



Multi-County eConsult Initiative

News & Updates



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.

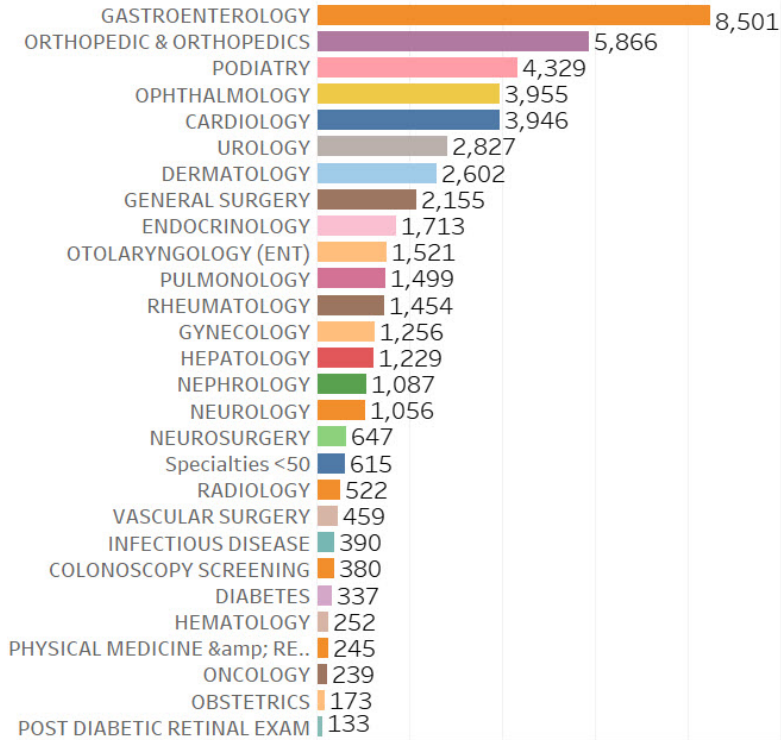
Almost 50,000 eConsults!

eConsults Processed by Specialty

Your Contribution

Combined, RUHS, Inland Empire Health Plan (IEHP), and Arrowhead Regional Medical Center (ARMC) have processed **49,405 eConsults.**

RUHS primary care



clinics play a major role, having submitted **997 eConsults** this month alone, and **16,457 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Vaneet Sandu, Rheumatology

Meet Dr. Vaneet Sandu, MD. She is a Rheumatologist affiliated with RUHS and Loma Linda University Medical Center. After earning a medical degree from Dayanand Medical College, Dr. Sandu completed a fellowship at the Cedars-Sinai Medical Center. She graduated from a residency at the Loma Linda University School of Medicine, where she now serves as an assistant professor. Having been in practice for nine years, she specializes in lupus, scleroderma, and antiphospholipid syndrome. Since 2018 Dr. Sandu has responded to nearly **500 eConsults** from RUHS submitters.



Your Month in Review

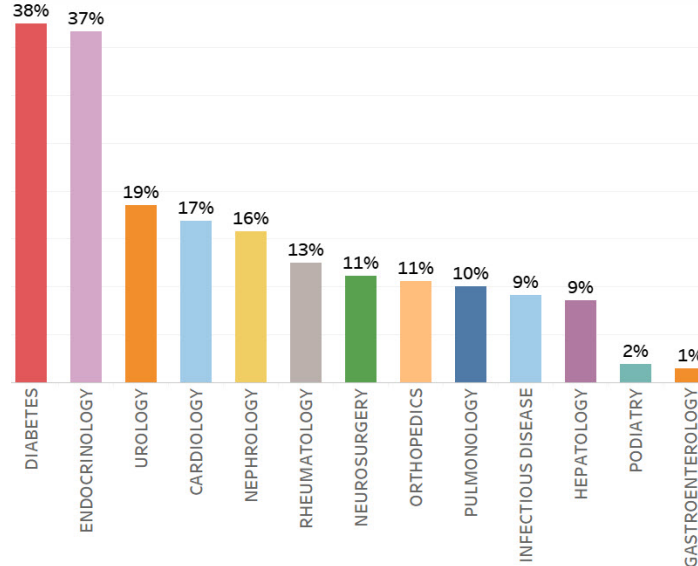
Bettering Patient Care

Your efforts are improving patients' access to appropriate care!

By coordinating with 35 specialist reviewers via

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

eConsult, 100+ providers at 14 RUHS clinic sites and 5 CHS clinic sites succeeded in resolving **82 cases** without the need for an in-person visit.



Over one-third of eConsults for diabetes and endocrinology 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.

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

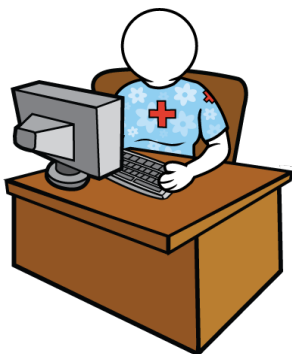
Need eConsult Support? Contact our support desk engineer!

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:

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

