Specialty Clinics REFERRALS

Report of the referral conversion process in the

Dermatology

▼ 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



Out of 105 referrals kept 93% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals



Out of 98 scheduled referrals 69% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

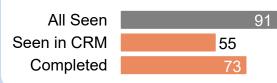
of Referrals



Out of 52 DSM referrals 48% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 91 referrals seen 60% are seen in CRM 80% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.33
% of Scheduled Referrals with Linked Appt	69%	10	6.94
% of Seen Referrals Tagged as Seen	60%	10	6.04
% of Seen Referrals that are Completed	80%	10	8.02
% of DSM Referrals with CRM Referral	48%	5	2.4

32.73 points out of 45 points possible

73% clinic score for CRM use