Specialty Clinics REFERRALS

Report of the referral conversion process in the

Nephrology

▼ 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 3

Out of 105 referrals kept 97% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals

Scheduled 105 Linked in CRM 89 Out of 105 scheduled referrals 85% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals

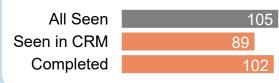
DSM Referrals
Also in CRM

Out of 59 DSM referrals

46% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 105 referrals seen 85% are seen in CRM 97% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	97%	10	9.71
% of Scheduled Referrals with Linked Appt	85%	10	8.48
% of Seen Referrals Tagged as Seen	85%	10	8.48
% of Seen Referrals that are Completed	97%	10	9.71
% of DSM Referrals with CRM Referral	46%	5	2.29

38.67 points out of 45 points possible 86% clinic score for CRM use