Specialty Clinics REFERRALS

Report of the referral conversion process in the [Sleep Disorders Laboratory ▾] clinic for **February 2023**

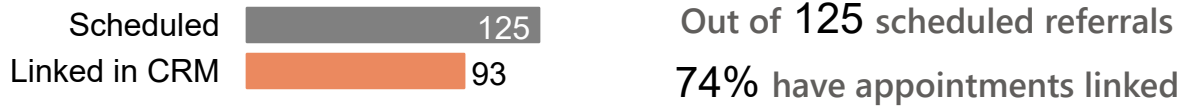Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status

Completed	8
Closed	1

Out of **125** referrals kept

93% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled	125
Linked in CRM	93

Out of **125** scheduled referrals

74% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

# of Referrals

DSM Referrals	76
Also in CRM	51

Out of **76** DSM referrals

67% have a similar CRM referral

Referrals Seen in CRM after 90 Days

# of Referrals

All Seen	125
Seen in CRM	91
Completed	120

Out of **125** referrals seen

73% are seen in CRM

96% are completed
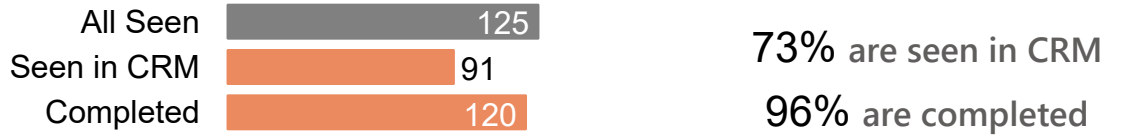
Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.28
% of Scheduled Referrals with Linked Appt	74%	10	7.44
% of Seen Referrals Tagged as Seen	73%	10	7.28
% of Seen Referrals that are Completed	96%	10	9.6
% of DSM Referrals with CRM Referral	67%	5	3.36

36.96 points out of **45** points possible

82% clinic score for CRM use