eConsult Overview

What is eConsult?
- Collaboration of Inland Empire Health Plan, Arrowhead Regional Medical Center, and Riverside University Health System
- Major funding and management by Inland Empire Health Plan

eConsult is a web-based system that allows PCPs and specialists to securely share health information and discuss patient care.
- *Not a referral service*
- *Not for urgent encounters*

How does it work?
1. PCP’s office requests specialty consult
2. Specialist receives HIPAA compliant email alert from PCP
3. Specialist logs into eConsult system to review and respond to PCP
4. PCP and specialist communicate back and forth until issue is resolved
5. Consult is closed

What are the benefits?

For Patients:
- Faster access to specialty care
- Better health outcomes with earlier specialist intervention
- Higher patient satisfaction due to decreased wait times for specialty appointment

For Primary Care Providers:
- Enhanced communication between PCPs and specialists
- Expanded scope of primary care practice
- Higher quality coordinated care by creating a patient centered medical neighborhood

For Specialists:
- Improved pre-visit work-ups
- Decrease in unnecessary or inappropriate specialty referrals
- Reduced “no-show” rates