Specialty Clinics REFERRALS

Report of the referral conversion process in the **Hepatology** ▼ 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 ████████████ 6

Closed ███ 2

Out of **96** referrals kept

92% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled ████████████ 96

Linked in CRM ██████████ 74

Out of **96** scheduled referrals

77% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

# of Referrals

DSM Referrals ████████████ 55

Also in CRM ███████ 36

Out of **55** DSM referrals

65% have a similar CRM referral

Referrals Seen in CRM after 90 Days

# of Referrals

All Seen ████████████ 96

Seen in CRM █████████ 74

Completed ████████████ 96

Out of **96** referrals seen

77% are seen in CRM

100% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.17
% of Scheduled Referrals with Linked Appt	77%	10	7.71
% of Seen Referrals Tagged as Seen	77%	10	7.71
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	65%	5	3.27

37.86 points out of **45** points possible

84% clinic score for CRM use