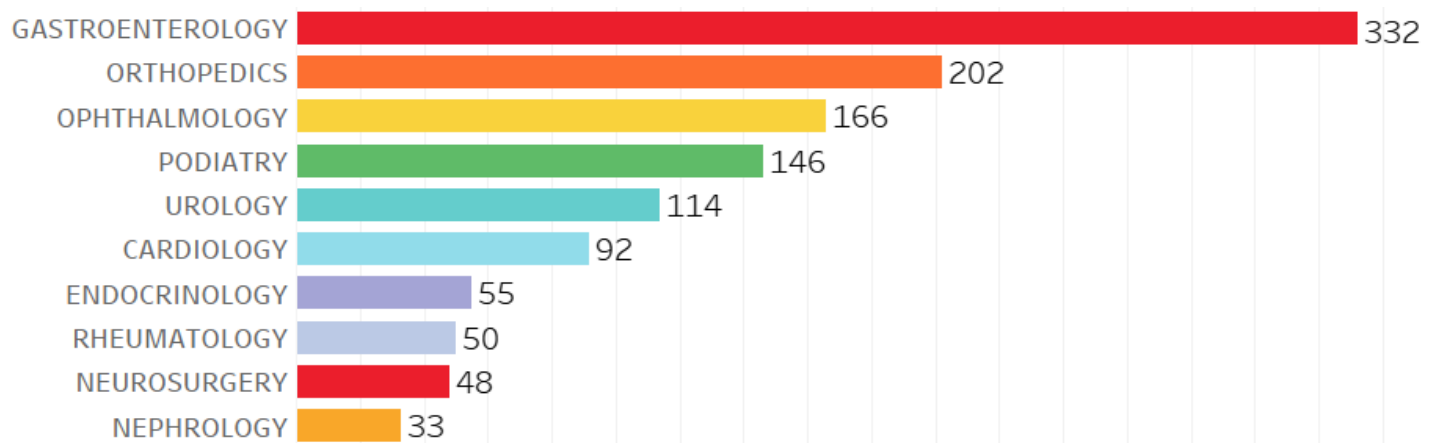


September 2020

Multi-County eConsult Initiative (MCEI) Updates

68,524 eConsults!

Top 10 Specialties for RUHS eConsults in August



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

RUHS primary care clinics play a major role, having submitted **1,368 eConsults** this month, and **22,225 eConsults** since MCEI's genesis.

Meet Your Specialist Reviewer

Dr. Destry Washburn, Pulmonology

Dr. Destry Washburn, DO, is a Board Certified specialist internal medicine, critical care medicine, and pulmonary disease. He graduated from medical school at Touro University Nevada College of Osteopathic Medicine. He went on to complete a fellowship and residency at Loma Linda University.

Dr. Washburn has been practicing for over a

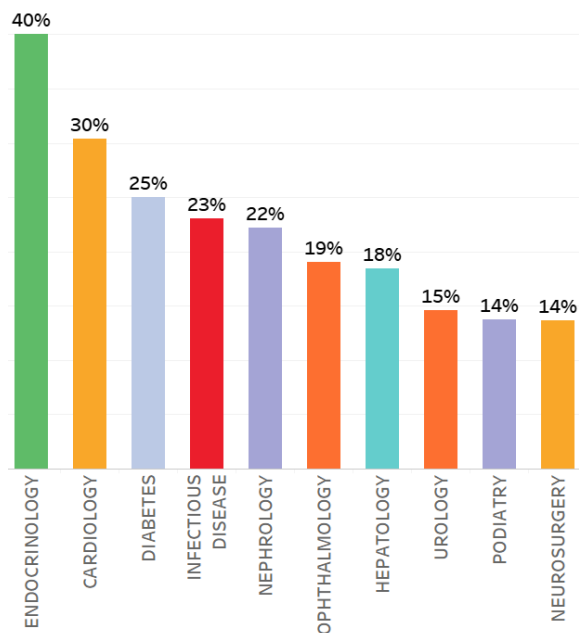


decade, and is fluent in English and Spanish.

He has reviewed **157 Pulmonology eConsults** from RUHS and CHS primary care physicians since starting in June 2018.

Your Month in Review

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



Your efforts are improving patients' access to appropriate care!

RUHS physicians received specialists' recommendations remotely and coordinated patients' care for **around one-third** of eConsults submitted for **Cardiology** and **Endocrinology** services!

By coordinating with 48 specialists via eConsult, **135 physicians at 20 RUHS & CHS clinic sites** were able to serve **1,366 patients** by gaining access to specialty advice or care.

August Recap!

- Please welcome **Dr. Heidi Pang** and **Dr. Vivian Yang**, who learned to use eConsult last week, to the MCEI Family.
- Workflow Engineer Nida Javed trained a **specialist in Rheumatology** to answer eConsults from RUHS 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:

- Different uses for close codes
- Five examples of efficient dialogs between PCPs and specialists



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

Direct to Authorization (DTA): Your Go-To Quick Guide

As a PCP or PSC at RUHS, you may place and utilize DTAs in eConsult to bypass clinical dialog and proceed directly to authorization.

If a clinical dialog is still desired for any orthopedic, podiatry, or ophthalmology services, standard eConsults with specialists are always available.

1). PCP Places an Order for DTA

The PCP places an Ambulatory eConsult Order in Epic for a Direct to Authorization (DTA) specialty service. There are three DTA options available:



- Ophtho Diabetic Retinopathy
- Orthopedic Fracture
- Podiatry Fracture

We also created another **quick guide** for RUHS TCCs and PCPs to leverage the Direct to Authorization (DTA) process for:

- Ophtho Diabetic Retinopathy
- Orthopedic Fracture
- Podiatry Fracture

September Announcements & Events

New User Guides Available!

AUDIENCE
For use by referring physicians submitting and responding to eConsults

IEHP
Inland Empire Health Plan

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

IEHP
Inland Empire Health Plan

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

IEHP
Inland Empire Health Plan

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](#)
- [Staff User Guide](#)
- [Scheduling Center 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 | (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>

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