

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 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



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