

## **The Los Angeles County Department of Health Services and Safety Net Connect Agree to County-Wide Expansion of eConsult System Contract**

*More Efficient Specialist Consult System Reduces Unnecessary Referrals, Reduces Wait Times and Lowers Administrative Costs*

**Los Angeles - November 15, 2013** – Safety Net Connect, a provider of web-based healthcare solutions aiding the underserved and safety net populations, has signed a new County-wide contract with the Los Angeles County Department of Health Services (DHS), which will expand the use of Safety Net Connect’s innovative eConsult system by primary care providers and specialists throughout the DHS system.

The eConsult system facilitates electronic consultations between primary care providers and specialists, which offers vulnerable people better, more efficient access to specialized care. The system enables providers to discuss relevant details of patients’ medical history prior to scheduling appointments, thereby reducing unnecessary referrals, limiting wait times and lowering administrative costs. In many cases, the increased communication between physicians results in patients receiving more immediate, specialist-guided care from their primary care physician, eliminating the need for a specialist appointment altogether.

“We are extremely pleased to expand our partnership with DHS and continue to serve L.A.’s vulnerable low-income individuals and families,” said Chris Cruttenden, president of Safety Net Connect. “Technology like eConsult offers a tremendous opportunity to enhance the care for the underserved population. With partners like DHS continuing to invest in this type of innovative solution, we can efficiently and cost-effectively improve outcomes for our most vulnerable neighbors.”

“The eConsult system is a critical component in DHS’ efforts to improve patient care through a truly integrated healthcare delivery network,” says Dr. Paul Giboney, Director of Specialty Care for DHS. “The eConsult platform has shown to be an innovative, web-based solution that allows primary care providers and DHS specialists to efficiently collaborate around the needs of patients.”

To date, the eConsult system has allowed the Los Angeles County Department of Health Services to promptly respond to more than 43,000 requests for specialty assistance from over 1,300 Primary Care Providers from across the County of Los Angeles. By facilitating web-based communication between physicians, the eConsult system has reduced consultation wait times for certain specialties from more than 300 days to less than a week.

Keith Matsutsuyu, CEO of Safety Net Connect, added, “It’s not often we see public agencies leading the way on applying such disruptive innovation, the benefit of which can cross over into the commercial insurance population. DHS represents a positive model for public agencies across the country.”

**[About Safety Net Connect](#)**

Safety Net Connect, a joint venture between NetChemistry and ELM Technologies, provides web-based health solutions to those public/private organizations serving the underserved. Safety Net Connect products facilitate patient enrollment, electronic consultations, electronic referrals, patient data management and more to deliver immediate results and improve patient outcomes for healthcare organizations of all sizes. We currently serve over 5,000,000 patients from clients such as the Los Angeles Department of Health Services, MedPoint, LA Care, Orange County Healthcare Agency, CalOptima, the San Diego Healthcare Agency, Cook County and Medical Home Network. For more information, visit [www.SafetyNetConnect.com](http://www.SafetyNetConnect.com).

### **About The Los Angeles County Department of Health Services**

The Los Angeles County Department of Health Services (DHS) is the second largest public healthcare system in the nation and the largest provider of uncompensated care in the County. For over a century, the department has met the healthcare needs of the County through the provision of world-class, high-quality, patient-centered care. Through its Level One trauma centers and burn center, the department serves all 10 million residents. DHS hospitals are top training sites for physicians completing their graduate medical education in nearly every specialty and subspecialty. The department strives to enhance the health and welfare of County residents through innovation and research, and programs geared to the County's homeless and other vulnerable populations. For more information on County-run health care services, visit [www.dhs.lacounty.gov](http://www.dhs.lacounty.gov).