

December 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.

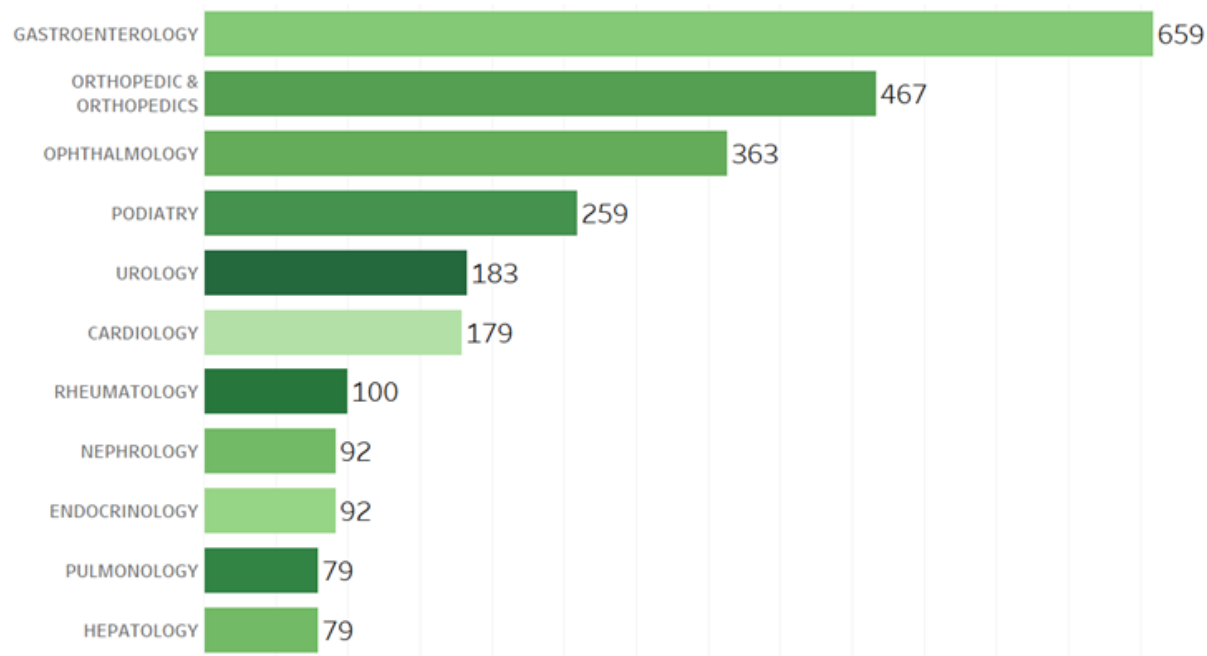
Obtain specialist recommendations in the *quickest*, most *efficient* manner possible!

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

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

83,78138 eConsults!

Top 10 Specialties for RUHS eConsults in November



A total of **94 clinics** from RUHS, Arrowhead Regional Medical Center (RUHS) Inland Empire Health Plan have processed **83,780 eConsults** since the start of MCeI.

All 20 RUHS and CHS primary care clinics play a major role, having submitted **1,426 eConsults** in November and a total of **26,981** eConsults since the program's start.

Meet Your Specialist Reviewer

Dr. Brian Lee, Hepatology

Dr. Brian Lee, MD, is a transplant hepatologist at Loma Linda University Transplantation Institute. He is affiliated with the Inland Empire Health Plan and Riverside University Health System.

After graduating from Rush Medical College, Dr. Lee went on to complete his residency at the University of Southern California LAC+USC Medical Center for internal medicine.

Dr. Lee has completed fellowships at Mount Sinai School of Medicine for transplant hepatology as well as the University of Southern California LAC+USC Medical Center for gastroenterology.



Your Month in Review

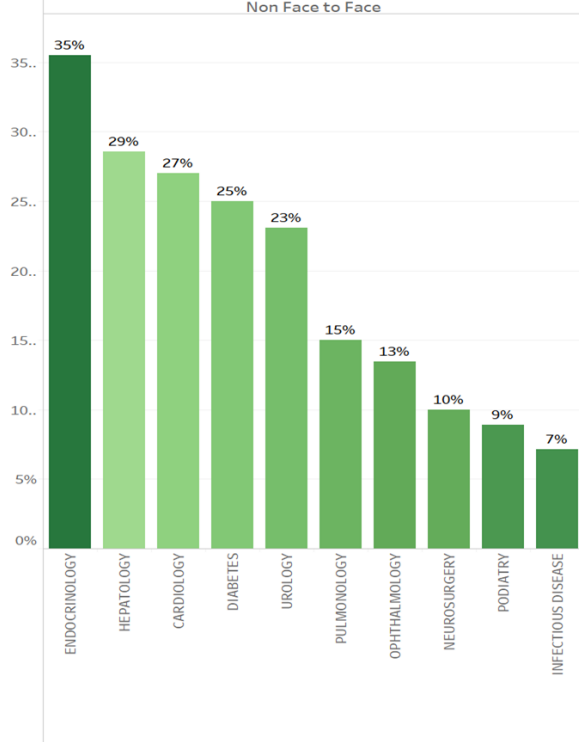
% of RUHS eConsults resolved without the need for specialty visit in November (Top 10)

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 **hepatology** 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 **1,304 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 **127 eConsults** non face to face, reducing the number of patient trips to see a specialist.

Month in Review

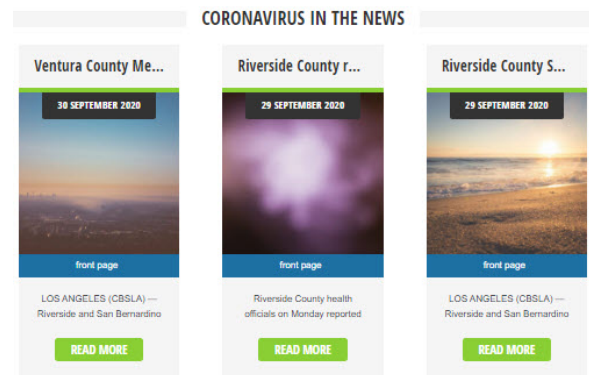
- Workflow engineer Nida Javed trained RUHS staff on the **Colonoscopy DTA process** this month.
- The MCEI Team continues its collaboration with RUHS leaders to **integrate RUHS's Epic System with the IEHP eConsult Portal.**

December Announcements & Events

COVID-19 Resource

Keep up-to-date about coronavirus-related developments in the Inland Empire at **CovidIE.com** (developed by **WISE Healthcare** 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

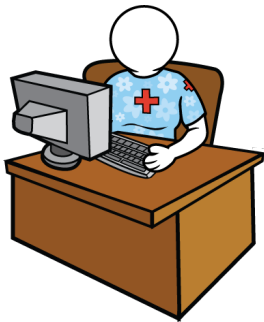


From username and password assistance to technical aid and clarification of workflow processes, Jessica Ayala is here to help!

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:

Nida Javed | Javed-N@iehp.org | (909) 767-7616

Sarah Taquet | Taquet-S@iehp.org

Joe DeMassimo | DeMassimo-J@iehp.org

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



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