

**April 2020**

Leverage eConsult during this coronavirus pandemic, review your contribution to the Multi-County eConsult Initiative (MCEI) for April, and discover what's in store for May.

**#eConsult First**

**#eConsultfirst**

During this period of the COVID-19 pandemic, the role for virtual care has become exceedingly important and likely represents a tipping point in how we deliver care to our patients.

For some guidance on how to manage patients via eConsult, please reference [this document](#).

Create a template in the eConsult platform to send COVID-19 related messages to submitters: reference [this walk-through](#).

The MCEI team is here to support you every step of the way. Thank you for your continued service, sacrifice, and strength.



**COVID-19 in the Inland Empire**

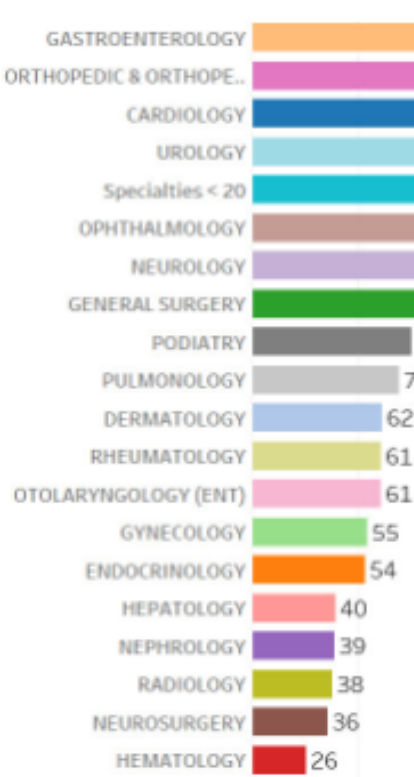


Stay up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](#) (developed by [WISE Healthcare](#) for the Inland Empire; not an IEHP-sponsored product).

The website features an assemblage of news releases, links & videos, dashboards, maps and statistics about the San Bernardino and Riverside counties (compiled from publicly available sources).

**Over 50,000 eConsults!**

**eConsults Processed This Month**



Specialist reviewers have processed **52,477 eConsults** from the MCEI's genesis and nearly **2,114 eConsults** just this month alone. As it stands, 90 specialist reviewers across 38 specialties are reviewing incoming eConsults from over 500 providers—all with an **average response time of under 1.5 days!**

**Specialist Reviewer Shout Outs**



**Dr. Howard Lan, Cardiology**



**Dr. Adrienne Estes, Podiatry**

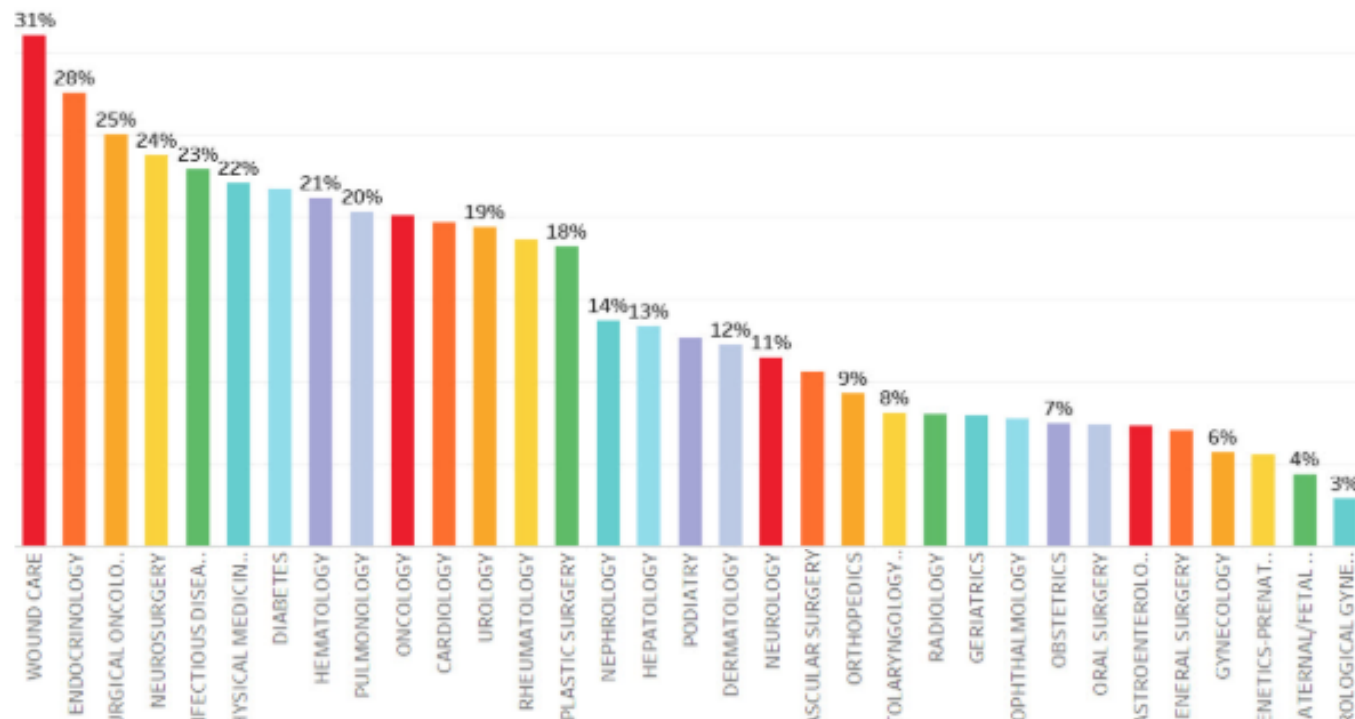


**Dr. Vinisha Garg, Cardiology**

Each month we recognize a few of the many dedicated specialist reviewers for their contributions. We would like to acknowledge the prompt responses, quality dialogs, and coverage of your colleagues.

**Your Month in Review**

**Percent of eConsults closed out non-face-to-face for patients in April:**



By coordinating with hundreds of primary care providers, you and 100 other specialists succeeded in resolving **490 cases** without the need for an in-person visit.

**Over one-fourth** of instances for **wound care, endocrinology, and surgical oncology** were resolved between providers on the eConsult platform. By coordinating with primary care providers via eConsult, you are helping reduce delays for patients who do need to obtain clinically necessary care.



**Welcome Aboard!**

This month, workflow engineer Nida Javed trained additional specialists to review eConsults from submitters.

Specialties included: gastroenterology, otorhinolaryngology, and radiology.

*Remember: Clinics providing virtual or telephone visits qualify as IEHP encounters if the visits are tracked and provided to IEHP in data submissions.*

**May We Move Forward**

**Virtual Health Access At Your Fingertips**

The MCEI team will assist you and your clinic with **virtual health access** to patients, including but not limited to platforms such as:

- Doxy.me, Vsee, Zoom, AfyaHub, ConnectOnCall, SimpleVisit, Polycom, and SnapMD.

*(Disclaimer: IEHP does not sponsor or support any of these vendors.)*

We support using current existing tools provided by Apple and Android such as:

- WhatsApp, iMessage, Line, GroupMe, and Google Duo.

**Work Group Calls**



During your 30 minute work group call, you and fellow specialists can come together and discuss strategies to maximize eConsult use to fight the pandemic with MCEI's dedicated workflow engineers.

**Look out for email reminders** and join the next call for your specialty!

**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?

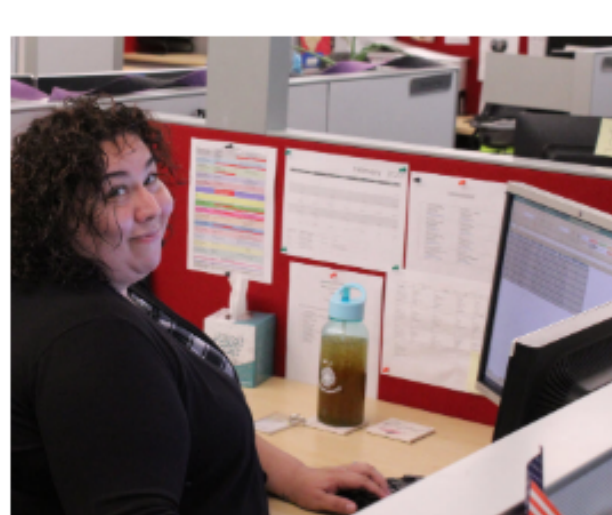
If you know specialists willing to contribute and who believe in improving access to care for patients in the safety net, please submit their names and contact information to [eConsultIE@iehp.org](mailto:eConsultIE@iehp.org).



**Connect With Us**

We are here to support you in any way we can. Our MCEI team offers continuous support and training to 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**.

She will assist you within 24 hours.

**In Person & Virtual Assistance**



Schedule appointments for provider and clinical staff with our workflow engineers:

- Nida Javed | [Javed-N@iehp.org](mailto:Javed-N@iehp.org) | (909) 767-7616
- Gerald Gagner | [Gagner-G@iehp.org](mailto:Gagner-G@iehp.org) | (909) 767-7541
- Mika'ele Cruz | [Cruz-M2@iehp.org](mailto:Cruz-M2@iehp.org) | (909) 296-2860
- Matthew Widney | [Widney-M@iehp.org](mailto:Widney-M@iehp.org) | (909) 727-7494