

June 2020

Review your contribution to the Multi-County eConsult Initiative (MCEI) over the past month, and discover what's to come this June.

eConsult Limits Exposure to Coronavirus

"The ability to communicate with primary care providers and directly provide recommendations to our patients is a winning situation for everyone involved. Especially during this pandemic, when our patients have been neglected, this was a way to show them we still care and are trying our best to help despite the difficult circumstance."



—Dr. Doron Kahana, MD, CPNS

COVID-19 in the Inland Empire

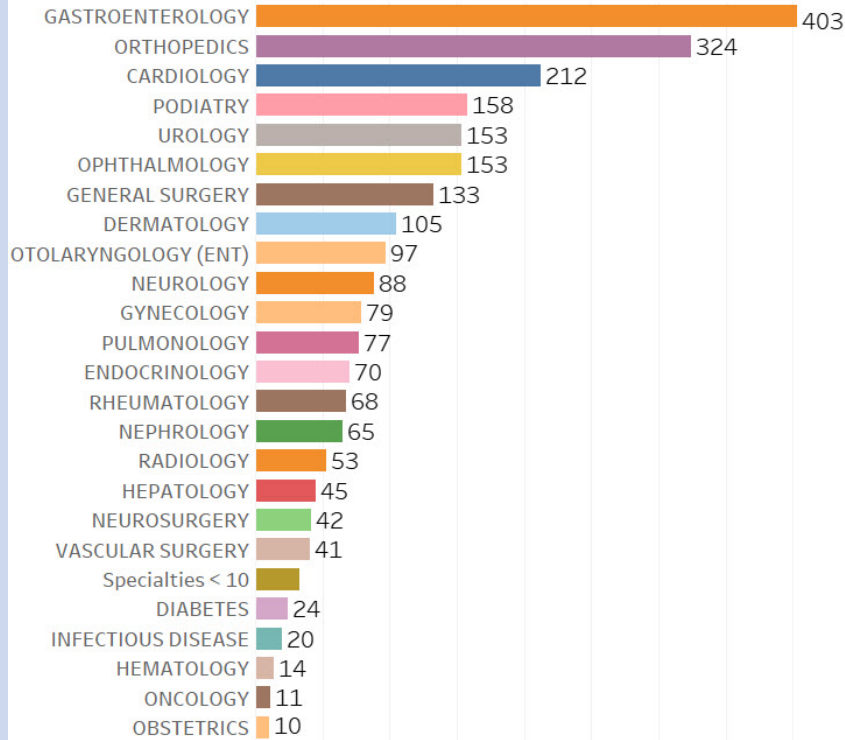
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|---|---|
| <p>Confirmed COVID-1...</p> <p>29 APRIL 2020</p> <p>front page</p> <p>The number of confirmed coronavirus cases in San</p> <p>READ MORE</p> | <p>New COVID-19 cas...</p> <p>28 APRIL 2020</p> <p>front page</p> <p>The number of coronavirus cases reported in San</p> <p>READ MORE</p> |
|---|---|

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)

Over 55,000 eConsults!

Total eConsults Processed This Month



Specialist reviewers have processed **55,871 eConsults** from the MCEI's genesis and nearly **2,976 eConsults** just this month alone. As it stands, over 100 specialist reviewers across 38 specialties are reviewing incoming eConsults from 500 plus submitters—all with an **average response time of under one day!**

Specialist Reviewer Shout Outs



Dr. Doron Kahana
Gastroenterology



Dr. Dafne Moretta
Pulmonology



Dr. George Saffouri
Gastroenterology

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.

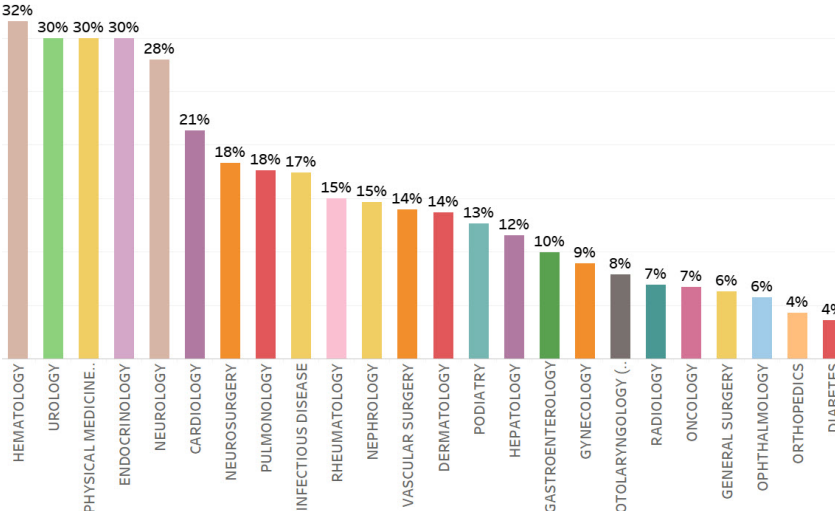
Your Month in Review

Bettering Patient Care

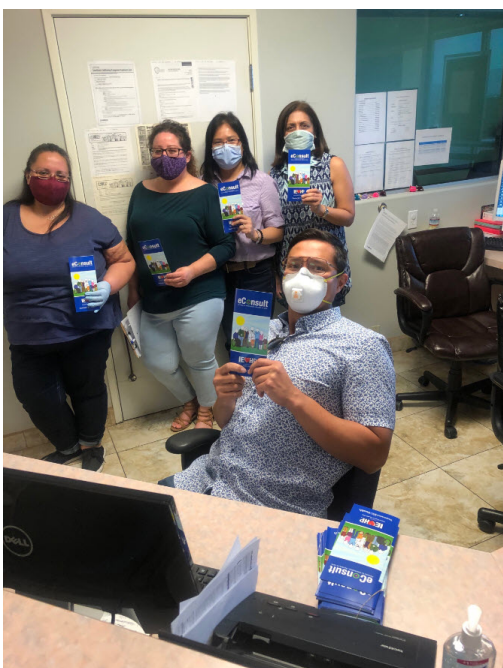
By coordinating with hundreds of primary care providers, you and 100 other

Percent of eConsults closed out non-face-to-face in May:

specialists succeeded in resolving **384 cases** without the need for an in-person visit.



Over one-fourth of instances for **neurology, endocrinology, physical medicine, urology, and hematology** 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:

- ENT/Allergy
- Cardiology

Left: Workflow Engineer Mik Cruz and clinical staff at Melvani Ashok MD clinic training hold new [eConsult patient brochures](#).

June Happenings

Work Group Calls

Engage with healthcare professionals in your specialty, MCEI workflow engineers, and MCEI Physician Leads in open discussion to:

- Ask questions and voice concerns
- Review the latest eConsult data regarding COVID-19 and/or your specialty
- Learn to leverage eConsult for improved care coordination

Look out for **email reminders** like the one below and join the next call for your specialty



Your monthly Gastroenterology/Hepatology Workgroup workgroup call is on
Wednesday, June 10th from 8:30-9:00 am.



Nida Javed
Workflow Engineer



Dr. Stanley Frencher Jr., MD, MPH
MCEI Physician Lead

Call for Specialist Reviewers

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.

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

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

