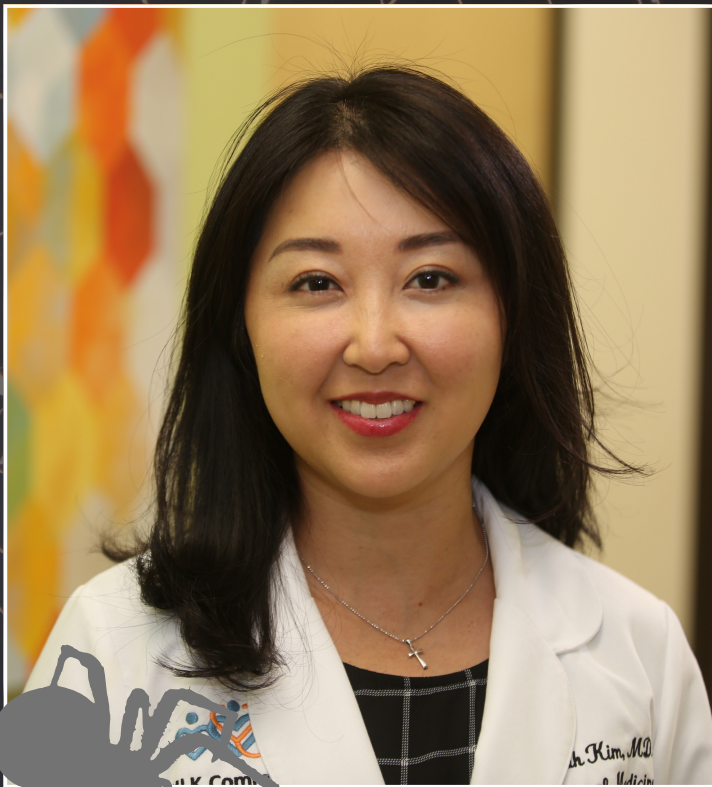


MCEI NEWSLETTER

MCEI: Access to Information. Access to Care.

SPECIALIST SPOTLIGHT



meet
DR. SARAH KIM
RHEUMATOLOGY

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

Dr. Kim has been practicing medicine for 12 years and doing eConsults for 1.5 years. She attended medical school at University of Chicago School of Medicine and did her residency at UCLA (a Rheumatology fellowship). She believes that the major benefit of eConsult is that they increase efficiency of care and access to sub-specialty care. She thinks that remote medicine is an exciting field and is happy to be a part of it!

Fun Facts about Dr. Kim:

- She started competing in swim meets last year and her goal is to master the butterfly stroke.

ANNOUNCEMENTS:

Workflow Engineers Joe DeMassimo and Cassandra Romero trained the clinics of Jesus Lua MD Inc., Qazi Medical Group, Norton Delgado, Tahseen Shareef, RPP Family and Eldercare, Dr. Jasmine Ramos, Robert Nyugen Corp, and SAC Health System in eConsult this month. Welcome Aboard!

YOUR MONTH IN REVIEW

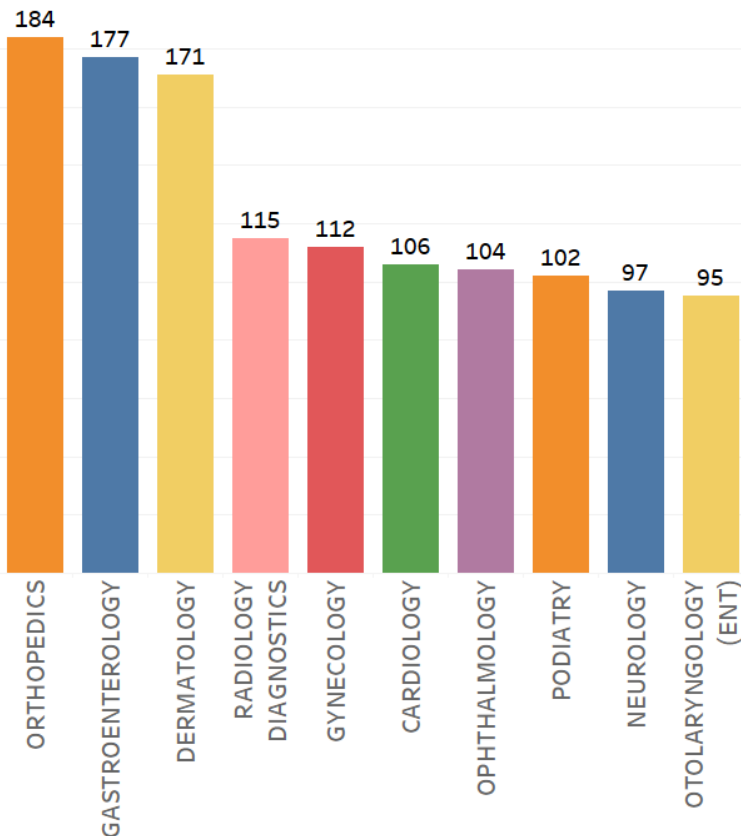
IEHP CARE COORDINATION

There were **111 eConsults** that were resolved without the need for a face-to-face visit with the specialist this month.

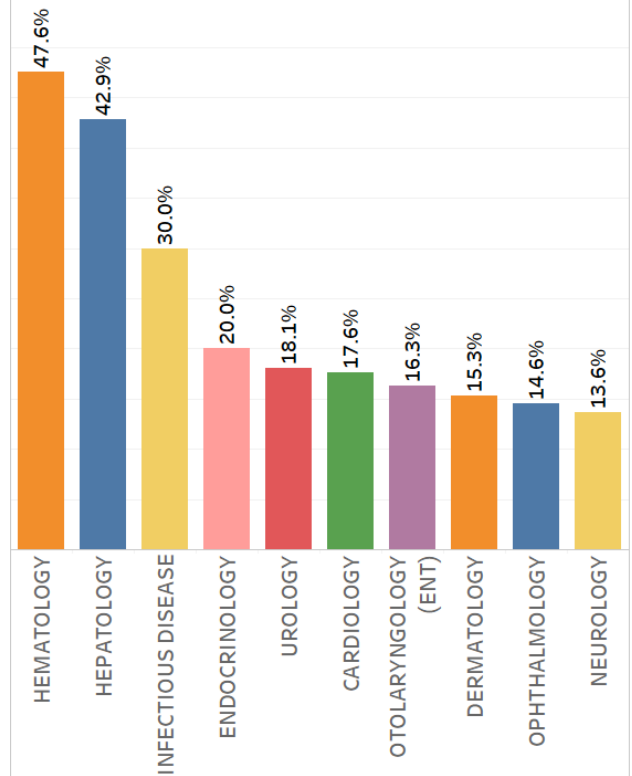
This month, **Hematology** resolved the most eConsults without the need for a face-to-face specialty visit.

IEHP PCPs were able to serve **1,525 patients** through access to specialty recommendations or care via MCell.

Top 10 Specialties for September



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



SPECIALTY SPOTLIGHT

- There are 7 IEHP primary care clinics.
 - **1,887 eConsults** were closed in September.
 - **52,937 eConsults** were submitted since the program's start.
- There are **130** total clinics from IEHP, Arrowhead Regional Medical Center (ARMC), and Riverside University Health System (RUHS).
 - **136,354 eConsults** submitted since the start of MCell.

There have been a total of 136,354 eConsults since the program's start date.



Support

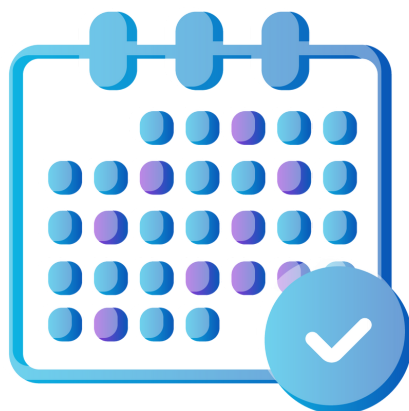
We are here to support you in any way we can. Our MCEI team offers continuous support and training to physicians and clinical staff, which can be done virtually or in-person.

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
DeMassimo-J@iehp.org • (909) 727-7494

Cassandra Romero
Romero-C2@iehp.org • (909) 747-9465