

PARTNERSHIP



of CALIFORNIA

ECONSULT UPDATE

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CY 2018 Strategies

- Developed eConsult referral protocols
- Promote eConsult utilization through email blasts
- Expand outreach efforts to Solano and Sonoma county
- Increase eConsult specialty access
- Share data and outcomes with sites and medical community
- Educate and support telehealth teams through bi-monthly coordinator calls

eConsult Data at a glance

Close Code	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOT
Patient Needs Addressed	21	27	17	21	32	18	40	35	18	61	0	0	290
Pending Diagnostics	2	1	1	0	1	2	4	4	2	3	0	0	20
Pending Therapeutic Trial	1	2	0	2	0	3	0	6	1	5	0	0	20
Specialty Change	3	0	2	0	0	0	4	2	0	1	0	0	12
Cancelled	0	1	1	0	0	0	4	2	0	0	0	0	8
Refer for Face-to-Face Visit	20	11	25	12	19	15	17	22	16	27	0	0	184
PCP Unresponsive	4	0	1	2	6	3	2	1	4	0	0	0	23
TOTAL	51	42	47	37	58	41	71	72	41	97	0	0	557

Accomplishments

- Continue to onboard new sites each year
- Over 50% of consults eliminated patient visits
- Added access to gastroenterology, pain management, ENT and nephrology
- In the process of adding Cardiology
- Opened eConsult process to allow free text clinical question submissions from providers and coordinators
- 4 sites in various stages of eConsult onboarding

eConsult Specialties Available

- Cardiology
- Dermatology
- Endocrinology (Diabetes)
- Gastroenterology
- Hematology/Oncology
- Infectious Disease
- Neurology
- Nephrology
- Pain Management
- Pulmonology
- Rheumatology
- Urology
- Women's Health

Telehealth Footprint

