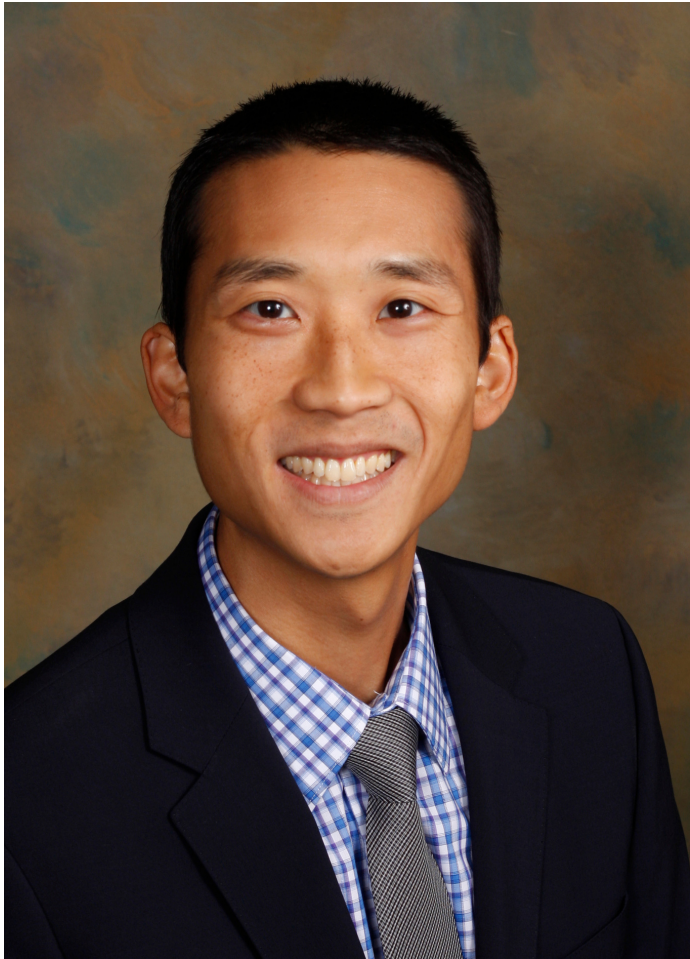


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JANUARY 2020

# MCEI Newsletter

*MCEI: Access to Information. Access to Care.*



## Specialist Spotlight

### Dr. Edmund Ko - Urology

This month, we have selected Dr. Edmund Ko for his rapid response time and high quality eConsults! He attended medical school at Loma Linda University and completed his residency at the Mayo Clinic.

Dr. Ko has been practicing urology for 9 years and has been with the eConsult program for 2.5 years. He believes that the major benefits of eConsult include direct communication between PCPs and specialists and improved patient access to specialty care and appropriate testing.

In his free time, Dr. Ko averages running 100 to 130 miles per month! He has completed 16 marathons and is currently training for an ultramarathon. Keep up the exceptional work Dr. Ko!

## Announcements:

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- 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@iehpc.org](mailto:taquet-s@iehpc.org) for more information.



# Your Month In Review

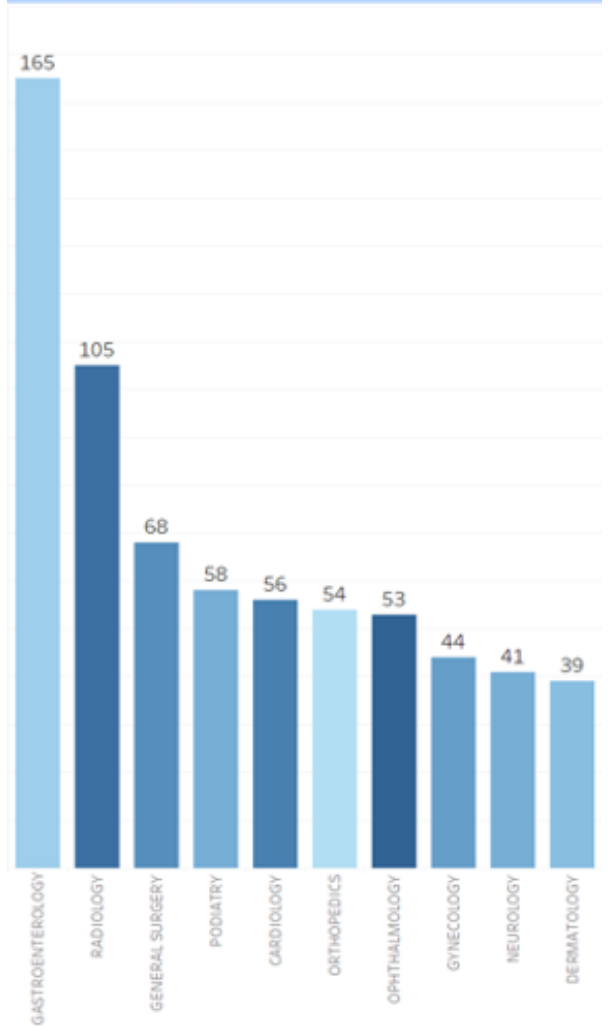
## ARMC Care Coordination

Your efforts are improving patients' timely access to appropriate health care! ARMC physicians received specialists' recommendations remotely. **Neurology** services resolved the most eConsults without the need for a face-to-face specialty visit.

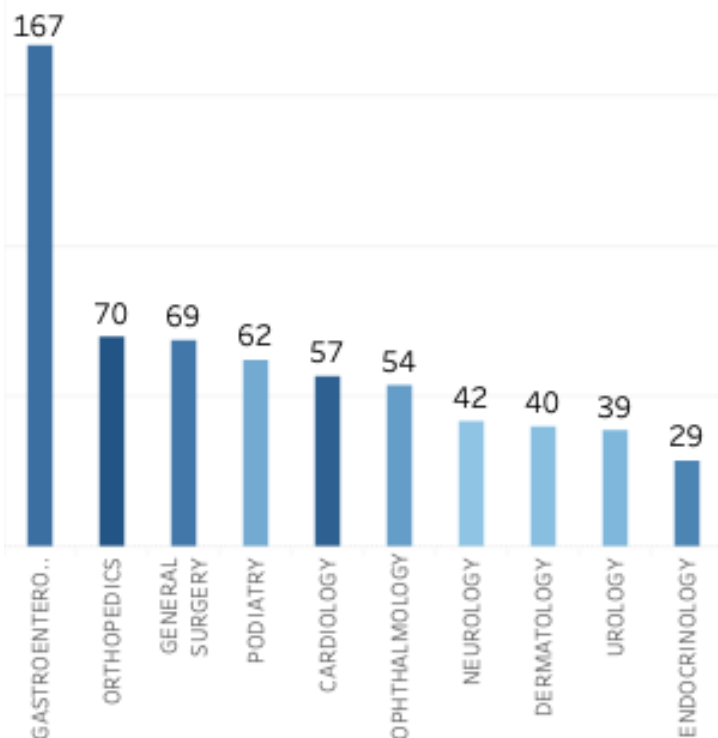
Primary care physicians and providers across **7 ARMC** and **SBCSD** clinic sites coordinated with specialists by eConsult this month. As a result, ARMC PCPs were able to serve **1,086** patients through access to specialty recommendations or care via MCEI.

Additionally, PCPs provided specialty recommendations and follow-up care plans for **28 eConsults** non face-to-face, reducing the number of patient trips to see a specialist.

## Top 10 Specialtes for December



## Top 10 Specialties for December



### Specialty Spotlight

A total of 94 clinics from ARMC, Inland Empire Health Plan (IEHP), and Riverside University Health System (RUHS) have processed **85,861 eConsults** since the start of MCEI.

All 6 ARMC primary care clinics and SBCSD sites play a major role, having submitted **563 eConsults** in December and a total of **24,917 eConsults** since the program's start.

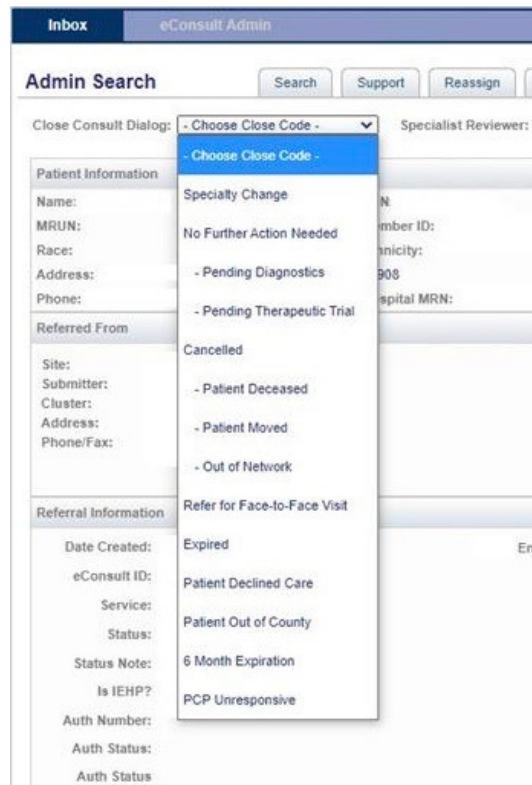
**There have been a total of 85,861 eConsults since the program's start date.**

# This week's 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.



## December Webinar: Dr. Murakami

This month, Dr. Carol Murakami, MD, presented on the evolution of Abnormal Liver Chemistries for Primary Care Providers. She is a gastroenterology specialist with over 35 years of experience in the medical field, and primarily focuses on Liver Disease, Esophageal Disorders, and Gastrointestinal Disorders. Dr. Murakami graduated from Loyola U, School of Medicine medical school in 1985.

We are always looking for speakers to present an engaging, didactic, and timely topic to other primary care providers with MCEI. If you are interested in learning more about a speaking opportunity, please reach out to Sarah Taquet at [Taquet-S@iehpc.org](mailto:Taquet-S@iehpc.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>