Specialty Clinics REFERRALS

Report of the referral conversion process in the

Podiatry

▼ 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

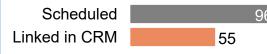
By Current Status

Pending Acceptance 2
Pending Reschedule 2
Closed 1
Completed 1

Out of 105 referrals kept 94% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals



Out of 96 scheduled referrals 57% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

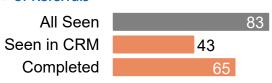
of Referrals

DSM Referrals
Also in CRM
50

Out of 65 DSM referrals 77% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 83 referrals seen 52% are seen in CRM 78% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.43
% of Scheduled Referrals with Linked Appt	57%	10	5.73
% of Seen Referrals Tagged as Seen	52%	10	5.18
% of Seen Referrals that are Completed	78%	10	7.83
% of DSM Referrals with CRM Referral	77%	5	3.85

32.02 points out of 45 points possible

71% clinic score for CRM use