

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

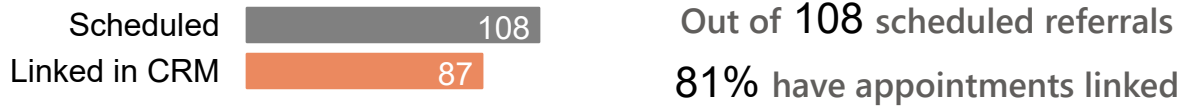
Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



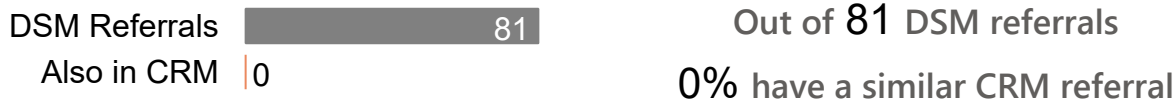
Appointments Linked in CRM after 90 Days

# of Referrals



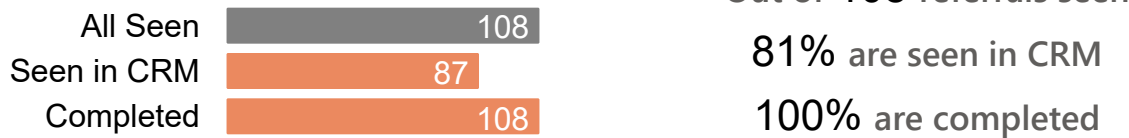
Direct Secure Message Referrals in CRM after 90 Days

# of Referrals



Referrals Seen in CRM after 90 Days

# of Referrals



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