

Specialty Clinics REFERRALS

Report of the referral conversion process in the 

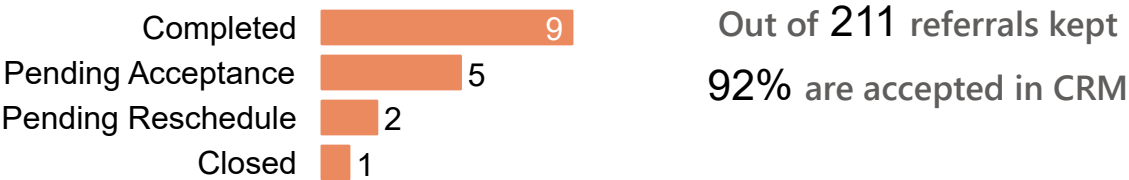
Neurology

 clinic for February 2023

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

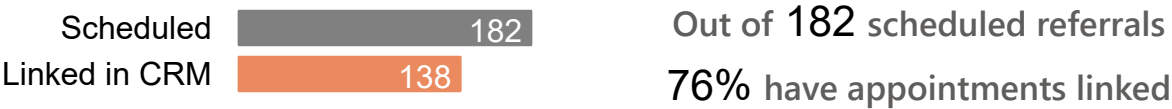
Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

# of Referrals



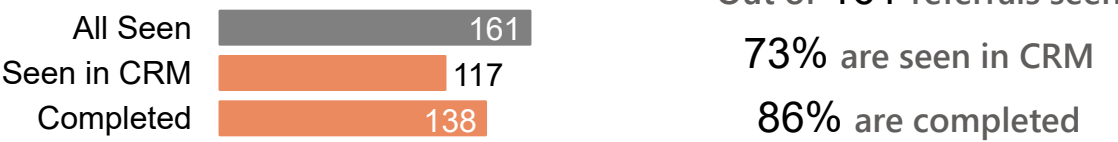
Direct Secure Message Referrals in CRM after 90 Days

# 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	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