

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 RUHS primary care Physicians and Staff in coordinating patient care via eConsult.

COVID-19 in the Inland Empire

IE hospitals seeing ...

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front page

Intensive care unit capacity could soon become a big

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'We're surging agai...

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front page

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

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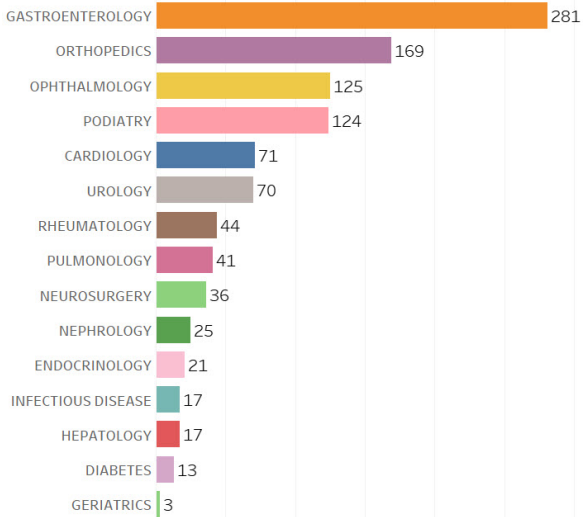
Stay up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](https://www.covidie.com)

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

Nearly 60,000 eConsults!

RUHS eConsults Processed This Month

Combined, RUHS, the Inland Empire Health Plan (IEHP) and



the Arrowhead Regional Medical Center (ARMC) have processed **59,592 eConsults**.

RUHS primary care clinics & CHS play a major role, having submitted **1,234 eConsults** this month alone, and **19,530 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Khaled Selim, Hepatology

Meet Dr. Khaled Selim, MD. He is a Board Certified specialist in transplant hepatology and gastroenterology. Dr. Selim has performed procedures in gastrointestinal endoscopies, paracentesis, and preventative medicine. He is an expert in conditions like autoimmune hepatitis and chronic liver disease.



He graduated from the Cairo University School of Medicine and completed an internship at Cairo University Hospital. He also completed an internship and residency at St. Joseph's Regional Medical Center.

Dr. Selim has been practicing for over 20 years. He is fluent in English and Arabic. He reviews Hepatology eConsults from RUHS primary care physicians.

Your Month in Review

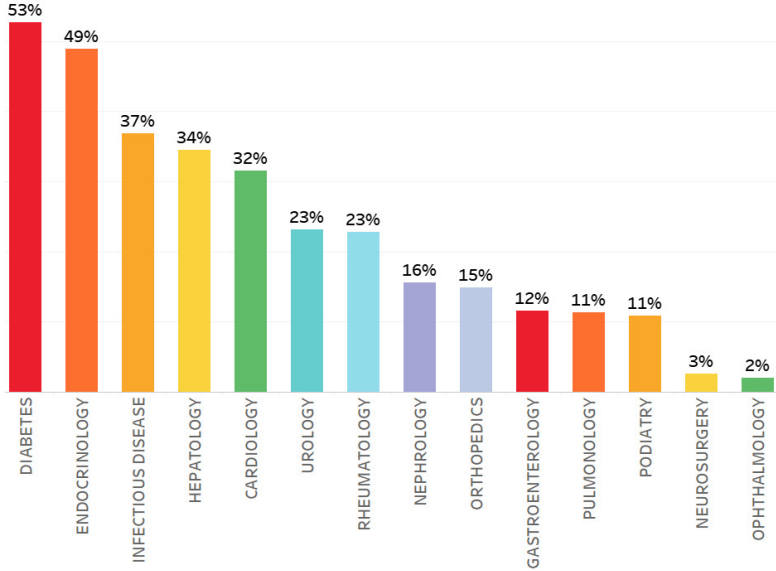
Bettering Patient Care

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

Your efforts are improving patients' access to appropriate care!

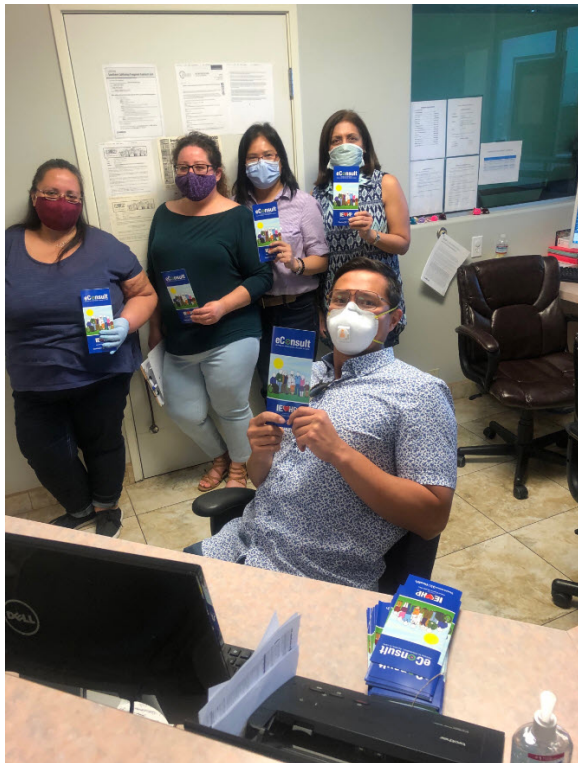
By coordinating with 45 specialists via eConsult, over

120 physicians at 20 RUHS clinic sites were able to serve **203 patients**, saving them a trip to the specialist's office while accessing specialty advice or care.



IEHP physicians received specialists' recommendations remotely and coordinated their patients' care for **half** of eConsults submitted for **diabetes** and **endocrinology** services!

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



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

Welcome Aboard!

Trainings:

- A new nurse practitioner from **Banning Family Care Center** received eConsult training on June 4
- Support desk engineer Jessica Ayala trained a **hepatologist** to respond to eConsults from RUHS primary care physicians

Touch-Base & Clean-up:

- Workflow Engineer Nida Javed led the *RUHS Multi-County eConsult Initiative Referral Workgroup Meeting* on June 17.
- Jessica Ayala also worked with RUHS physicians throughout June to **complete 60 overdue eConsults**.
Special thanks to Dr. Mahbuba Khan and Dr. Edward Bacho for their help.

More Services and Training to Come

In July, **Podiatry Fracture** services will be newly offered as a **direct to authorization specialty** for RUHS physicians!

New residents joining RUHS will **receive training** to coordinate patient care via eConsult in July.



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.

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.

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



Multi-County eConsult Initiative
<https://www.econsultie.com>

