Specialty Clinics REFERRALS

Report of the referral conversion process in the

Audiology

▼ 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

Pending Acceptance 3
On Hold 1

Out of 91 referrals kept 96% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals



Out of 74 scheduled referrals 58% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

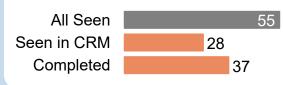
of Referrals

DSM Referrals 8
Also in CRM 29

Out of 82 DSM referrals 35% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 55 referrals seen 51% are seen in CRM 67% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

	Test	% Result	Points Possible	Point Result
	% of Referrals Accepted	96%	10	9.56
	% of Scheduled Referrals with Linked Appt	58%	10	5.81
	% of Seen Referrals Tagged as Seen	51%	10	5.09
	% of Seen Referrals that are Completed	67%	10	6.73
	% of DSM Referrals with CRM Referral	35%	5	1.77

28.96 points out of 45 points possible 64% clinic score for CRM use