

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.

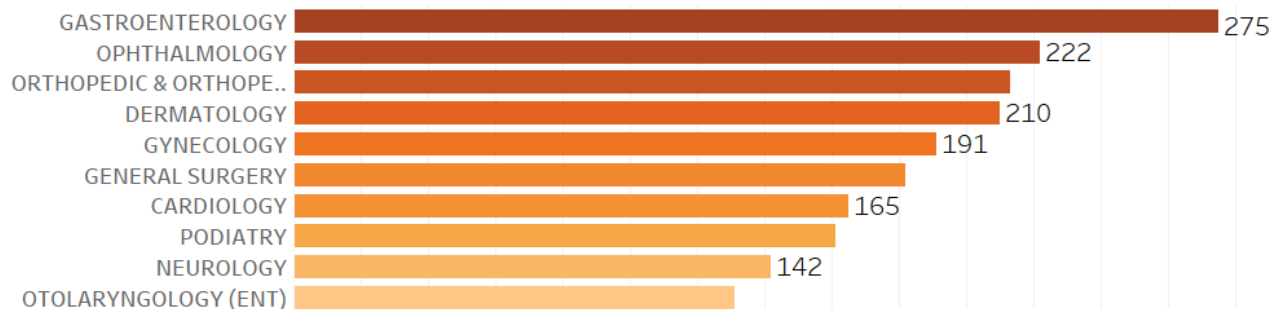
Obtain specialist recommendations in the *quickest, most efficient* manner possible!

#### [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 IEHP eConsults in October



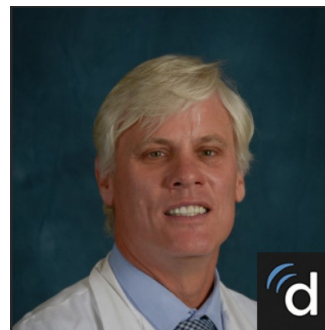
A total of **93 clinics** from IEHP, Arrowhead Regional Medical Center (ARMC), and Riverside University Health System (RUHS) have processed **79,138 eConsults** since the start of MCEI.

All 66 IEHP community clinics play a major role, having submitted **2,052 eConsults** in October and **30,701 eConsults** since the program's start.

## Meet Your Specialist Reviewer

## Dr. Kris John Storkersen

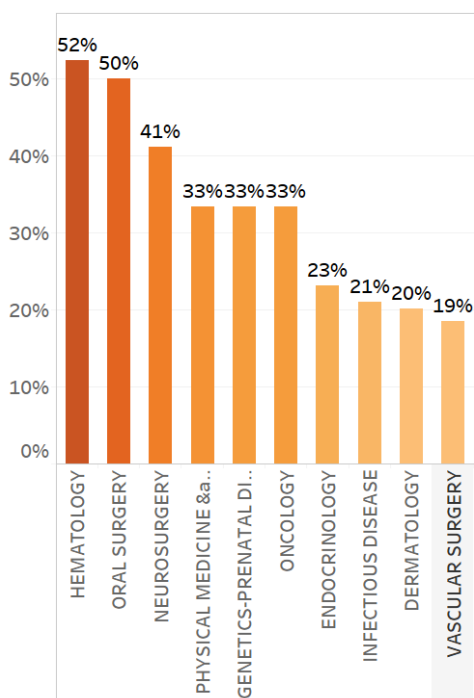
Dr. Kris John Storkersen, MD, is an Ophthalmology specialist in Colton, California. He attended and graduated from the University Of California, Davis School Of Medicine in 1989.



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

## Your Month in Review

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



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

IEHP physicians received specialists' recommendations remotely and coordinated patients' care for **over half** of eConsults submitted for **hematology** and **oral surgery** services!

You and 500+ other physicians across 93 IEHP clinic sites coordinated with 100 specialists via eConsult this month.

As a result, IEHP direct PCPs were able to serve **1,812 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 **249 eConsults** non face to face, reducing the number of patient trips to see a specialist.

## Welcome Aboard!

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

## November Announcements & Events

More Clinics to Come!

The MCEI Team is coordinating outreach to **12 new IEHP community clinics!**

## Call for Quarterly Webinar Speakers

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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



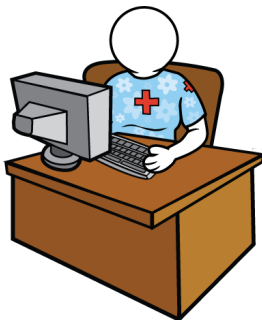
From username and password assistance to technical aid and clarification of workflow processes, Jessica Ayala is here to help!

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)

Joe DeMassimo | [DeMassimo-J@iehp.org](mailto:DeMassimo-J@iehp.org)

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<https://www.econsultie.com>

**MCEI**

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