



Multi-County eConsult Initiative

# News & Updates



**eConsult**  
Access to information. Access to care.

## July 2020

Review your contribution to the Multi-County eConsult Initiative (MCEI) over the past month, and discover what's in store for July.

# The MCEI Team is at Your Service Always!



*MCEI Workflow Engineers, Physician Leads, and Staff are dedicated to supporting ARMC primary care Physicians and Staff in coordinating patient care via eConsult.*

## COVID-19 in the Inland Empire

IE hospitals seeing ...

30 JUNE 2020

front page

Intensive care unit capacity could soon become a big

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'We're surging agai...

30 JUNE 2020

front page

For a brief moment, California returned to bars, beaches and

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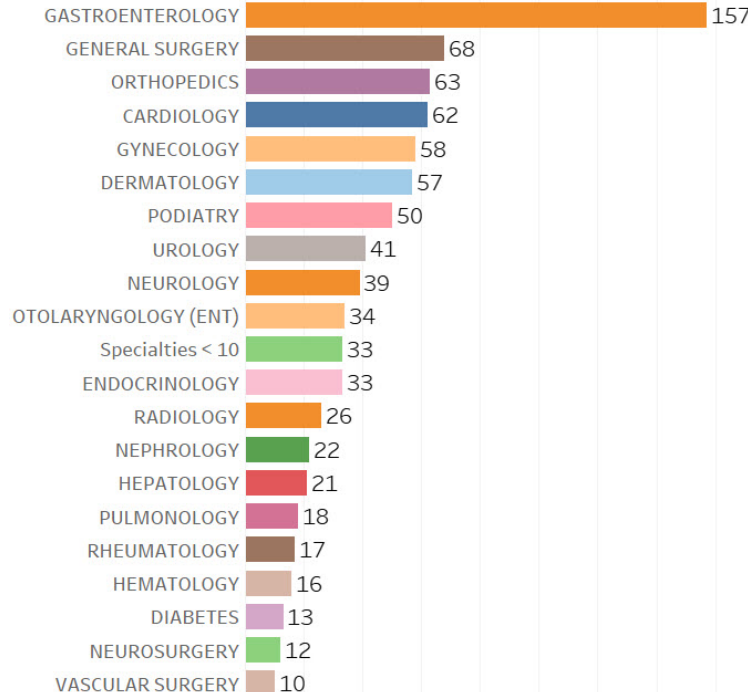
Stay up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](https://CovidIE.com)

*(Developed by [WISE Healthcare](#) for the Inland Empire; not an IEHP-sponsored product)*

# Nearly 60,000 eConsults!

## ARMC eConsults Processed This Month

Combined, ARMC, the



Inland Empire Health Plan (IEHP) and Riverside University Health System (RUHS) have processed **59,592 eConsults**.

ARMC primary care clinics & SBCSD play a major role, having submitted **966 eConsults** this month alone, and **17,539 eConsults** since MCEI's genesis.

## Meet Your Specialist Reviewer

### Dr. Sunil Nowrangi, Cardiology

Meet Dr. Sunil Nowrangi, MD, MBBS. He is a cardiologist and board certified in Cardiovascular Disease. He is affiliated with ARMC and Loma Linda University Medical Center.

He graduated from Christian Medical College Vellore, and subsequently completed a residency and fellowship at Howard University.

Dr. Nowrangi has been practicing for over 42 years. He reviews Cardiology eConsults from ARMC primary care physicians.



## Your Month in Review

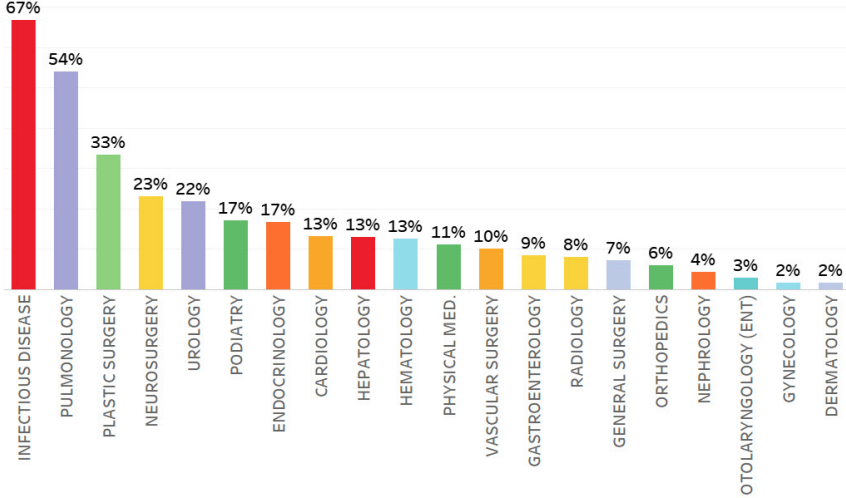
### Bettering Patient Care

Percent of eConsults for which ARMC patients obtained asynchronous care in June

Your efforts are improving patients' access to appropriate care!

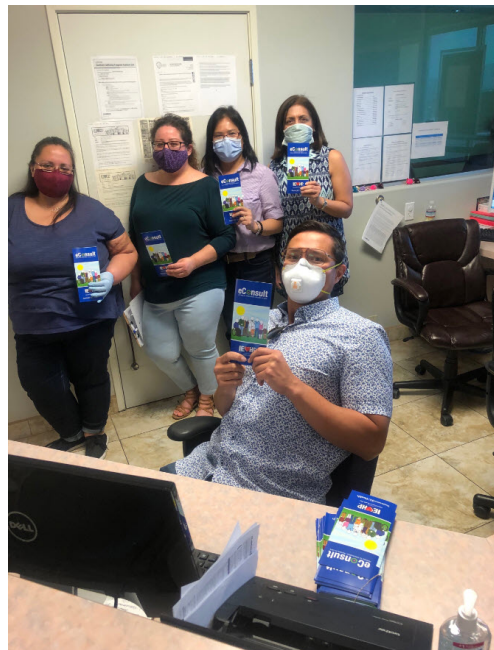
By coordinating with 56 specialists via eConsult, over 160 physicians at 7

ARMC & SBCSD clinic sites were able to serve **93 patients**, saving them a trip to the specialist's office while accessing specialty advice or care.



ARMC physicians received specialists' recommendations remotely and coordinated their patients' care for **over half** of eConsults submitted for **infectious disease** and **pulmonology** services!

By coordinating with specialists sooner via eConsult, primary care physicians are helping reduce delays for patients to obtain clinically necessary care.



## Training & Reviews

New residents from ARMC's **Medical Office Building** and the **McKee Family Health Center** received eConsult training towards in late June

*Left: Workflow Engineer Mik Cruz and clinical staff at Melvani Ashok MD clinic training hold eConsult patient brochures.*

Workflow Engineer Gerald Gagner also **reviewed eCRM** with the ARMC Team on June 15.

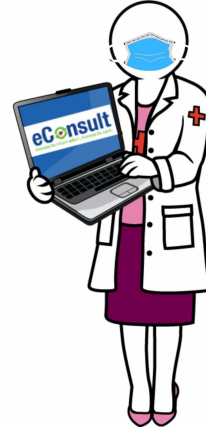
## July Announcements & Events

### *More Clinics and Training to Come*

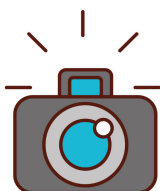
In July **eCRM will enter Phase II**, which entails a **single sign-in** to eCRM and eConsult.

**Asthma and allergy specialists** will be onboarded to respond to eConsults from ARMC primary care physicians.

New residents at **Fontana Family Health Center** and **Westside Family Health Center** will receive training to coordinate patient care via eConsult.



### Need a camera?



To ensure clinics have resources and tools to capture dermatological content for eConsults, we offer **IEHP-sponsored dermatology cameras and training** to any clinics in need. *If interested, please contact our workflow engineers (contact information listed at the bottom).*

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## Call for Specialist Reviewers

The MCEI team is always open to bringing more specialist reviewers aboard to join our mission.

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](mailto: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 physicians and clinical staff, which can be done virtually or in-person.

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## 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](mailto:Javed-N@iehp.org) | (909) 767-7616  
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Mika'ele Cruz | [Cruz-M2@iehp.org](mailto:Cruz-M2@iehp.org) | (909) 296-2860  
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<https://www.econsultie.com>



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