

September 2020

**Multi-County eConsult Initiative (MCEI)  
Updates**

## Allergy/Immunology Specialty Now Live!

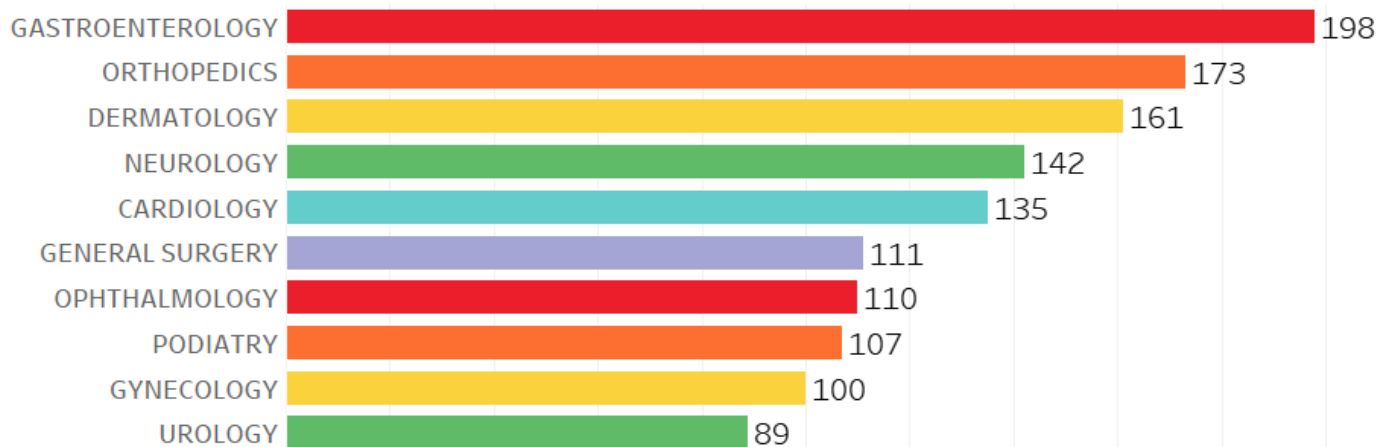


**Allergy/Immunology is now live as a specialty on eConsult!**

Dr. Steven Kmucha, MD, JD, FACS is prepared to answer all Allergy/Immunology eConsults submitted by PCPs at IEHP-contracted clinics. Learn more about Dr. Kmucha's experience and background in the "Meet Your Specialist Reviewer" section down below.

**68,524 eConsults!**

### Top 10 Specialties for IEHP eConsults in August



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

All 66 IEHP community clinics play a major role, having submitted **1,984 eConsults** in August and **26,514 eConsults** total.

**Meet Your Specialist Reviewer**

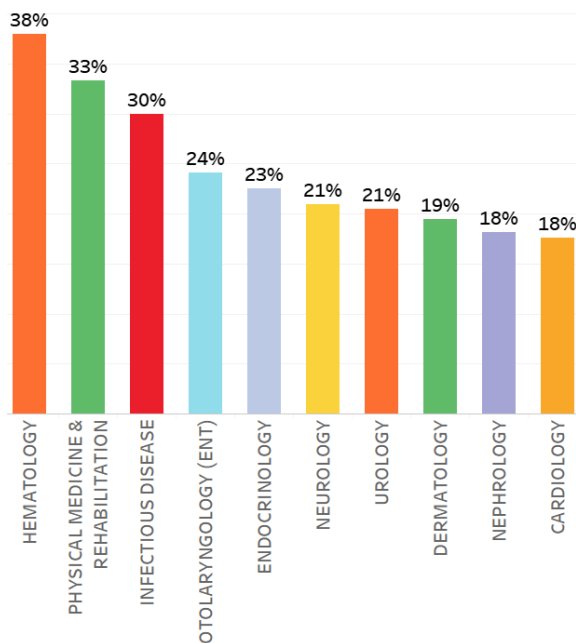
## Dr. Stephen Kmucha

Dr. Steven Kmucha, MD, JD, FACS is a Board Certified specialist in Otolaryngology and Allergy/Immunology. He graduated from medical school at the University of Illinois in 1984 and completed a residency at Yale University School of Medicine in 1989. He is well-versed in conditions like acute sinusitis and acute pharyngitis, as well as procedures like allergen immunotherapy and sinus surgery. Dr. Kmucha has been practicing for over 30 years. He has already reviewed **72 Otolaryngology (ENT) and Allergy/Immunology eConsults** from IEHP contracted primary care physicians.



## Your Month in Review

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



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

IEHP physicians received specialists' recommendations remotely and coordinated patients' care for **over one-third** of eConsults submitted for **physical medicine** and **hematology** services!

By coordinating with 80 specialists via eConsult, over 150 physicians at 66 IEHP clinic sites were able to serve **1,774 patients** by gaining access to specialty advice or care.

## Welcome Aboard!

### Trainings & Orientations:

- Two primary care physicians and a referral coordinator at **Riverside-San Bernardino County Indian Health, Inc. (RSBCIHI)**



learned to use eConsult

- Workflow Engineer Nida Javed trained a **specialist in ophthalmology** to answer eConsults from IEHP PCPs
- Clinical Staff and Providers at **Apple Medical Center and Urgent Care** and **Susan Biegel, MD** got orientations
- **Mohinder PS Ahluwalia MD** experienced eConsult *Realization*—where the MCEI team addresses questions, reviews data, and conducts walk-throughs as needed
- A referral coordinator at **Palm Desert Urgent Care** worked with Workflow Engineer Matthew Widney to learn eConsult

Print & distribute [eConsult patient brochures.](#)

## September Announcements & Events

### New User Guides Available!

<p><b>AUDIENCE</b> For use by referring physicians submitting and responding to eConsults</p>	<p><b>AUDIENCE</b> For use by staff responsible for initiating or submitting eConsults on behalf of Providers, and searching for and tracking eConsults</p>	<p><b>AUDIENCE</b> For use by eConsult Supervisors and staff responsible for scheduling eConsults at a Scheduling Center or a Local Referral Center</p>
---	---	---

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](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

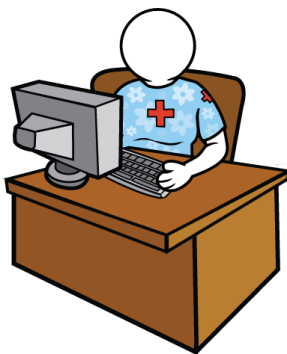


From username and password assistance to technical aid and clarification of workflow processes, Jessica Ayala is here to help!

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

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

