

March 2020

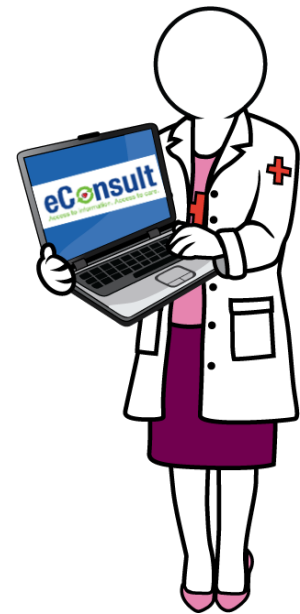
Learn how to leverage eConsult to **fight against COVID-19**, your contribution to the Multi-County eConsult Initiative (MCEI) this month, and discover what's in store for April.

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.

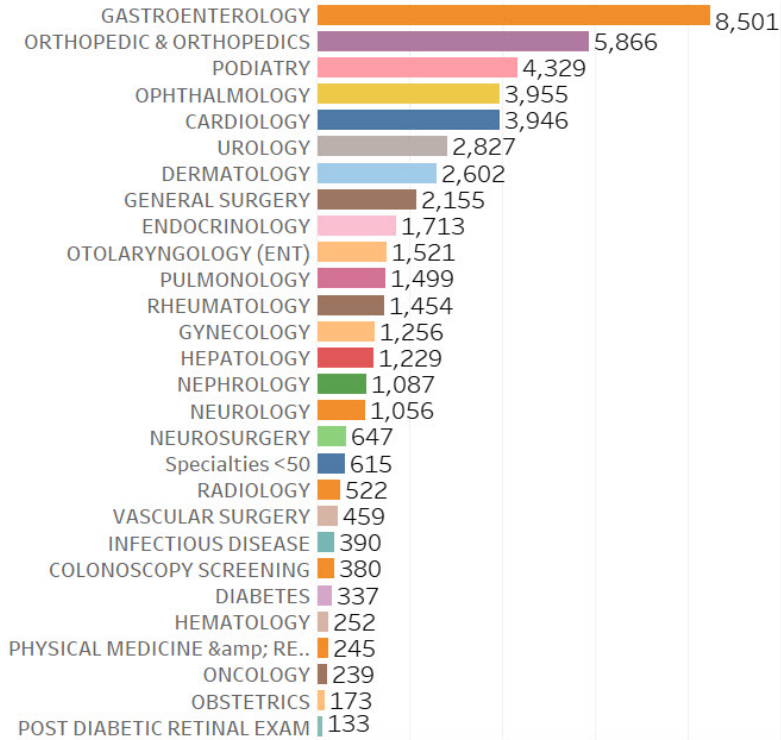
Almost 50,000 eConsults!

eConsults Processed by Specialty

Your Contribution

Combined, IEHP, Arrowhead Regional Medical Center (ARMC), and Riverside University Health System (RUHS) have processed **49,405 eConsults**.

IEHP community clinics play a major role,



having submitted **1,420 eConsults** this month alone, and **18,080 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Joshua Leichman, Cardiology

Meet Dr. Joshua Leichman, MD, EP. After graduating with honors in Biochemistry from Brandeis University, MA, Dr. Leichman earned his Doctor of Medicine from the USC Keck School of Medicine. He fulfilled numerous fellowships at the University of Texas, Houston and completed a residency at Lahey Clinic. He specializes in the management of abnormal heart rhythms. He has been in practice for nearly two decades and is currently based in Temecula. His **average response time** to eConsults from IEHP submitters this month fell **under 4 hours**.



Your Month in Review

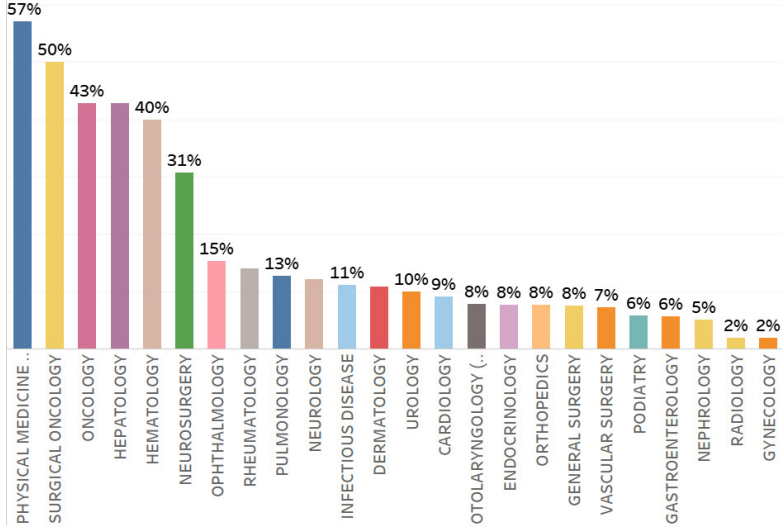
Bettering Patient Care

Your efforts are improving patients' access to appropriate care!

By coordinating with 59 specialist reviewers via eConsult, 156

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

providers at 58 IEHP clinic sites succeeded in resolving **136 cases** without the need for an in-person visit.



Over half of eConsults for **physical medicine & rehabilitation** and **surgical oncology** 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.



Welcoming New Clinics

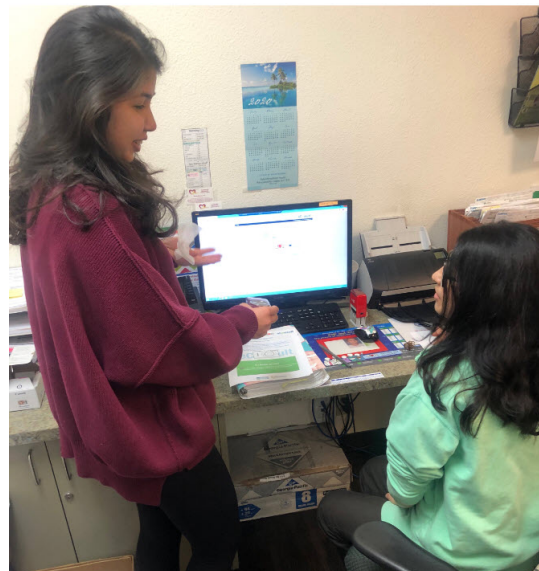
This month we welcomed more IEHP community clinics aboard the MCEI:

- Bikramjit S Ahluwalia MD
- Neighborhood Healthcare (Temecula)

Continuous Support

In March MCEI workflow engineers also met with new providers and staff at IEHP community clinics to provide training and follow-ups.

Oliverio Medical Group, Arlanza Family Health Center, and Desert Hot Springs Community Health Center were among those who received support and training.



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.

April Already?

More Sites

We are **84 sites strong** and growing. In April we will welcome the following clinics to the MCEI Family.

- McKinley Medical Clinic
- Mohinder PS Ahluwalia MD



Workgroup Calls

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.

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

Need eConsult Support? Contact our



Jessica Ayala

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**.

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>

