

MCEI NEWSLETTER

MCel: Access to Information. Access to Care.

SPECIALIST SPOTLIGHT

meet

DR. JUSTINA TSENG

RHEUMATOLOGY



Dr. Tseng is November's specialist of the month because of the high-quality advice she provides through her eConsults!

Dr. Tseng has been practicing medicine for 17 years and doing eConsults for 1 year. She attended medical school at Boston University School of Medicine and did her residency at McGaw Medical Center of Northwestern University. She believes that the major benefits of eConsult is that it is an invaluable tool for patient care, access to care, practicing medicine in a collaborative way, and bringing back the joy of medicine through the sharing of knowledge and wisdom.

Fun Facts about Dr. Tseng:

- She loves collecting honey from around the world.
- Her medical interest is how medicine for the soul has its applications in today's modern medicine terrain.

ANNOUNCEMENTS:

We are pleased to announce our new specialty service: **Behavioral Health Medication Consult & Treatment!**

Also, our Workflow Engineers, Joe DeMassimo, Cassandra Romero, and Stephanie Fluitt trained the clinics of Anita Kundi DO Inc (Rancho), Robert Nguyen Corporation (2), Clinicas de Salud del Pueblo (Coachella), Shima Hadidchi MD, Dimple Agarwal MD, Talia Medical Group, and Romeo Samouh in eConsult this month. Welcome Aboard!



Inland Empire Health Plan

YOUR MONTH IN REVIEW

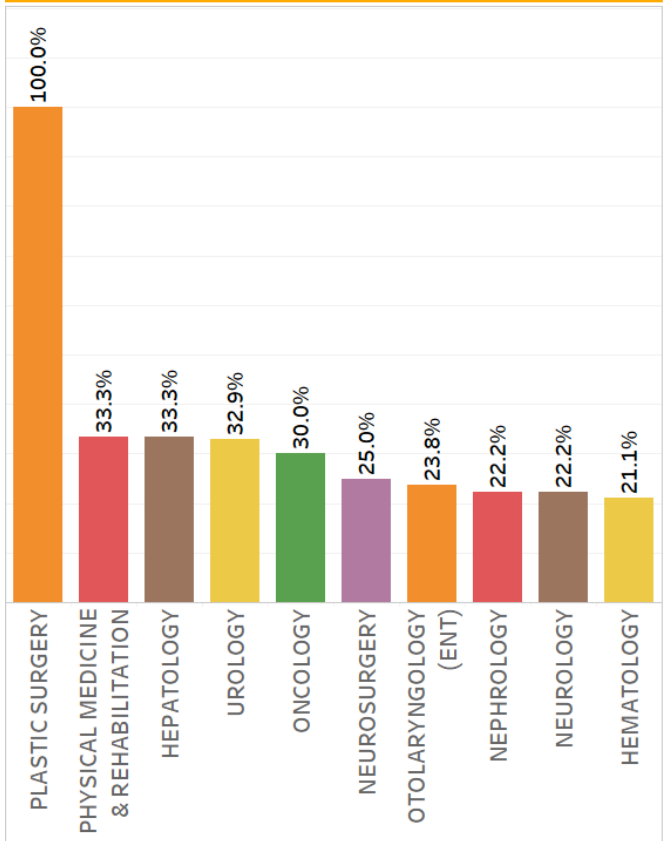
IEHP CARE COORDINATION

There were **155 eConsults** that were resolved without the need for a face-to-face visit with the specialist this month.

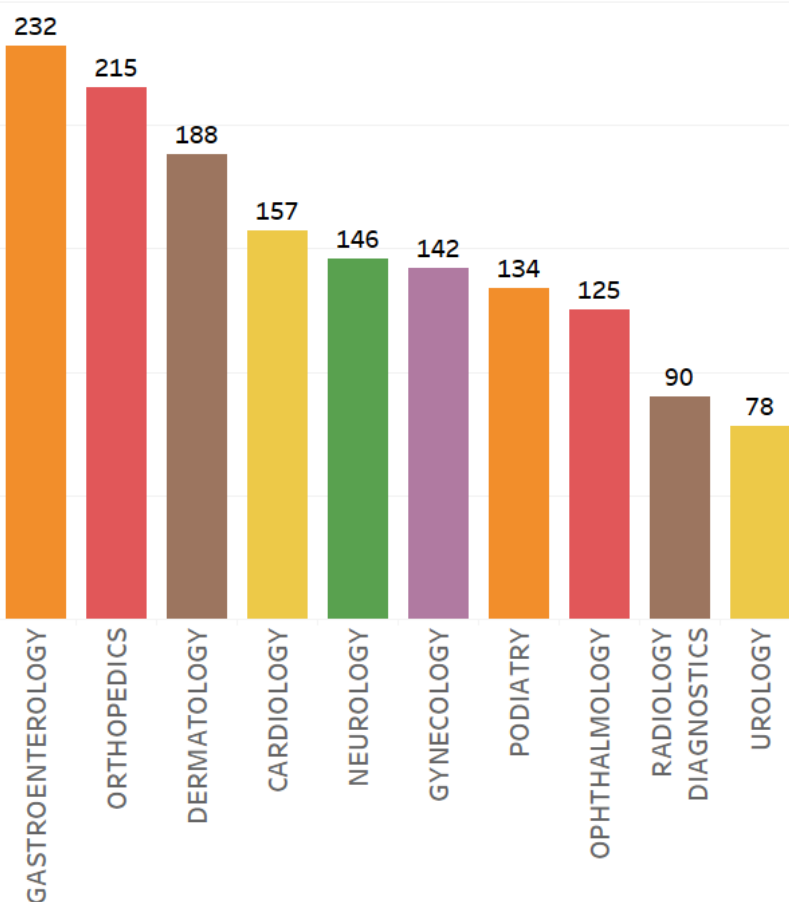
This month, **Plastic Surgery** resolved the highest number eConsults without the need for a face-to-face specialty visit.

IEHP PCPs were able to serve **1,830 patients** through access to specialty recommendations or care via MCell.

Percent of eConsults resolved without the need for Specialty Visits in October



Top 10 Specialties for October



SPECIALTY SPOTLIGHT

- There are 7 IEHP primary care clinics.
 - **2,257 eConsults** were closed in October.
 - **55,831 eConsults** were submitted since the program's start.
- There are **138** total clinics from IEHP, Arrowhead Regional Medical Center (ARMC), and Riverside University Health System (RUHS).
 - **143,543 eConsults** submitted since the start of MCell.

There have been a total of 143,543 eConsults since the program's start date.



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, **Divine Castillo** 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 training with our workflow engineers:

Joe DeMassimo

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Cassandra Romero

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Stephanie Fluit

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