# **Specialty Clinics** REFERRALS

Report of the referral conversion process in the

Hepatology

▼ 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 6
Closed 2

Out of 96 referrals kept 92% are accepted in CRM

#### Appointments Linked in CRM after 90 Days

# of Referrals



Out of 96 scheduled referrals 77% have appointments linked

#### Direct Secure Message Referrals in CRM after 90 Days

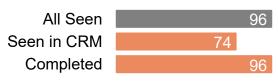
# of Referrals

DSM Referrals 5.
Also in CRM 36

Out of 55 DSM referrals 65% have a similar CRM referral

#### Referrals Seen in CRM after 90 Days

# of Referrals



Out of 96 referrals seen 77% are seen in CRM 100% are completed

## Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.17
% of Scheduled Referrals with Linked Appt	77%	10	7.71
% of Seen Referrals Tagged as Seen	77%	10	7.71
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	65%	5	3.27

37.86 points out of 45 points possible 84% clinic score for CRM use