

NEWSLETTER

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



SPECIALIST SPOTLIGHT



meet

DR. DANIELLE ASEF

NEPHROLOGY

Dr. Asef is December's specialist of the month because of the high-quality advice she provides through her eConsults!

Dr. Asef has been practicing medicine for 11 years and doing eConsults for 1 year. She attended medical school at Midwestern University and did her residency at St Mary's/Harbor-UCLA for internal medicine as well as a nephrology fellowship from UC Irvine. She believes the major benefit of eConsult is that the platform provides an avenue for patients to access specialty care who usually do not have access.

Fun Facts about Dr. Asef:

- She loves spending time with her family as well as the beach.
- Her medical interests are explaining medical issues in a simple relatable way to my patients and being able to ease their anxiety about their kidney disease.

ANNOUNCEMENTS:

Workflow Engineers Joe DeMassimo, Cassandra Romero, and Stephanie Fluitt trained the clinics of St. Mary High Desert Medical Group, California Medical Clinic, Vista Medical Group, and Mallu Reddy, M.D. Inc. in eConsult this month. Welcome Aboard!

YOUR MONTH IN REVIEW

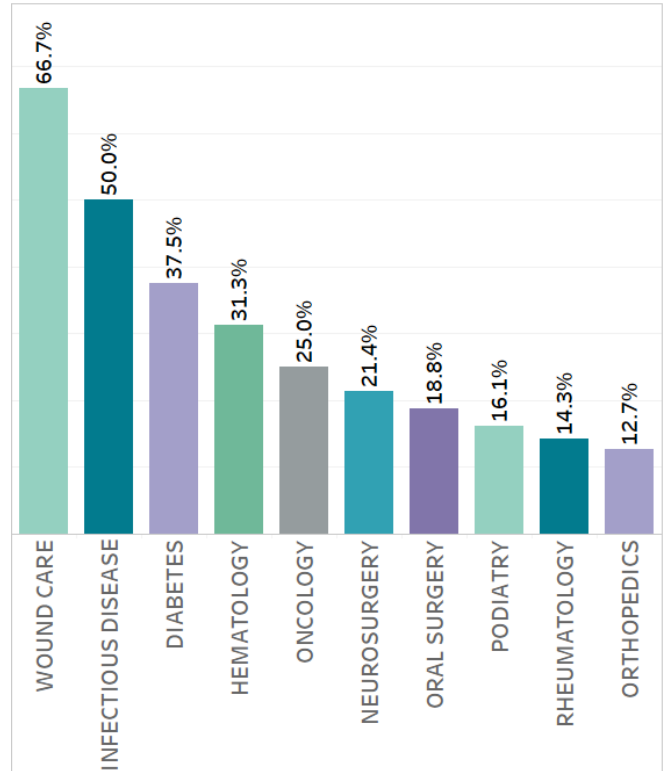
ARMC CARE COORDINATION

There were **48 eConsults** that were resolved without the need for a face-to-face specialist visit.

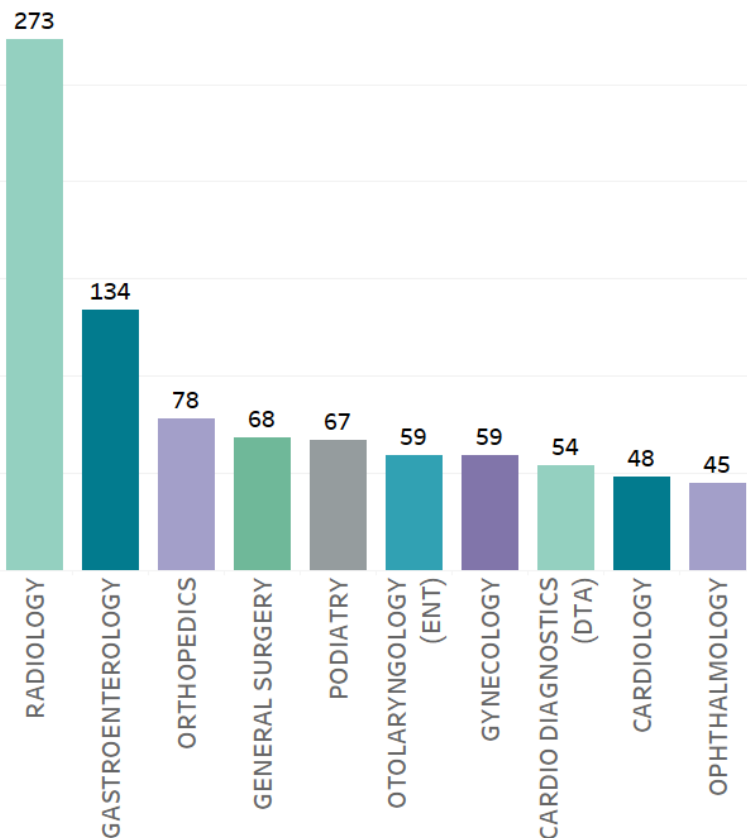
This month, **Wound Care** resolved the highest percent of eConsults without the need for a face-to-face specialty visit.

ARMC and SBCSD PCPs were able to serve **1,109 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 December



Top 10 Specialties for December



SPECIALTY SPOTLIGHT

- There are 7 ARMC and SBCSD primary care clinics.
 - **1,604 eConsults** were submitted in December.
 - **42,761 eConsults** were submitted since the program's start.
- Combined, there are **153 clinics** from ARMC, Riverside University Health System (RUHS) and Inland Empire Health Plan (IEHP).
 - **155,553 eConsults** since the start of the Specialty Care Access Program.

There have been a total of 155,553 eConsults since the program's start date.



Support

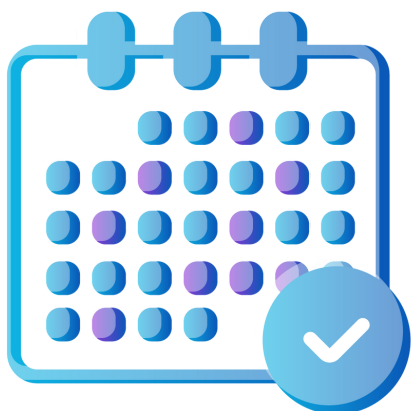
We are here to support you in any way we can. Our Specialty Care Access Program team offers continuous support and training to physicians and clinical staff, which can be done virtually or in-person.

Support desk

From username and password assistance to technical aid and clarification of workflow processes, **Helpdesk** 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 is available.



Refresher eConsult training

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

Joe DeMassimo

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Stephanie Fluit

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