Specialty Clinics REFERRALS

Report of the referral conversion process in the

Cardiology

▼ clinic for February 2023

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status

Completed 10
Pending Acceptance 1

Out of 115 referrals kept 90% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals

Scheduled 11
Linked in CRM 70

Out of 113 scheduled referrals 62% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals

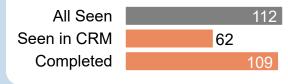
DSM Referrals
Also in CRM 0

Out of 66 DSM referrals

0% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 112 referrals seen 55% are seen in CRM 97% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	90%	10	9.04
% of Scheduled Referrals with Linked Ap	opt 62%	10	6.19
% of Seen Referrals Tagged as Seen	55%	10	5.54
% of Seen Referrals that are Completed	97%	10	9.73
% of DSM Referrals with CRM Referral	0%	5	0

30.5 points out of 45 points possible

68% clinic score for CRM use