## **Specialty Clinics** REFERRALS

Report of the referral conversion process in the

Gastroenterology

▼ 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 9
Closed 1

Out of 108 referrals kept 91% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled 10
Linked in CRM 87

Out of 108 scheduled referrals 81% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

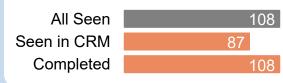
# of Referrals

DSM Referrals
Also in CRM 0

Out of **81** DSM referrals 0% have a similar CRM referral

Referrals Seen in CRM after 90 Days

# of Referrals



Out of 108 referrals seen 81% 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	91%	10	9.07
% of Scheduled Referrals with Linked Appt	81%	10	8.06
% of Seen Referrals Tagged as Seen	81%	10	8.06
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	0%	5	0

35.19 points out of 45 points possible 78% clinic score for CRM use