

September 2020

Multi-County eConsult Initiative (MCEI) Updates

## The MCEI Continues to Grow

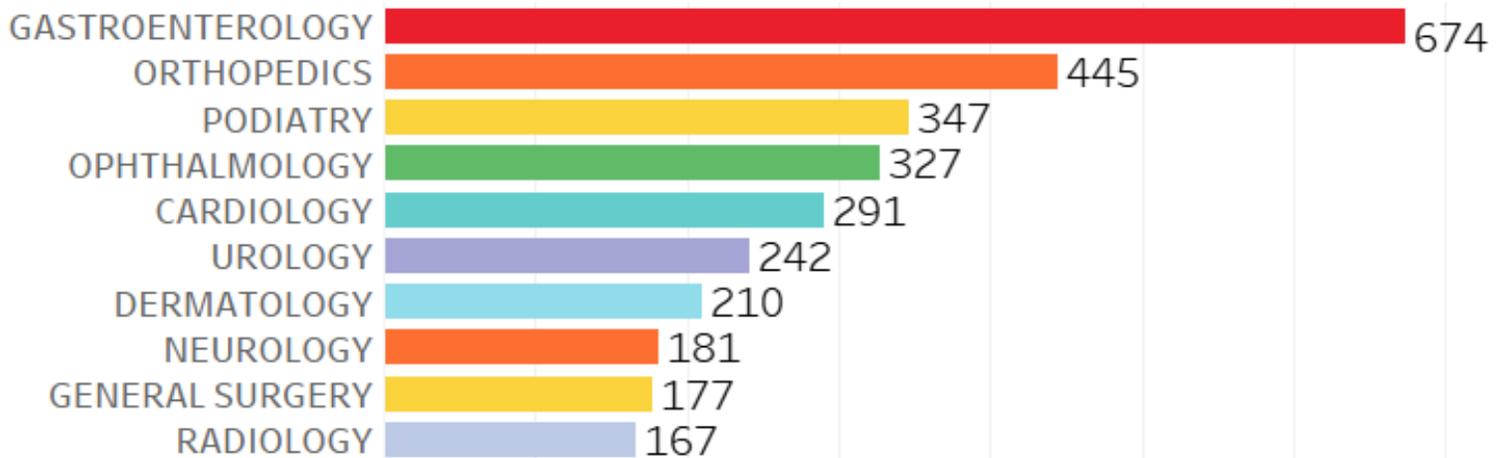


### Allergy/Immunology is now live!

Allergy/Immunology is the 39th speciality to go-live 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 "Welcome a New Specialist" section down below.

**68,524 eConsults!**

### Top 10 Specialties for eConsults in August



You and 108 other specialist reviewers have worked processed **68,524 eConsults** from primary care providers since the MCEI's genesis in 2018, and **4,435 eConsults** this past month alone!

## Welcome a New Specialist

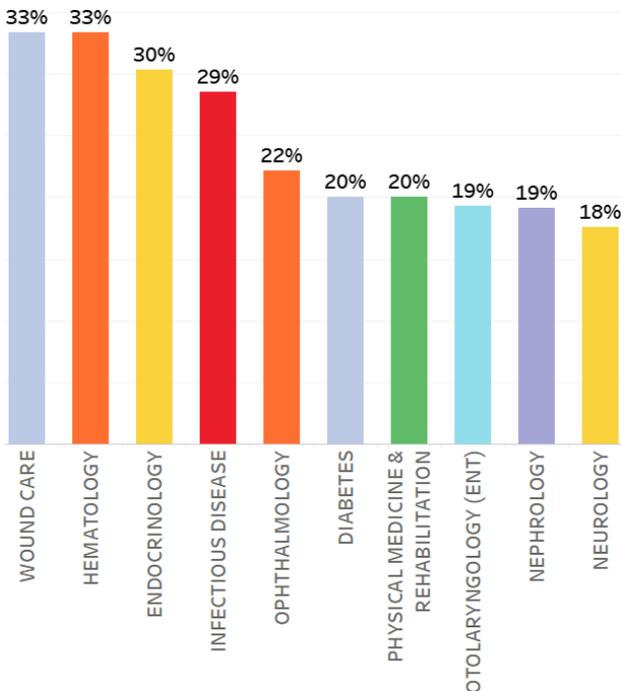
**Dr. Steven Kmucha**

Dr. Steven Kmucha, MD, JD, FACS is an 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 reviewed **74 Otolaryngology (ENT) and Allergy/Immunology eConsults** from IEHP contracted primary care physicians so far.



## Your Month in Review

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



Your efforts are improving patients' access to appropriate care!

You and 108 other specialists offered your recommendations to primary care providers remotely and coordinated patients' care for **one-third** of eConsults submitted for **wound care** and **hematology** services!

By coordinating with **522 primary care providers across 93 clinics** in the Inland Empire via eConsult, you and 108 specialists were able to serve **4,154 patients** by offering access to your specialty advice or care.

## Welcome Aboard!

Workflow Engineer Nida Javed trained **specialists in ophthalmology** and **rheumatology** to answer incoming eConsults from PCPs.



They are joining you and 108 other specialists in a mission to bring access to specialty care to the Inland Empire.

## September Announcements & Events

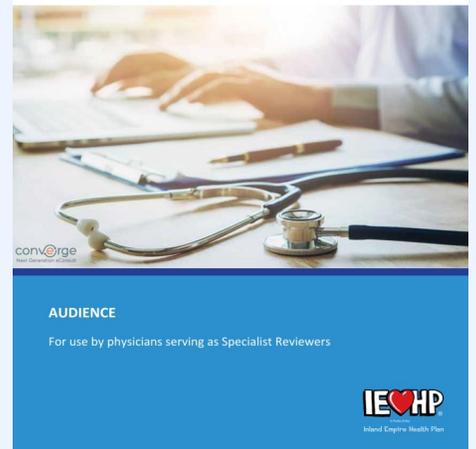
### *New User Guide Available!*

A new and improved user guide is 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 the [Specialist Review User Guide](#).

The guide includes information ranging from forwarding or closing an eConsult, to available resources like templates, and important contact information.

eConsult  
Access to information. Access to care. | SPECIALIST REVIEWER USER GUIDE



### Call for Quarterly Webinar Speakers



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



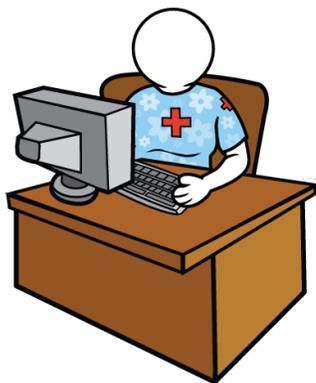
to technical aid and clarification of workflow processes, Jessica Ayala is here to help!

Submit a ticket via the eConsult platform or call the help desk at **(909) 687-0244**.

She will assist you within 24 hours.

## In Person or Virtual Assistance

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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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<https://www.econsultie.com>



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