

Specialty Clinics REFERRALS

Report of the referral conversion process in the Urology clinic for February 2023

Referrals tracked using the Clinic Referral Management system versus the schedule book

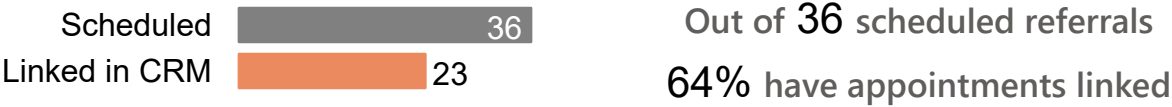
Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

# of Referrals



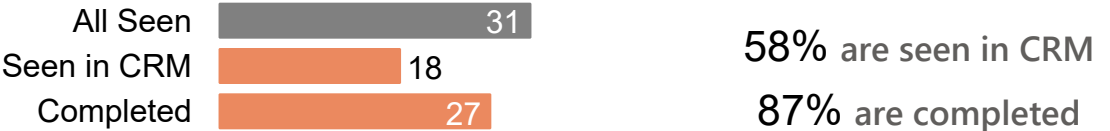
Direct Secure Message Referrals in CRM after 90 Days

# of Referrals



Referrals Seen in CRM after 90 Days

# of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.29
% of Scheduled Referrals with Linked Appt	64%	10	6.39
% of Seen Referrals Tagged as Seen	58%	10	5.81
% of Seen Referrals that are Completed	87%	10	8.71
% of DSM Referrals with CRM Referral	76%	5	3.82

34.02 points out of 45 points possible  
76% clinic score for CRM use