Specialty Clinics REFERRALS

Report of the referral conversion process in the

Endocrinology

▼ 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

Pending Acceptance 5
Completed 2

Out of 90 referrals kept 92% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals

Scheduled 7 Linked in CRM 37 Out of 72 scheduled referrals 51% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals

DSM Referrals
Also in CRM 49

Out of 84 DSM referrals 58% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals

All Seen 558
Seen in CRM 23
Completed 37

Out of 55 referrals seen 42% are seen in CRM 67% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.22
% of Scheduled Referrals with Linked Appt	51%	10	5.14
% of Seen Referrals Tagged as Seen	42%	10	4.18
% of Seen Referrals that are Completed	67%	10	6.73
% of DSM Referrals with CRM Referral	58%	5	2.92

28.19 points out of 45 points possible

63% clinic score for CRM use