Specialty Clinics REFERRALS

Report of the referral conversion process in the

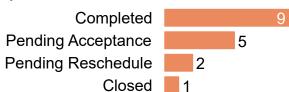
Neurology

▼ 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



Out of 211 referrals kept 92% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals



Out of 182 scheduled referrals 76% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Out of 126 DSM referrals 31% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals

All Seen		161
Seen in CRM	1	17
Completed	138	3

Out of 161 referrals seen 73% are seen in CRM 86% 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	7.58
% of Seen Referrals Tagged as Seen	73%	10	7.27
% of Seen Referrals that are Completed	86%	10	8.57
% of DSM Referrals with CRM Referral	31%	5	1.55

34.16 points out of 45 points possible

76% clinic score for CRM use