# **Specialty Clinics** REFERRALS

Report of the referral conversion process in the

Urology

▼ 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 1
Pending Acceptance 1
Pending Reschedule 1

Out of 42 referrals kept 93% are accepted in CRM

### Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled 36 Linked in CRM 23 Out of 36 scheduled referrals 64% have appointments linked

### Direct Secure Message Referrals in CRM after 90 Days

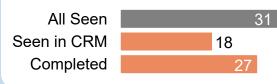
#### # of Referrals

DSM Referrals
Also in CRM

Out of 38 DSM referrals 76% have a similar CRM referral

#### Referrals Seen in CRM after 90 Days

#### # of Referrals



Out of 31 referrals seen 58% are seen in CRM 87% are completed

# Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.29
% of Scheduled Referrals with Linked Appt	64%	10	6.39
% of Seen Referrals Tagged as Seen	58%	10	5.81
% of Seen Referrals that are Completed	87%	10	8.71
% of DSM Referrals with CRM Referral	76%	5	3.82

34.02 points out of 45 points possible 76% clinic score for CRM use