

September 2020

Multi-County eConsult Initiative (MCEI) Updates

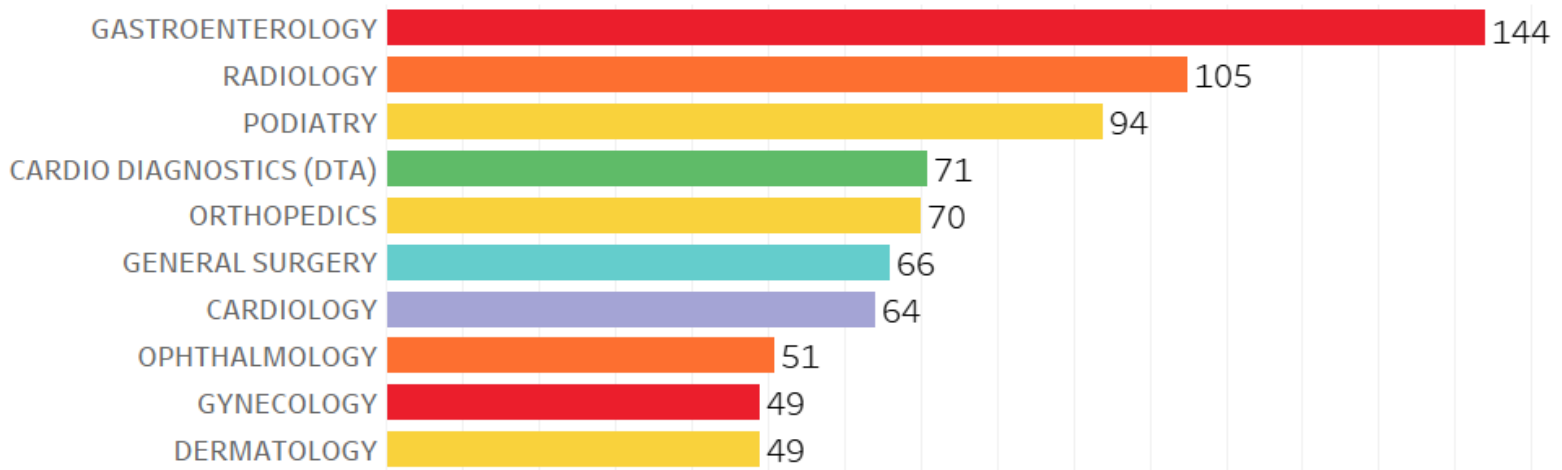
New Version of eCRM Approved!



The next version of eCRM will include single sign-on to the eConverge platform and eConsult view access for clinical staff. The modifications will allow ARMC to onboard remaining specialties.

68,524 eConsults!

Top 10 Specialties for ARMC eConsults in August



A total of **93 clinics** from ARMC, Inland Empire Health Plan (IEHP), and Riverside University Health System (RUHS) have processed **68,524 eConsults** since the start of MCEI.

ARMC primary care clinics play a major role, having submitted **1,083 eConsults** this month, and **19,785 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Carolyn Doherty, Otolaryngology

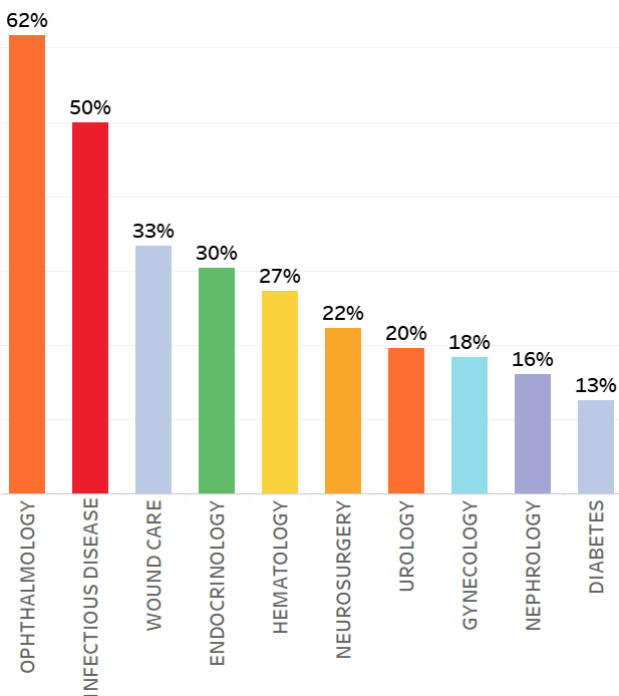
Dr. Carolyn Doherty, MD, FACS is a Board Certified specialist in Otolaryngology (ENT). She graduated from medical school at the University of Southern California in 1986. She went on to complete an internship and residency at UCLA-Harbor Medical Center.

Dr. Doherty has been practicing for over 30 years. She has reviewed **350 Otolaryngology (ENT) eConsults** from ARMC and SBCSD primary care physicians since starting in December 2018.



Your Month in Review

Percent of ARMC eConsults resolved without the need for specialty visit in August (Top 10)



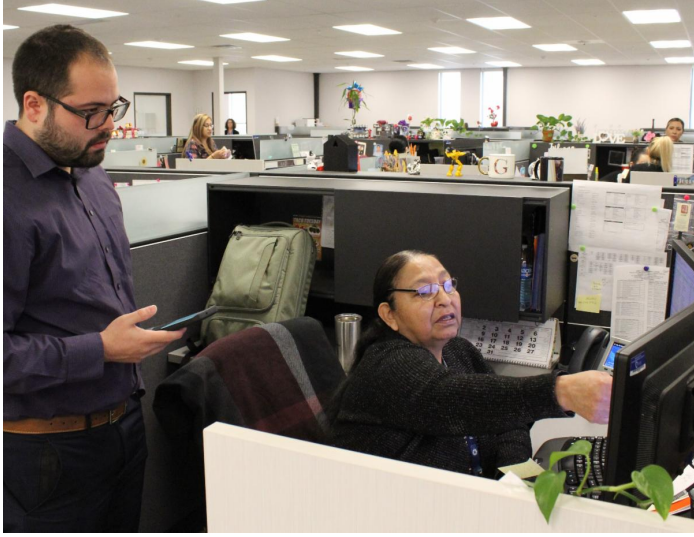
Your efforts are improving patients' access to appropriate care!

ARMC physicians received specialists' recommendations remotely and coordinated patients' care for **over one-third** of eConsults submitted for **wound care, infectious disease, and ophthalmology** services!

By coordinating with 56 specialists via eConsult, **over 159 physicians** at **7 ARMC & SBCSD** clinic sites were able to serve **1,014 patients** by gaining access to specialty advice or care.

August Recap!

- Shoutout to **referral coordinator Patricia Cruz** (pictured), who was worked diligently with the MCEI Support Team in making sure eConsults are closed in a



timely fashion.

- Shoutout to **Michelle Vogel, Andrea Myles, and Noemi Ayala at SBCSD** for working closely with Jessica Ayala to close loops on inmates who have been released from jail.

Workflow Engineer Nida Javed trained **specialists in Rheumatology and Ophthalmology** to answer eConsults from ARMC PCPs.

Meanwhile, the MCEI Team released a **quick guide** to help PCPs and referral coordinators get the most out of eConsult exchanges with specialists. The guide includes information about close codes, and examples of efficient dialogs.



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

September Announcements & Events

New User Guides Available!



PRIMARY CARE PROVIDER USER GUIDE



AUDIENCE

For use by referring physicians submitting and responding to eConsults



STAFF USER GUIDE



AUDIENCE

For use by staff responsible for initiating or submitting eConsults on behalf of Providers, and searching for and tracking eConsults



SCHEDULER USER GUIDE



AUDIENCE

For use by eConsult Supervisors and staff responsible for scheduling eConsults at a Scheduling Center or a Local Referral Center



New and improved user guides are now at your disposal on the eConsult

portal. Just click on the "User Guides and Info" link in the upper left box of the home page to access:

- [Primary Care Provider \(PCP\) User Guide](#)
- [Scheduling Center User Guide](#)
- [Staff User Guide](#)
- [Org Admin User Guide](#)

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



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



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