

NEWSLETTER

Specialty Care Access Program: Access to Information. Access to Care.

SPECIALIST SPOTLIGHT



meet
DR. EMAN ELMI
PODIATRY

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

Dr. Elmi has been practicing medicine for 7 years and doing eConsults for 2 years. He attended medical school at California School of Podiatric Medicine and did his residency at St. Mary's Medical Center in San Francisco. He believes that the major benefit of eConsult is that it helps increase access to specialty care for patients, in a timely fashion, while providing an efficient platform for communication between providers.

Fun Facts about Dr. Elmi:

- He loves spending time with his family.
- His medical interests are working closely with his local FQHC community clinic to help the underserved.

ANNOUNCEMENTS:

We are phasing out the MCEi name and logo and replacing it with "Specialty Care Access Program." The word "eConsult" will be limited or completely removed as our program evolves.

Workflow Engineers Joe DeMassimo, Cassandra Romero, and Stephanie Fluitt trained the clinics of Aspen Medical Group Inc., Alav Medical Corp, California Medical Clinic, DPH-San Bernardino, and Ghassen E Hadi MD Inc in eConsult this month. Welcome Aboard!

YOUR MONTH IN REVIEW

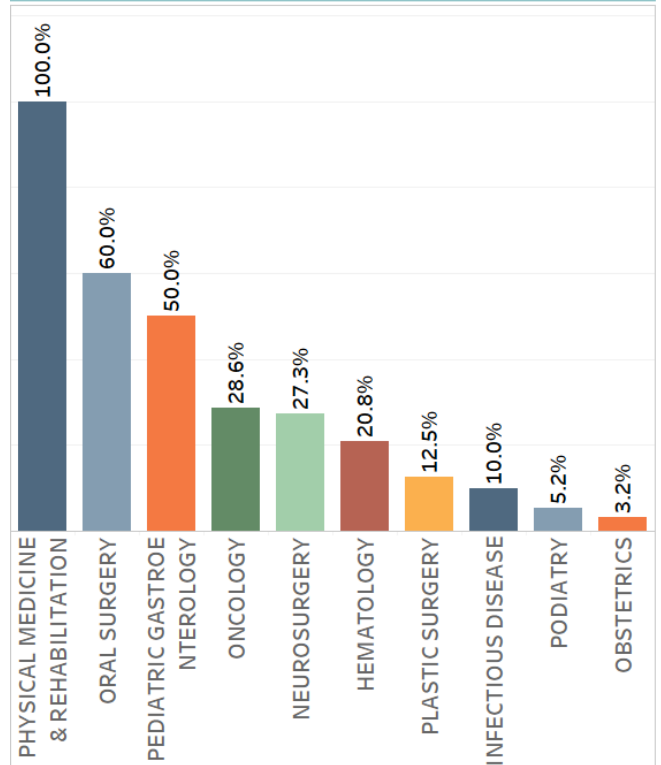
IEHP CARE COORDINATION

There were **136 eConsults** that were resolved without the need for a face-to-face visit with the specialist this month.

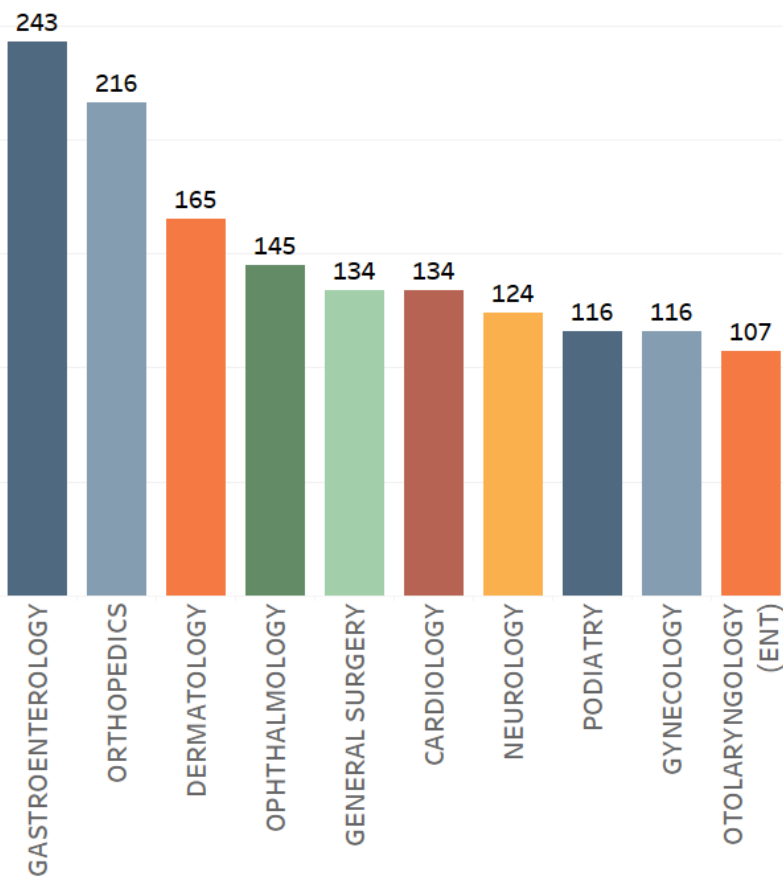
This month, **Physical Medicine and Rehabilitation** resolved the highest percent of eConsults without the need for a face-to-face specialty visit.

IEHP PCPs were able to serve **1,855 patients** through access to specialty recommendations for care via the Specialty Care Access Program.

Percent of eConsults resolved without the need for Specialty Visits in November



Top 10 Specialties for November



SPECIALTY SPOTLIGHT

- There are 7 IEHP primary care clinics.
 - **2,297 eConsults** were closed in November.
 - **58,264 eConsults** were submitted since the program's start.
- There are **144** total clinics from IEHP, Arrowhead Regional Medical Center (ARMC), and Riverside University Health System (RUHS).
 - **150,583 eConsults** submitted since the start of the Specialty Care Access Program.

There have been a total of 150,583 eConsults since the program's start date.



Support

We are here to support you in any way we can. Our Specialty Care Access Program 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, our **Helpdesk** is here to help!

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

IEHP Provider Relations Number: 1-866-223-4347 or 909-890-2054.

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



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

Stephanie Fluit

Fluit-S@iehp.org • (909) 296-2890