Specialty Clinics REFERRALS

Report of the referral conversion process in the

Rheumatology

▼ 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 8
Pending Acceptance 2

Out of 123 referrals kept 92% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals

Scheduled 122 Linked in CRM 93 Out of 122 scheduled referrals 76% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

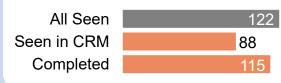
of Referrals

DSM Referrals
Also in CRM 3

Out of 69 DSM referrals 4% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 122 referrals seen 72% are seen in CRM 94% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.19
% of Scheduled Referrals with Linked Appt	76%	10	7.62
% of Seen Referrals Tagged as Seen	72%	10	7.21
% of Seen Referrals that are Completed	94%	10	9.43
% of DSM Referrals with CRM Referral	4%	5	0.22

33.67 points out of 45 points possible 75% clinic score for CRM use