

Specialty Clinics REFERRALS

Report of the referral conversion process in the Otolaryngology 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



Appointments Linked in CRM after 90 Days

of Referrals



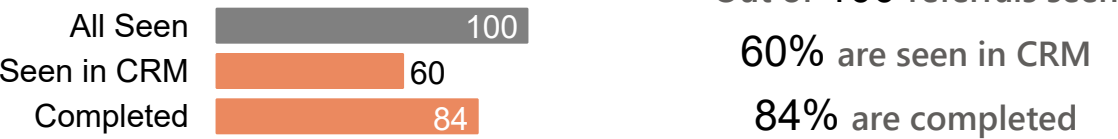
Direct Secure Message Referrals in CRM after 90 Days

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	9.12
% of Scheduled Referrals with Linked Appt	65%	10	6.54
% of Seen Referrals Tagged as Seen	60%	10	6
% of Seen Referrals that are Completed	84%	10	8.4
% of DSM Referrals with CRM Referral	39%	5	1.94

32.0 points out of 45 points possible

71% clinic score for CRM use