

October 2020

Multi-County eConsult Initiative (MCEI) Updates

Spark Efficient eConsults



Your eConsult Ideal Dialog Guide

As PCPs and referral coordinators, you submit eConsults and interact virtually with specialists on a near-daily basis for varying cases. Through the eConsult portal, specialists are available for consultations about clinical questions and are also finding opportunities where a clinical case may first be handled by the PCP.

This ideal dialog guide is at your disposal to get specialist recommendations *quickly* and *efficiently*.

Key Criteria for Quality eConsults



- Craft an effective clinical vignette
 - Explain the clinical scenario
 - Details matter; include relevant test results
- Form a clinical question
 - Conclude with a specific ask (i.e. diagnosis, management)
- Engage in the back-and-forth
 - Timely replies make all the difference
 - "Thank you" goes a long way

[Click here](#) for examples of efficient eConsult dialogs

[Click here](#) for more information about eConsult close codes

Questions? Please contact Jessica Ayala at the help desk: (909) 687-0244.

A new eConsult Ideal Dialog Guide is now at your disposal.

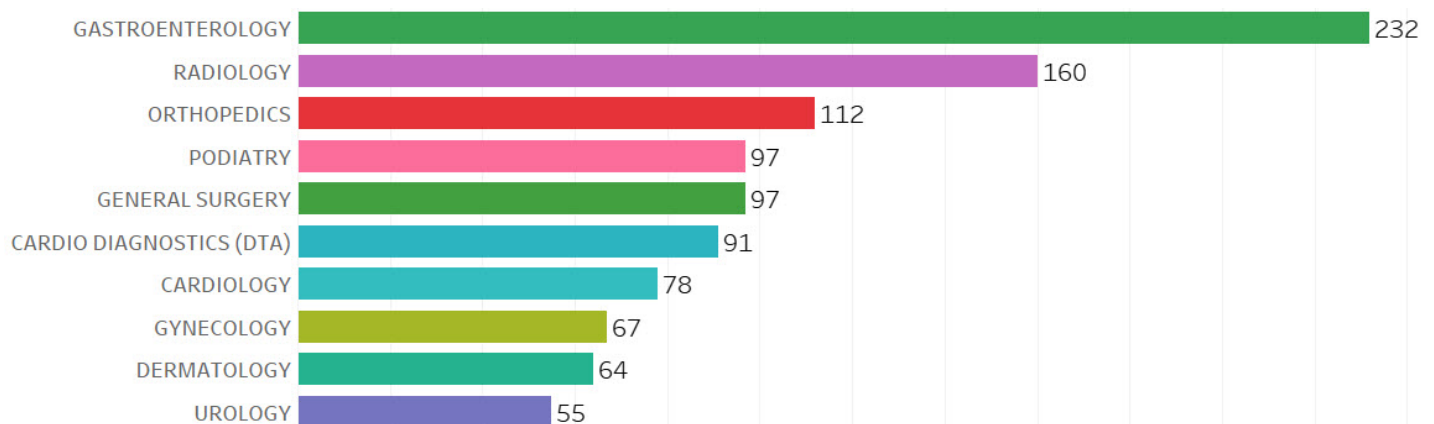
Obtain specialist recommendations in the *quickest*, most *efficient* manner possible!

Click here to read more about:

- Key Criteria for quality dialogs
- Examples of successful dialogs
- Insights on eConsult close codes

73,338 eConsults!

Top 10 Specialties for ARMC eConsults in September



A total of **93 clinics** from ARMC, Inland Empire Health Plan (IEHP), and Riverside University Health System (RUHS) have processed

73,338 eConsults since the start of MCEI.

All 6 ARMC primary care clinics and SBCSD site play a major role, having submitted **1,510 eConsults** in September and a total of **21,323 eConsults** since the program's start.

Meet Your Specialist Reviewer

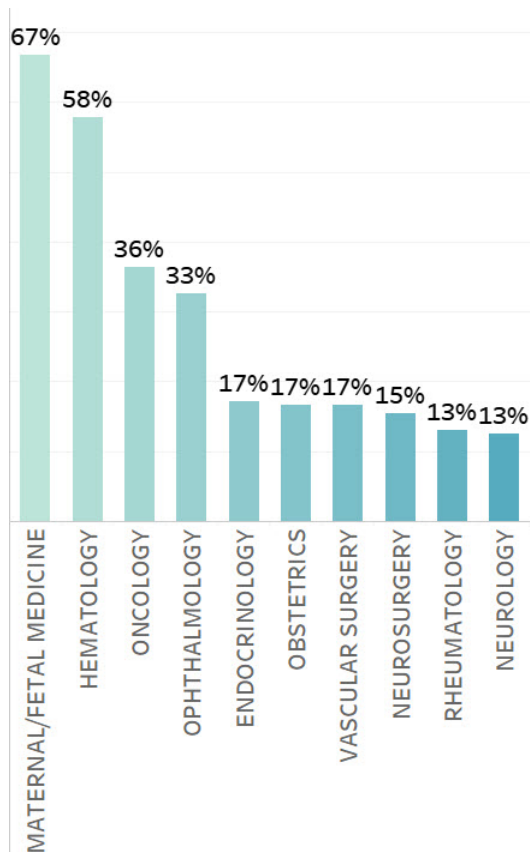
Dr. Tracy Robinson

Dr. Tracy Robinson, MD, is a Board Certified specialist in Obstetrics & Gynecology. She graduated from the David Geffen School Of Medicine at UCLA in 1992 and completed a residency at LAC-King/Drew Medical Center. Dr. Robinson has been practicing for nearly 30 years and speaks Spanish. She has already reviewed **60 OB/GYN eConsults** from ARMC primary care physicians since August.



Your Month in Review

% of ARMC eConsults resolved without the need for specialty visit in September (Top 10)



Your efforts are improving patients' timely access to appropriate health care!

ARMC physicians received specialists' recommendations remotely and coordinated patients' care for **over half** of eConsults submitted for **hematology** and **maternal/fetal medicine** services!

You and 158 other physicians across 7 ARMC and SBCSD clinic sites coordinated with 56 specialists via eConsult this month.

As a result, ARMC and SBCSD PCPs were able to serve **1,332 patients overall** by gaining access to specialty recommendations or care via eConsult. Of those, PCPs' eConsult dialogs saved **95 patients** unnecessary trips to in-person specialist appointments, providing the

New Trainings

- Throughout the course of September, **16 ARMC clinical staff** members trained to use the new **eCRM platform**.
- Workflow Engineer Nida Javed trained **Dr. Forrest Jellison** to answer **Urology** eConsults from ARMC primary care providers.

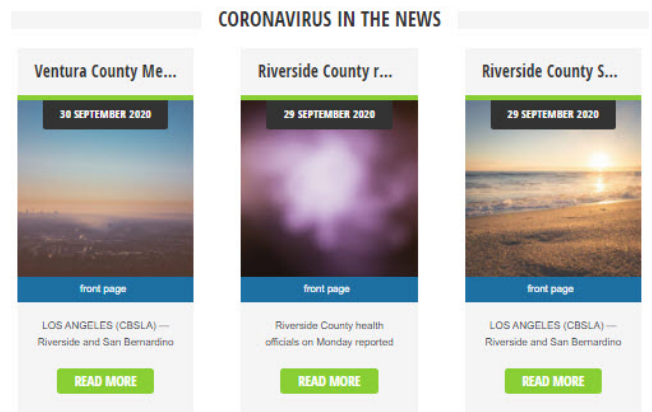


October Announcements & Events

COVID-19 Resource

Keep 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

More Specialties!



Two new specialties will soon go-live in October and be at your disposal via eConsult:

Pain Management & Coumadin Clinic

Help the MceI team improve your newsletters by taking this 2-question, 30-second survey!

Take Survey

Call for Quarterly Webinar Speakers

We are always looking for speakers to present an engaging, didactic, and timely topic to other primary



care providers in the MCEI. If you are interested in learning more about a speaking opportunity, please reach out to Nida Javed at Javed-N@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

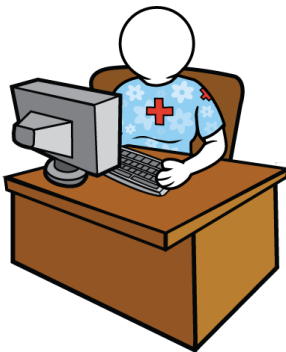


From username and password assistance to technical aid and clarification of workflow processes, Jessica Ayala is here to help!

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 or Virtual Assistance



Schedule appointments for provider and clinical staff introductory and refresher eConsult trainings with our workflow engineers:

Sarah Taquet | Taquet-S@iehp.org | (909) 767-1900

Nida Javed | Javed-N@iehp.org | (909) 767-7616

Mika'ele Cruz | Cruz-M2@iehp.org | (909) 296-2860

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

