Specialty Clinics REFERRALS

Report of the referral conversion process in the

Immunology

▼ 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

Pending Acceptance 8
Completed 5
Pending Reschedule 3

Out of 140 referrals kept 89% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals



Out of 109 scheduled referrals 50% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals

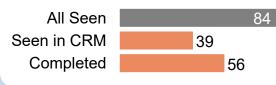
DSM Referrals 10
Also in CRM 47

Out of 102 DSM referrals

46% have a similar CRM referral

Referrals Seen in CRM after 90 Days





Out of 84 referrals seen 46% 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	89%	10	8.86
% of Scheduled Referrals with Linked Appt	50%	10	5.05
% of Seen Referrals Tagged as Seen	46%	10	4.64
% of Seen Referrals that are Completed	67%	10	6.67
% of DSM Referrals with CRM Referral	46%	5	2.3

27.52 points out of 45 points possible

61% clinic score for CRM use