# **Specialty Clinics** REFERRALS

Report of the referral conversion process in the

Otolaryngology

▼ 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 1
Pending Acceptance 1
Pending Reschedule 1

Out of 114 referrals kept 91% are accepted in CRM

### Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled 10°
Linked in CRM 70

Out of 107 scheduled referrals 65% have appointments linked

### Direct Secure Message Referrals in CRM after 90 Days

#### # of Referrals

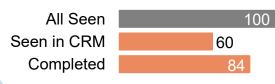
DSM Referrals
Also in CRM

Out of 54 DSM referrals

39% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

#### # of Referrals



Out of 100 referrals seen 60% are seen in CRM 84% are completed

### Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.12
% of Scheduled Referrals with Linked Appt	65%	10	6.54
% of Seen Referrals Tagged as Seen	60%	10	6
% of Seen Referrals that are Completed	84%	10	8.4
% of DSM Referrals with CRM Referral	39%	5	1.94

32.0 points out of 45 points possible

71% clinic score for CRM use