## **Specialty Clinics** REFERRALS

Report of the referral conversion process in the

Maternal Fetal Medicine

▼ 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 231 referrals kept 91% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals



Out of 226 scheduled referrals 77% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

127

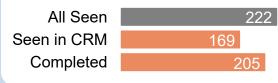
# of Referrals



Out of 127 DSM referrals 27% have a similar CRM referral

Referrals Seen in CRM after 90 Days

# of Referrals



Out of 222 referrals seen 76% are seen in CRM 92% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.13
% of Scheduled Referrals with Linked Appt	77%	10	7.74
% of Seen Referrals Tagged as Seen	76%	10	7.61
% of Seen Referrals that are Completed	92%	10	9.23
% of DSM Referrals with CRM Referral	27%	5	1.34

35.05 points out of 45 points possible 78% clinic score for CRM use