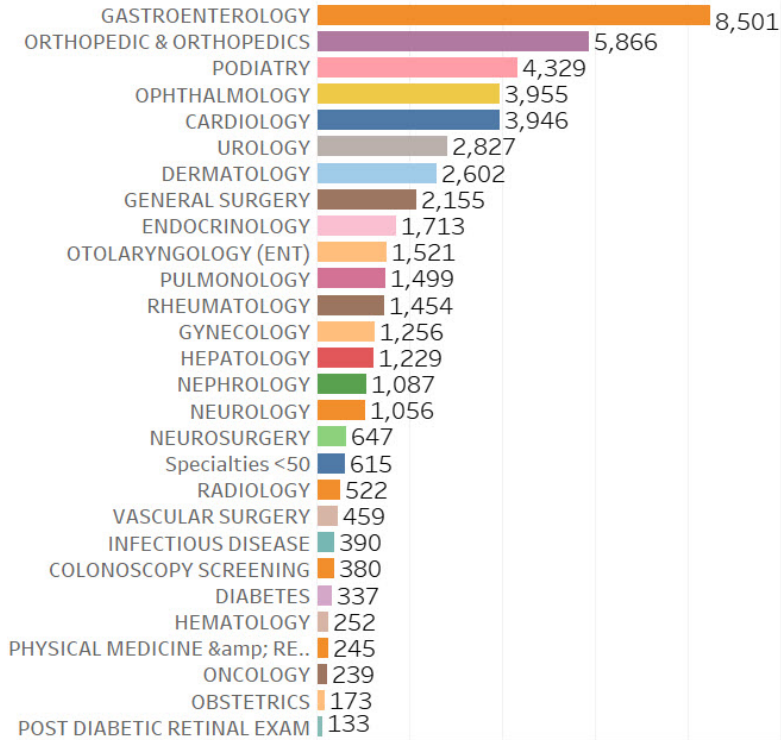
Almost 50,000 eConsults!

eConsults Processed by Specialty

Your Contribution

Combined, ARMC, Inland Empire Health Plan (IEHP), and Riverside University Health System (RUHS) have processed **49,405 eConsults.**

ARMC primary care



clinics play a major role, having submitted **916 eConsults** this month alone, and **14,868 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Howard Lan, Cardiology

Meet Dr. Howard Lan, DO. He is a Cardiologist affiliated with hospitals including ARMC and Riverside University Health System-medical Center. He graduated from the Western University of Health Sciences and from a subsequent residency at the Loma Linda University Medical Center (LLUMC). He also completed a fellowship at LLUMC and UCSF Fresno. Having been in practice for 8 years, Dr. Lan specializes in interventional cardiology, cardiovascular disease, and internal medicine. His **average response time** to eConsults from ARMC submitters is a **half-day**.



Your Month in Review

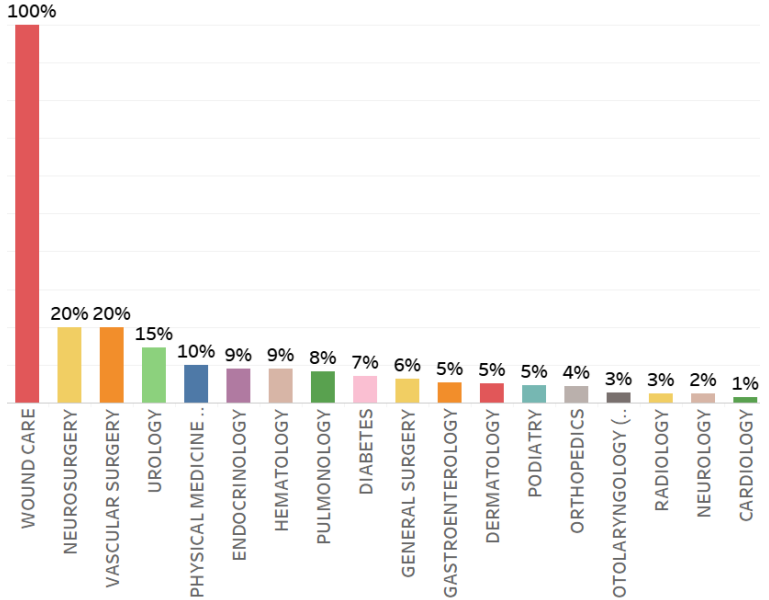
Bettering Patient Care

Your efforts are improving patients' access to appropriate care!

By coordinating with

The graph shows the percent of eConsults closed out non-face-to-face for ARMC patients this month.

54 specialist reviewers via eConsult, 150+ providers at 6 ARMC clinic sites succeeded in resolving **43 cases** without the need for an in-person visit.



All eConsults for wound care, as well as **one in five** eConsults for neurosurgery and vascular surgery 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.



Referral Coordinator Patricia Cruz provides feedback to workflow engineer Gerald Gagner

Continuous Support

In March MCEI workflow engineer Gerald Gagner met with ARMC providers and staff to provide both in-person and virtual training and follow-ups.

Referral coordinators at the **ARMC Scheduling Center** were among those who received support, while our workflow engineers also trained new gastroenterologist specialist reviewers for ARMC.

Tip of the Month: Ideal Dialog

Primary care providers that write thorough eConsults from the get-go yield quicker resolutions and quality dialogs.

Optimize your eConsult experience by applying a few methods outlined in the MCEI's [Ideal Dialog Quick Guide](#).

The document is also available in the platform's document library.

The More the Merrier

The MCEI team is always open to bringing more specialists 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.

Upcoming Workgroup Call

During this 30-minute workgroup call, primary care providers and clinical staff can come together and discuss strategies to maximize eConsult use to fight the pandemic with MCEI's dedicated workflow engineers.

Friday, April 17th at 12:00 pm

[Add to Calendar](#)



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

*Keep an eye out for email reminders.

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:

Gerald Gagner | Gagner-G@iehp.org | (909) 767-7541
Nida Javed | Javed-N@iehp.org | (909) 767-7616
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>

