

# MCEI NEWSLETTER

MCel: Access to Information. Access to Care.

## SPECIALIST SPOTLIGHT



*meet*  
**DR. EDDY NGUYEN**  
**OPHTHALMOLOGY**

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

Dr. Nguyen has been practicing medicine for 14 years and doing eConsults for 2 years. He attended medical school at Stanford University and did his residency at UCLA Stein Eye Institute. He believes that the major benefit of eConsult is that it allows providers to better match patients' needs with available resources.

### Fun Facts about Dr. Nguyen:

- He used to be a shoe salesman.
- He has no free time because he has two young children.
- He is passionate about using technology to advance medicine.

## ANNOUNCEMENTS:

Workflow Engineers Joe DeMassimo and Carlos Delgadillo trained the clinics of Qazi Medical Group, Norton Delgado, Tahseen Shareef, RPP Family and Eldercare, Dr. Jasmine Ramos, Robert Nyugen Corp, and SAC Health System in eConsult this month. Welcome Aboard!

# YOUR MONTH IN REVIEW

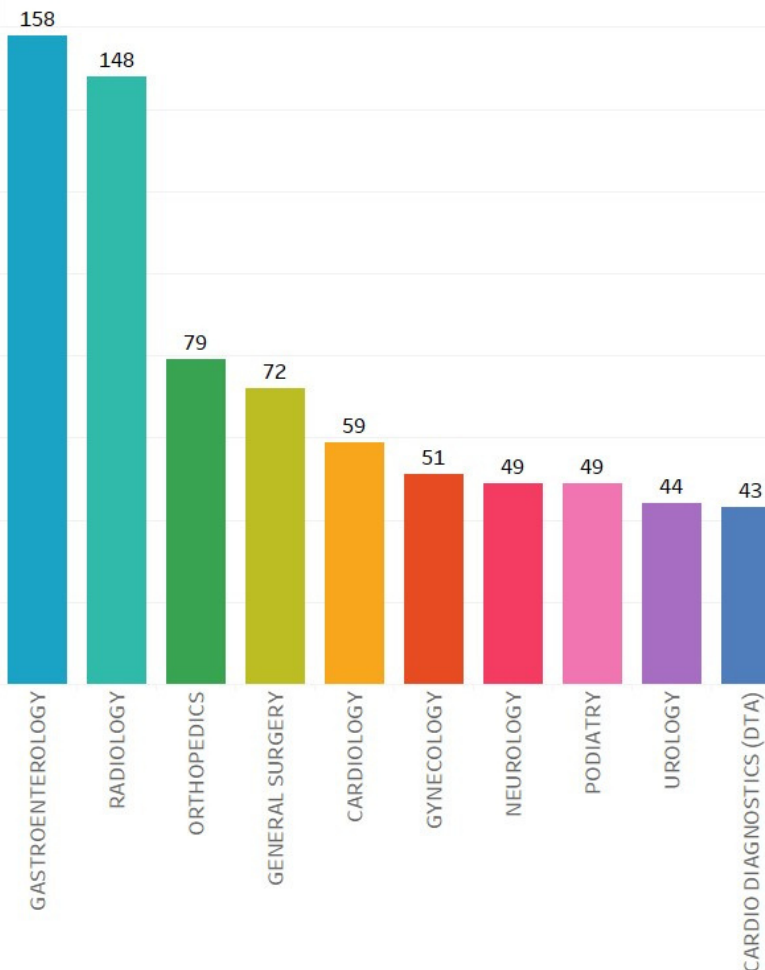
## ARMC CARE COORDINATION

There were **41 eConsults** that were resolved without the need for a face-to-face visit with the specialist.

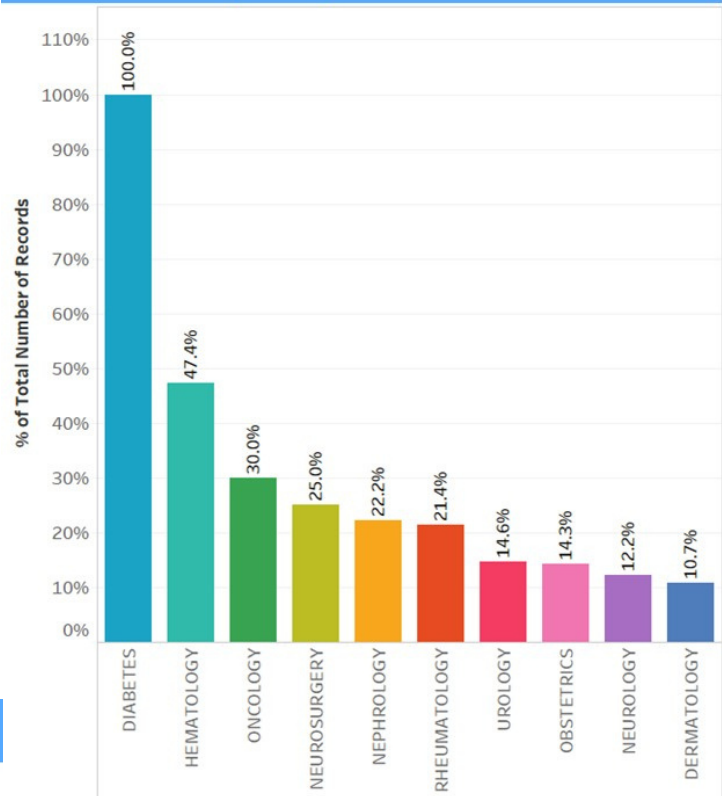
This month, Diabetes resolved the most eConsults without the need for a face-to-face specialty visit.

ARMC and SBCSD PCPs were able to serve **1,049 patients** through access to specialty recommendations or care via MCell.

### Top 10 Specialties for June



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



## SPECIALTY SPOTLIGHT

- There are 7 ARMC and SBCSD primary care clinics.
  - **954 eConsults** were submitted in June
  - **31,474 eConsults** were submitted since the program's start.
- Combined, there are **115** clinics from ARMC, Riverside University Health System (RUHS) and Inland Empire Health Plan (IEHP).
  - **120,016 eConsults** since the start of MCell

**There have been a total of 120,016 eConsults since the program's start date.**

# SUPPORT

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

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

