

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, specialists, and clinical staff lead the front lines of crucial healthcare delivery and coordination for patients.

Specialists can help leverage eConsult to **minimize exposure** to COVID-19 and **slow the the spread** of the virus by...

1. Guide primary care providers when care can be provided in their own clinics.
2. Remind primary care providers that specialists are currently limiting the number of patients that must be seen in-person to those that are clinically necessary, and non-emergent procedures are being scheduled 3-6 months out.
3. Utilize this online platform to **reduce non-critical clinic visits** for patients.



* See [COVID-19 IE](#), a resource for virus updates in the Inland Empire.

Almost 50,000 eConsults!

eConsults Processed by Specialty



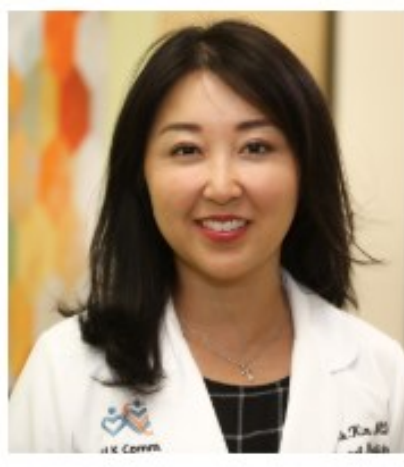
Your Contribution

Specialist reviewers have processed **49,405 eConsults** from the MCEI's genesis and nearly **4,000 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!**

Shout Outs



Dr. Daniel Patton, Orthopedics



Dr. Sarah Kim, Rheumatology



Dr. Joshua Leichman, Cardiology

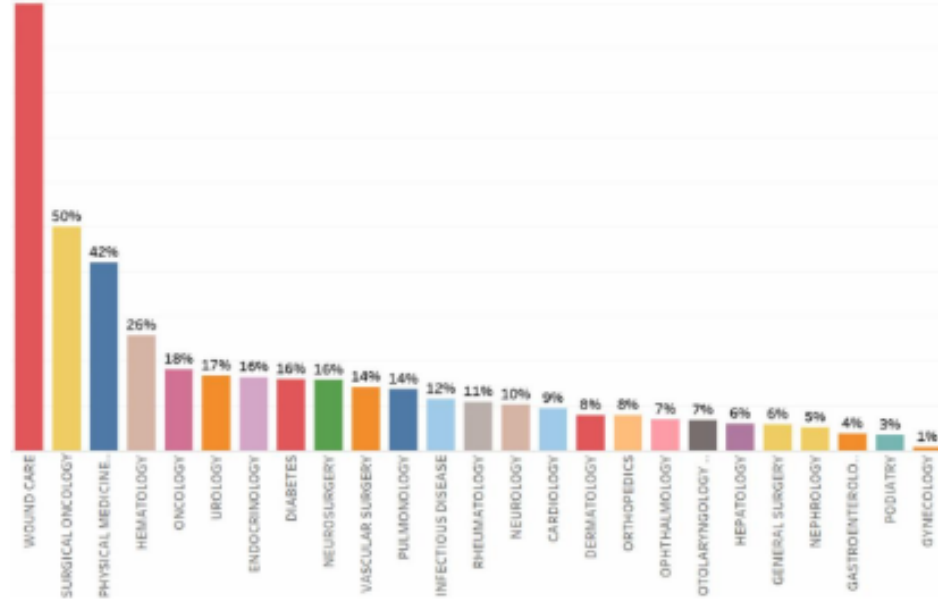
Each month we recognize a few of the many dedicated specialist reviewers for their contributions. We would like to acknowledge the prompt responses, quality dialogs, and coverage of your colleagues

Your Month in Review

Bettering Patient Care

By coordinating with hundreds of primary care providers, you and 89 other specialists succeeded in resolving **323 cases** without the need for an inperson visit.

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



All instances for wound care, **half** of the cases for 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.

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.

Tip of the Month: Ideal Dialog

Specialists who write thorough responses 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.

Workgroup Calls

During your 30 minute workgroup 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.



Workflow Engineer Nida Javed



Workflow Engineer Gerald Gagner

Specialty

Click Date to Add to Calendar!

Gastroenterology/Hepatology-----
Rheumatology-----
Rehab Medicine-----
Cardiology-----
Podiatry-----
Urology-----
Infectious Disease-----
Nephrology-----
Orthopedics-----
Endocrinology/Diabetes-----
Obstetrics/Gynecology-----
Neurosurgery-----
Pulmonology-----
Hematology/Oncology-----
Dermatology-----
Surgery-----

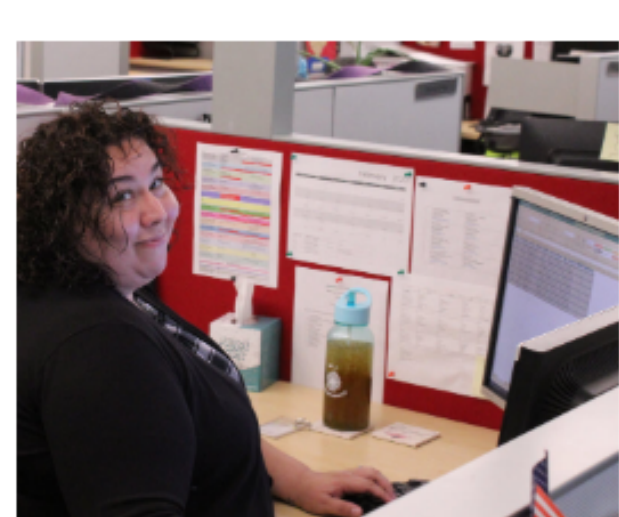
April 8th at 8:30 am
April 13th at 3:00 pm
April 13th at 5:00 pm
April 14th at 5:00 pm
April 16th at 7:30 am
April 16th at 1:00 pm
April 16th at 2:30 pm
April 17th at 7:30 am
April 17th at 5:00 pm
April 20th at 7:30 am
April 20th at 5:00 pm
April 22nd at 5:00 pm
April 23rd at 3:00 pm
April 24th at 3:30 pm
April 27th at 5:00 pm
April 30th at 7:30 am

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

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 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