

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.**

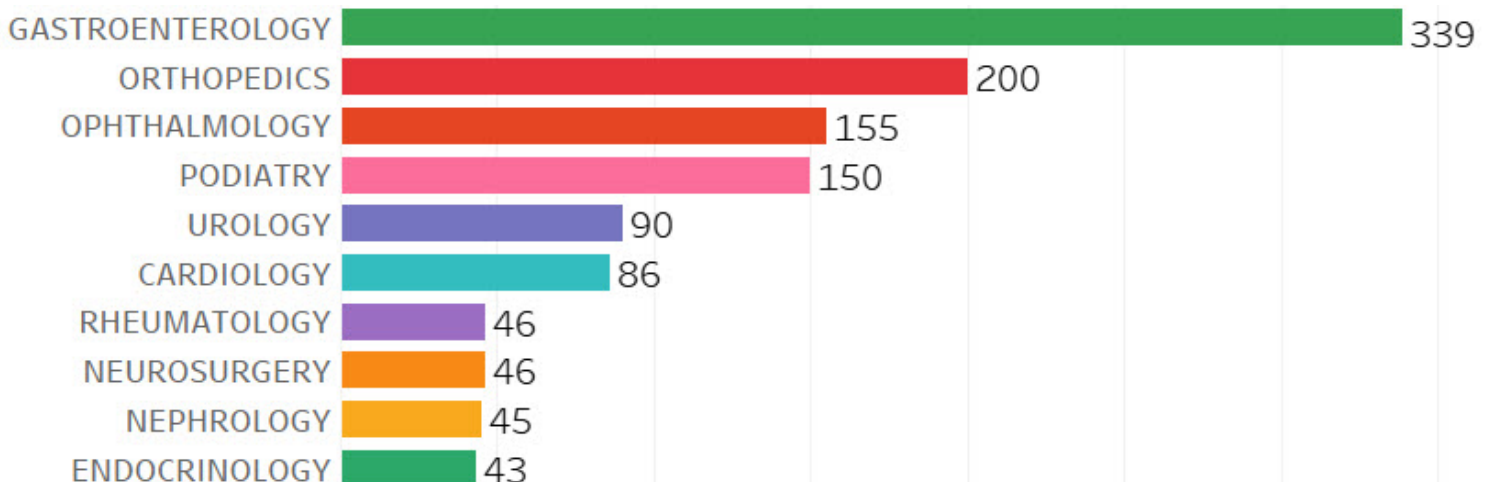
Obtain specialist recommendations in the *quickest*, most *efficient* manner possible!

**[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 RUHS eConsults in September



A total of **93 clinics** from RUHS, Arrowhead Regional Medical Center (RUHS) Inland Empire Health Plan have processed **73,338 eConsults** since the start of MCEI.

All 20 RUHS and CHS primary care clinics play a major role, having submitted **1,346 eConsults** in September and a total of **23,599 eConsults** since the program's start.

## Meet Your Specialist Reviewer

### Dr. Forrest Jellison

Dr. Forrest Jellison MD, is a Board Certified specialist in Urology and Female Pelvic Medicine & Reconstructive Surgery. He graduated from Loma Linda University School of Medicine in 2005. Afterwards, he completed a residency and internship at Loma Linda University Medical Center by 2011. He is well-versed in conditions like ureteral stones, as well as procedures like robotic surgery. Dr. Jellison has been practicing for over 12 years and speaks Spanish. He has already reviewed **18 Urology eConsults** from RUHS primary care physicians since starting in September.



## Your Month in Review

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

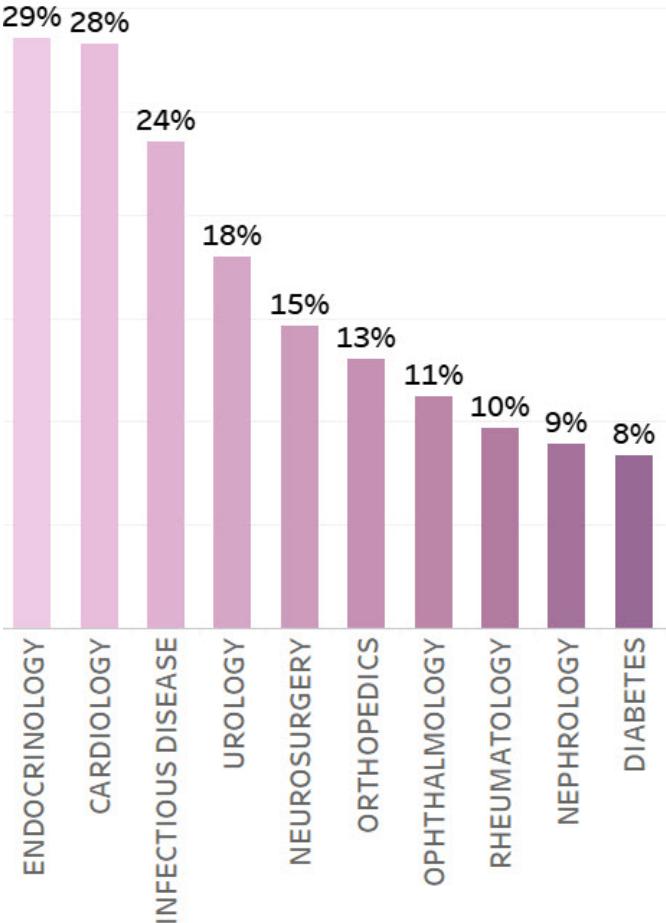
Your efforts are improving patients' timely access to appropriate health care!

RUHS physicians received specialists' recommendations remotely and coordinated patients' care for **over one quarter** of eConsults submitted for **endocrinology** and **cardiology** services!

You and 134 other physicians across 20 RUHS and CHS clinic sites coordinated with 48 specialists via eConsult this month.

As a result, RUHS and CHS PCPs were able to serve **1,261 patients overall**

by gaining access to specialty recommendations or care via eConsult. Of those, PCPs' eConsult dialogs saved **125 patients** unnecessary trips to in-person specialist appointments, providing the right kind of care needed up front.



## Month in Review

- The MCEI Team continues its collaboration with RUHS leaders to **integrate RUHS's Epic System with the IEHP eConsult Portal.**
- Workflow Engineer Nida Javed trained **Dr. Forrest Jellison** to answer **Urology** eConsults from RUHS primary care providers.



## October Announcements & Events

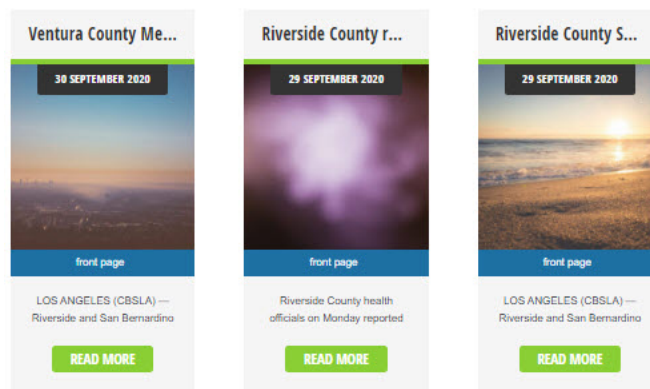
### COVID-19 Resource

Keep up-to-date about coronavirus-related developments in the Inland Empire at **[CovidIE.com](https://www.covidie.com)** (developed by **[WISE Healthcare](https://www.wisehealthcare.com)** 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.

#### CORONAVIRUS IN THE NEWS



compiled from publicly available sources

**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](mailto: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](mailto:Taquet-S@iehp.org) | (909) 767-1900

Nida Javed | [Javed-N@iehp.org](mailto:Javed-N@iehp.org) | (909) 767-7616

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

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

