

November 2020

Multi-County eConsult Initiative (MCEI) Updates

Spark Efficient eConsults

Your eConsult Ideal Dialog Guide

As PCPs and referral coordinators, you submit eConsults and interact virtually with specialists on a near-daily basis for varying cases. Through the eConsult portal, specialists are available for consultations about clinical questions and are also finding opportunities where a clinical case may first be handled by the PCP.

This ideal dialog guide is at your disposal to get specialist recommendations *quickly* and *efficiently*.

Key Criteria for Quality eConsults

- Craft an effective clinical vignette
 - Explain the clinical scenario
 - Details matter; include relevant test results
- Form a clinical question
 - Conclude with a specific ask (i.e. diagnosis, management)
- Engage in the back-and-forth
 - Timely replies make all the difference
 - "Thank you" goes a long way

[Click here](#) for examples of efficient eConsult dialogs

[Click here](#) for more information about eConsult close codes

Questions? Please contact Jessica Ayala at the help desk: (909) 687-0244.

A new [eConsult Ideal Dialog Guide](#) is now at your disposal.

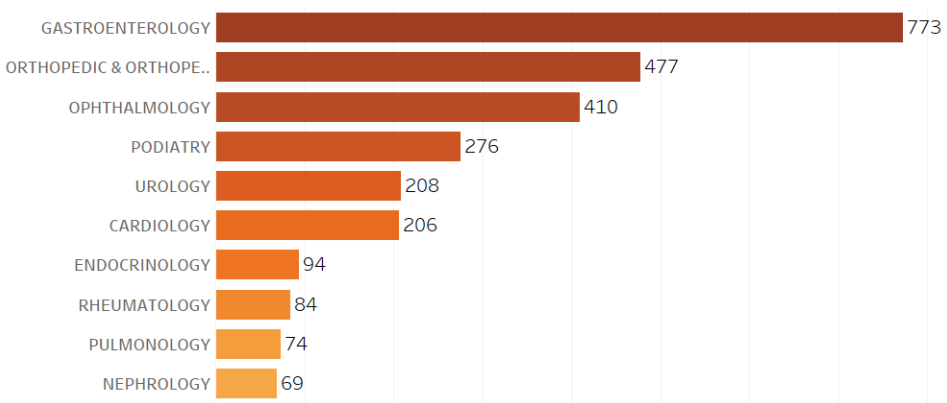
Obtain specialist recommendations in the *quickest*, most *efficient* manner possible!

[Click here to read more about:](#)

- Key Criteria for quality dialogs
- Examples of successful dialogs
- Insights on eConsult close codes

79,138 eConsults!

Top 10 Specialties for RUHS eConsults in October



A total of **93 clinics** from RUHS, Arrowhead Regional Medical Center (RUHS) Inland Empire Health Plan have processed **79,138 eConsults** since the start of MCEI.

All 20 RUHS and CHS primary care clinics play a major role, having submitted **1,641 eConsults** in October and a total of **25,274**

Meet Your Specialist Reviewer

Dr. Christopher Sherman

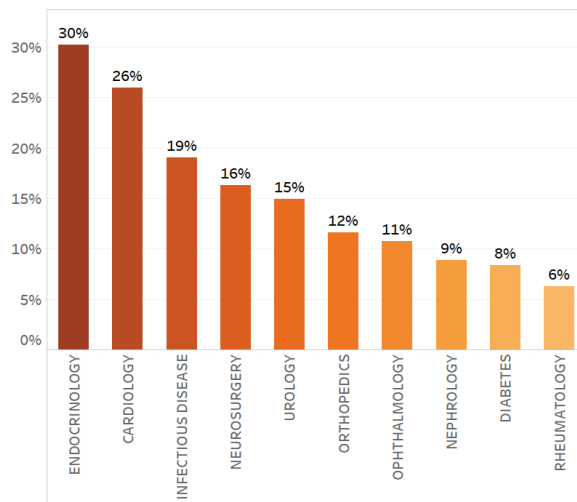
Dr. Christopher Sherman is a Board Certified Orthopedic Trauma Surgery Specialist in San Diego, CA. He graduated from Midwestern University in 2005..

Dr. Sherman has over **15 years** of experience in the medical field and specializes in joint reconstructive surgery and trauma. He has reviewed **298 orthopedic eConsults** from RUHS and CHS primary care physicians.



Your Month in Review

% of RUHS eConsults resolved without the need for specialty visit in October (Top 10)



Your efforts are improving patients' timely access to appropriate health care!

RUHS physicians received specialists' recommendations remotely and coordinated patient care through eConsults, with **endocrinology** and **cardiology** being top services!

You and **135** other physicians across **20** RUHS and CHS clinic sites coordinated with **48** specialists via eConsult this month.

As a result, RUHS and CHS PCPs were able to serve **1,590 patients overall** this month by gaining access to specialty recommendations or care via eConsult. Additionally, PCPs provided specialty recommendations and follow-up care plans for **114 eConsults** non face to face, reducing the number of patient trips to see a specialist.

Month in Review

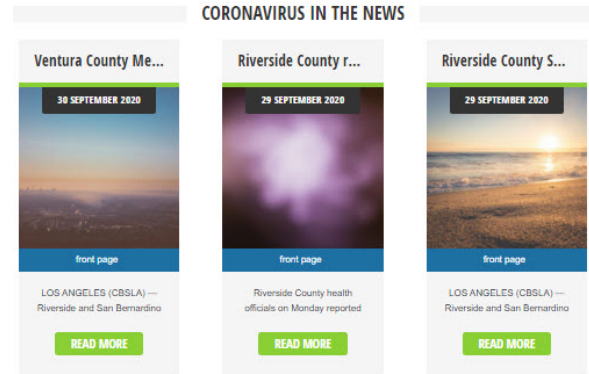
- The MCEI Team continues its collaboration with RUHS leaders to **integrate RUHS's Epic System with the IEHP eConsult Portal.**
- Workflow Engineer Nida Javed trained **Dr. Brian Lee** to answer **hepatology** eConsults from IEHP primary care providers.

November Announcements & Events

COVID-19 Resource

Keep up-to-date about coronavirus-related developments in the Inland Empire at [CovidIE.com](https://www.covidie.com) (developed by [WISE Healthcare](https://www.wisehealthcare.com) for the Inland Empire; not an IEHP-sponsored product).

The website features an assemblage of news releases, links & videos, dashboards, maps and statistics about the San Bernardino and Riverside counties.



compiled from publicly available sources

Call for Quarterly Webinar Speakers



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

Connect With Us

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](tel:9096870244).

She will assist you within 24 hours.

In Person or Virtual Assistance

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



Sarah Taquet | Taquet-S@iehp.org
Joe DeMassimo | DeMassimo-J@iehp.org

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

