

# MCEI NEWSLETTER

MCEI: Access to Information. Access to Care.

## SPECIALIST SPOTLIGHT



*meet*

### DR. JAMES FRENCHER RADIOLOGY

Dr. Frencher is August's specialist of the month because of the high-quality advice he provides through his eConsults!

Dr. Frencher has been practicing medicine for 6 years and doing eConsults for 1 year. He attended medical school at University of Illinois and did his residency at UC San Francisco. He believes that the major benefit of eConsult is that it provides fast consultation recommendations to primary care providers in a variety of specialties, expanding access to specialty care, and decreasing times to access to specialty treatment.

#### Fun Facts about Dr. Frencher:

- He loves weightlifting and cooking.
- His medical interests are cancer metabolism and oncologic imaging.

## ANNOUNCEMENTS:

Workflow Engineers Joe DeMassimo and Cassandra Romero trained the clinics Manikanda Raja MD, Moreno Valley Family Health Center, Clinica Medical Del Valle (2), and Pomona Community Health Center in eConsult this month. Welcome Aboard!



Inland Empire Health Plan

# YOUR MONTH IN REVIEW

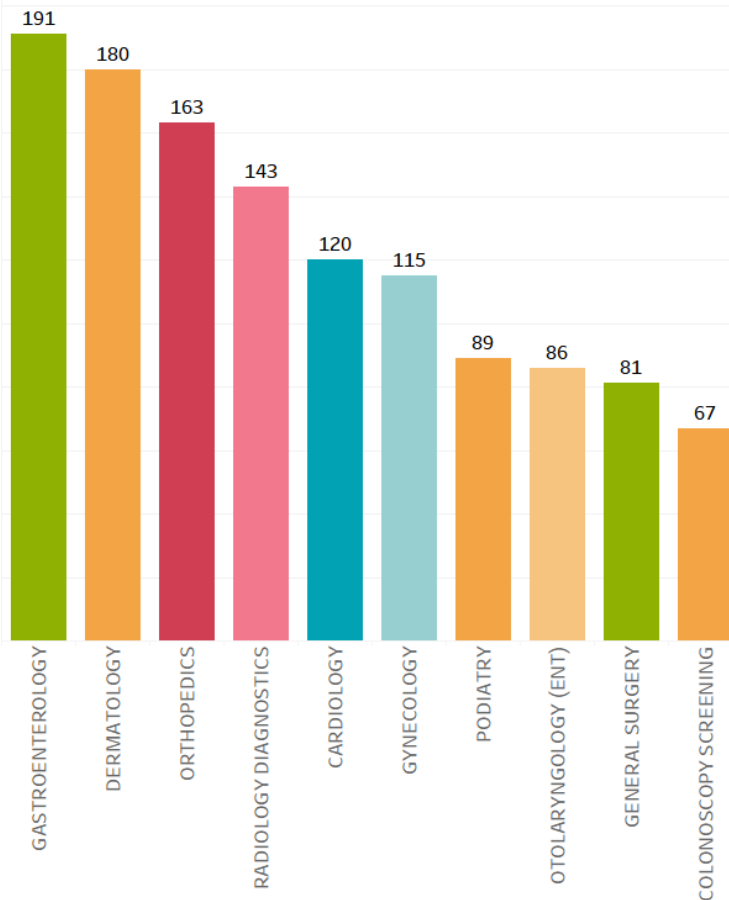
## IEHP CARE COORDINATION

There were **141 eConsults** that were resolved without the need for a face-to-face visit with the specialist this month.

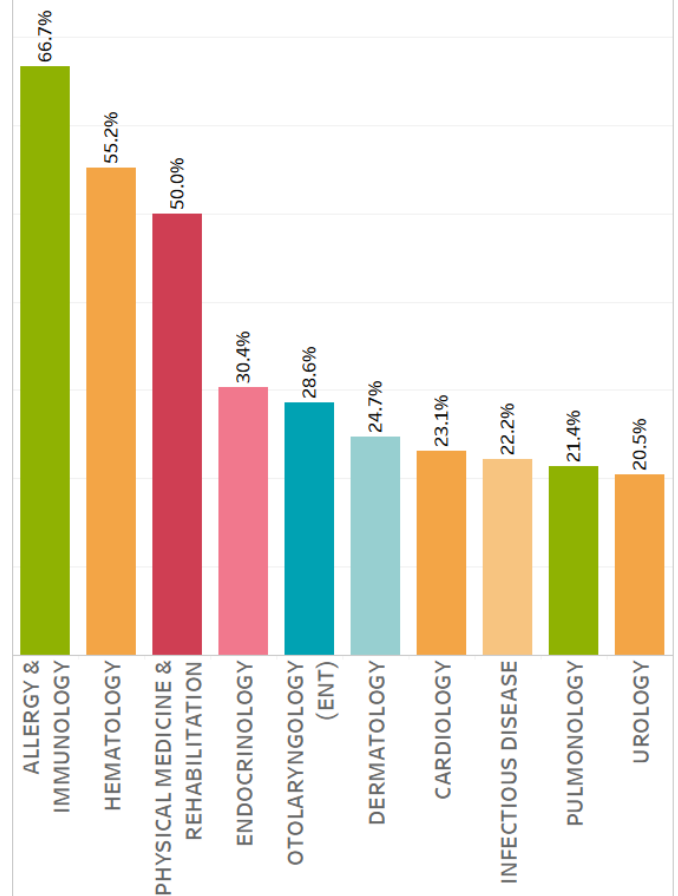
This month, **Allergy & Immunology** resolved the most eConsults without the need for a face-to-face specialty visit.

IEHP PCPs were able to serve **1,604 patients** through access to specialty recommendations or care via MCell.

### Top 10 Specialties for July



### Percent of eConsults resolved without the need for Specialty Visits in July



## SPECIALTY SPOTLIGHT

- There are 7 IEHP primary care clinics.
  - **1,972 eConsults** were closed in July.
  - **48,556 eConsults** were submitted since the program's start.
- There are **119** total clinics from IEHP, Arrowhead Regional Medical Center (ARMC), and Riverside University Health System (RUHS).
  - **125,245 eConsults** submitted since the start of MCell.

**There have been a total of 125,245 eConsults since the program's start date.**



# Support

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, **Divine Castillo** is here to help!

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

The support team will assist you **within 24 hours**. In-Person or Virtual Assistance



## Refresher eConsult training

Schedule appointments for provider and clinical staff introductory and refresher eConsult training with our workflow engineers:

**Joe DeMassimo**  
DeMassimo-J@iehp.org • (909) 727-7494

**Cassandra Romero**  
Romero-C2@iehp.org • (909) 747-9465