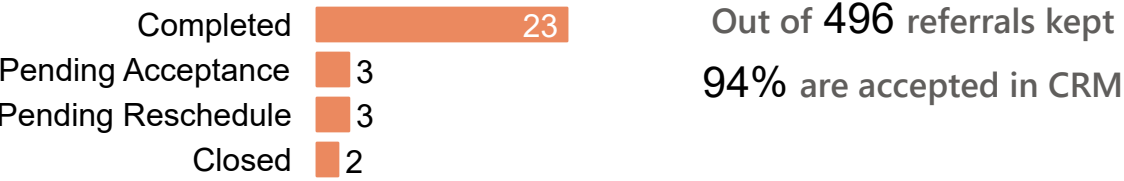# Specialty Clinics   REFERRALS

Report of the referral conversion process in the **Internal 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

Completed	23
Pending Acceptance	3
Pending Reschedule	3
Closed	2

Out of **496** referrals kept

94% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled	459
Linked in CRM	338

Out of **459** scheduled referrals

74% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

# of Referrals

DSM Referrals	270
Also in CRM	139

Out of **270** DSM referrals

51% have a similar CRM referral

Referrals Seen in CRM after 90 Days

# of Referrals

All Seen	431
Seen in CRM	292
Completed	385

Out of **431** referrals seen

68% are seen in CRM

89% are completed
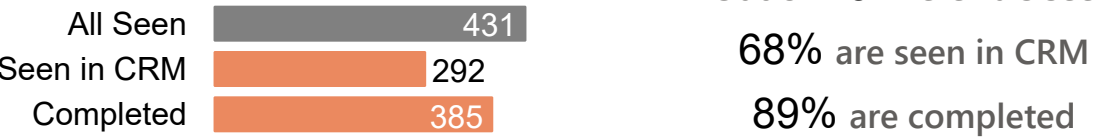
Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.38
% of Scheduled Referrals with Linked Appt	74%	10	7.36
% of Seen Referrals Tagged as Seen	68%	10	6.77
% of Seen Referrals that are Completed	89%	10	8.93
% of DSM Referrals with CRM Referral	51%	5	2.57

35.01 points out of **45** points possible

78% clinic score for CRM use