

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.

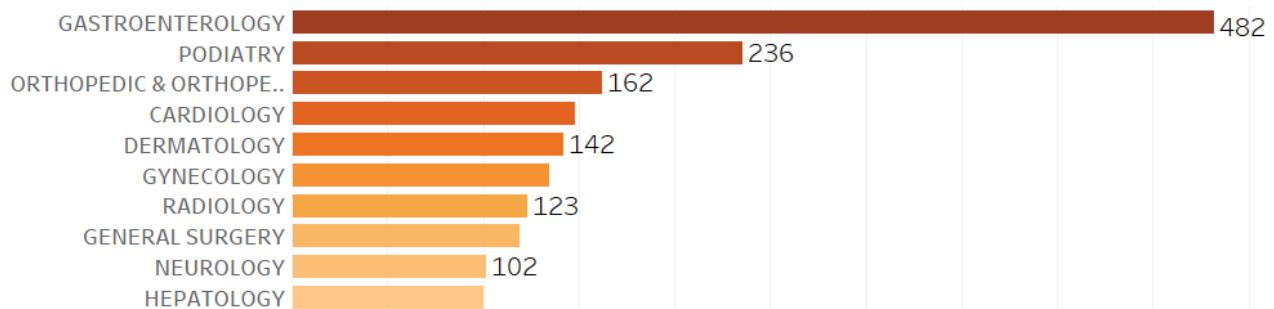
Obtain specialist recommendations in the *quickest*, most *efficient* manner possible!

### [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 ARMC eConsults in October



A total of **93 clinics** from ARMC, Inland Empire Health Plan (IEHP), and Riverside University Health System (RUHS) have processed **79,138 eConsults** since the start of MCEI.

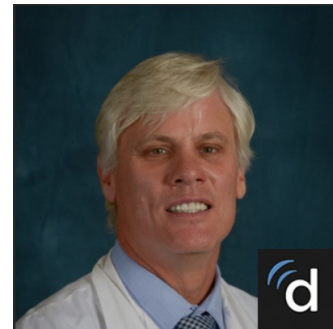
All 6 ARMC primary care clinics and SBCSD site play a major role, having submitted **1,424 eConsults** in October and a total of **21,629 eConsults** since the program's start.

# Meet Your Specialist Reviewer

## Dr. Kris Storkersen

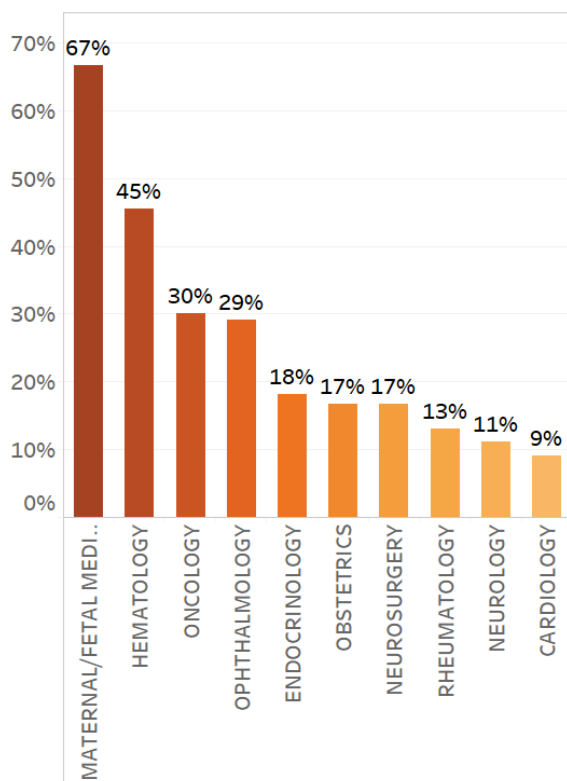
Dr. Kris John Storkersen, MD, is an Ophthalmology specialist in Colton, California. He attended and graduated from the University Of California, Davis School Of Medicine in 1989.

Dr. Storkersen has over **31 years** of diverse experience in Ophthalmology. He has submitted a total of **255 Ophthalmology eConsults** from ARMC and SBCSD primary care physicians.



## Your Month in Review

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



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

ARMC physicians received specialists' recommendations remotely and coordinated patient care via eConsults, two thirds of which were submitted for **maternal/fetal medicine** services!

You and **159** other physicians across **7** ARMC and SBCSD clinic sites coordinated with **56** specialists via eConsult this month.

As a result, ARMC and SBCSD PCPs were able to serve **1,412 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 **85 eConsults** non face to face, reducing the number of patient trips to see a specialists.

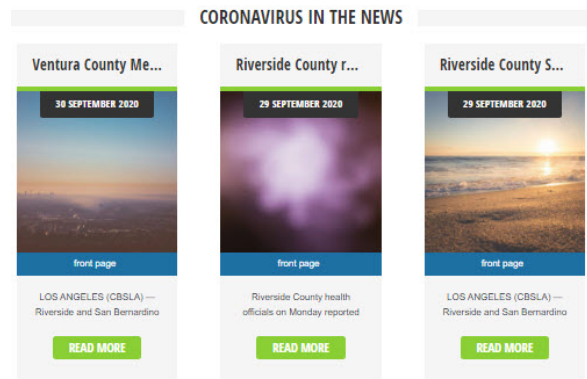
## Welcome Aboard!

- Workflow Engineer Nida Javed trained **Dr. Saba Sadra** to answer **podiatry** from IEHP primary care providers.

## November Announcements & Events

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

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## More Specialties!



Two new specialties will soon go-live in November and be at your disposal via eConsult:

### **Pain Management & Coumadin Clinic**

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## 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](mailto: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.

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## 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.

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## 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](mailto:Javed-N@iehp.org) | (909) 767-7616

Sarah Taquet | [Taquet-S@iehp.org](mailto:Taquet-S@iehp.org)

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