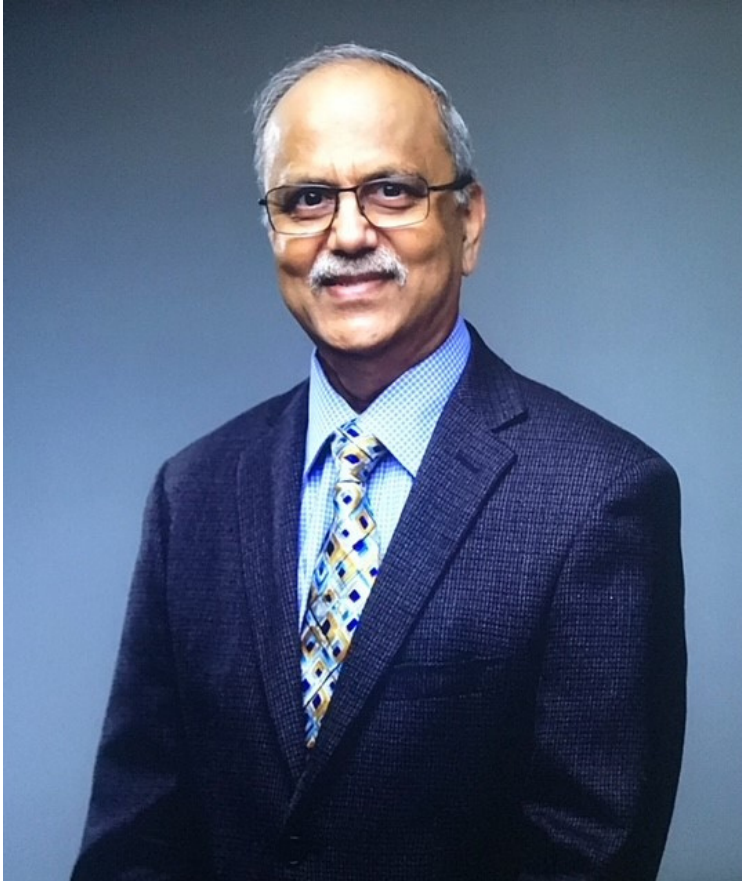

FEBRUARY 2021

MCEI Newsletter

MCEI: Access to Information. Access to Care.



Specialist Spotlight

Dr. Rahagopal Krishnan MD

RUHS Chief of Cardiology

This month, we have selected Dr. Rahagopal Krishnan because of his extensive experience in cardiology and active engagement with the eConsult system. He completed his undergraduate degree in India and postgraduate studies in the UK and US.

Dr. Krishnan has been practicing cardiology for over 40 years and has been with the eConsult program for 3 years. He thinks that eConsults benefit patients because they allow PCPs to coordinate care and reduce the need for further visits. Additionally, cardiologists are able to provide guidance to PCPs through eConsult to improve cardiac care.

Dr. Krishnan has practiced in over 4 countries and developed cardiac services from the ground up. He really enjoys taking care of patients and educating young physicians in the medical field. Seeing these physicians succeed is the most rewarding feeling for Dr. Krishnan. In his free time he is active in his temple and community. He likes to watch Indian movies and read Tamil literature.

Thank you for all you do Dr. Krishnan!

Announcements:

- eReferrals for ARMC are LIVE through the eCRM portal!
- For guidance on how to use this tool, weekly trainings are available **Tuesdays at 2:30pm** and **Thursdays at 9:30am**. Reach out to taquet-s@iehp.org for more information.



Your Month In Review

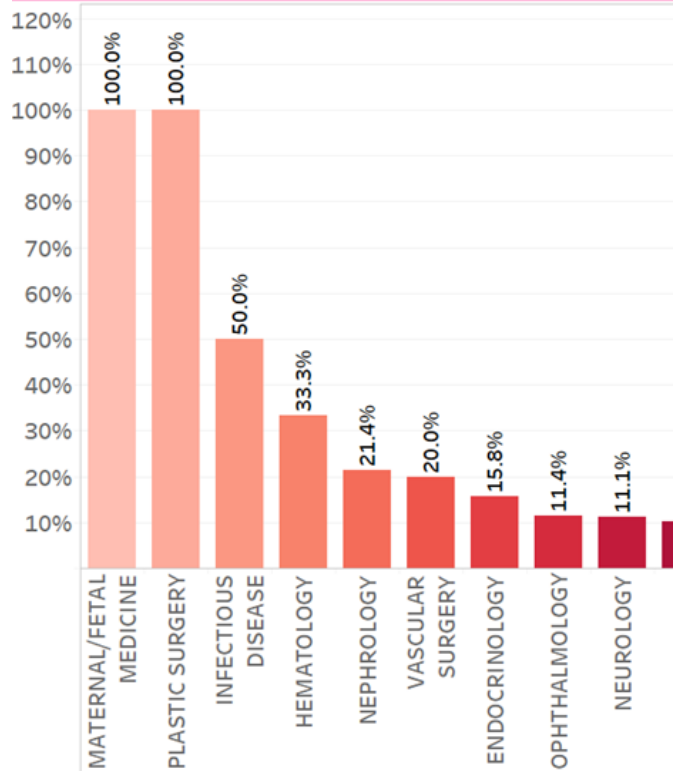
ARMC Care Coordination

There were **89 eConsults** that were resolved without the need for a face-to-face visit with the specialist.

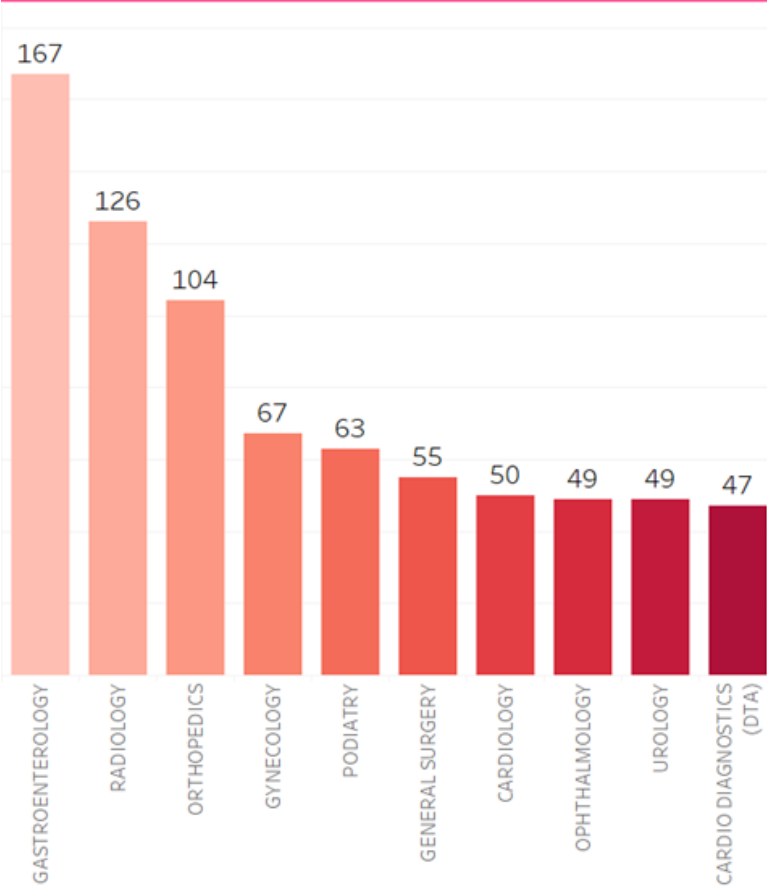
This month, **Maternal/Fetal Medicine** resolved the most eConsults without the need for a face-to-face specialty visit.

ARMC and SBCSD PCPs were able to serve **1,086 patients** through access to specialty recommendations or care via MCEl.

Percent of eConsult Resolved without the Need for Specialty Visits in January



Top 10 Specialties for January



Specialty Spotlight

- There are 7 ARMC and SBCSD primary care clinics.
 - **882 eConsults** were closed in January
 - **23,753 eConsults** were submitted since the program's start.
- Combined, there are 96 clinics from ARMC, Riverside University Health System (RUHS) and Inland Empire Health Plan (IEHP)
 - **86,056 eConsults** since the start of MCEl

There have been a total of 86,056 eConsults since the program's start date.

A Tip:

Please apply close codes!

Close code highlights:

- 1) Pending diagnostics: please select this close code if you are waiting on diagnostic tests for the patient.
- 2) Pending therapeutic trial: please select this close code when you make a treatment recommendation for the patient. If the treatment is ineffective you may reopen the chat.
- 3) Specialty change: if you consult with a specialist and decide that another specialty is more appropriate, please select this code.



Monthly Webinar Series

We are always looking for speakers to present an engaging and relevant topic to other primary care providers in the MCEI. If you are interested in learning more about a speaking opportunity, please reach out to Sarah Taquet at Taquet-S@iehp.org

The MCEI Team End of Year Meeting



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, Jessica Ayala 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 trainings with our workflow engineers:

Joe DeMassimo | DeMassimo-J@iehp.org | (909) 727-7494
Sarah Taquet | Taquet-S@iehp.org | (909) 767-1900

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