Specialty Clinics REFERRALS

Report of the referral conversion process in the

Oncology

▼ 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 37
Pending Acceptance 10
Pending Reschedule 4

Out of 573 referrals kept 91% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals

Scheduled 534 Linked in CRM 355 Out of 534 scheduled referrals 66% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

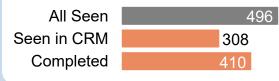
of Referrals

DSM Referrals 301
Also in CRM 138

Out of 301 DSM referrals 46% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 496 referrals seen 62% are seen in CRM 83% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.11
% of Scheduled Referrals with Linked Appt	66%	10	6.65
% of Seen Referrals Tagged as Seen	62%	10	6.21
% of Seen Referrals that are Completed	83%	10	8.27
% of DSM Referrals with CRM Referral	46%	5	2.29

32.53 points out of 45 points possible

72% clinic score for CRM use