Specialty Clinics REFERRALS

Report of the referral conversion process in the

Pain Management

▼ 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 8

Out of 134 referrals kept 94% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals

Scheduled 13
Linked in CRM 112

Out of 134 scheduled referrals 84% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals

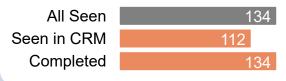
DSM Referrals
Also in CRM 35

Out of 64 DSM referrals

55% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 134 referrals seen 84% 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	94%	10	9.4
% of Scheduled Referrals with Linked Appt	84%	10	8.36
% of Seen Referrals Tagged as Seen	84%	10	8.36
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	55%	5	2.73

38.85 points out of 45 points possible

86% clinic score for CRM use