# **Specialty Clinics** REFERRALS

Report of the referral conversion process in the

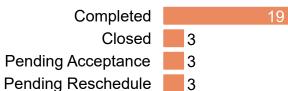
Pulmonology

▼ 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** 



Out of 317 referrals kept 91% are accepted in CRM

### Appointments Linked in CRM after 90 Days

# of Referrals



Out of 307 scheduled referrals 74% have appointments linked

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

# of Referrals



Out of 170 DSM referrals

25% have a similar CRM referral

#### Referrals Seen in CRM after 90 Days

# of Referrals

All Seen	294
Seen in CRM	201
Completed	267

Out of 294 referrals seen 68% are seen in CRM 91% 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	74%	10	7.39
% of Seen Referrals Tagged as Seen		10	6.84
% of Seen Referrals that are Completed	91%	10	9.08
% of DSM Referrals with CRM Referral	25%	5	1.26

33.69 points out of 45 points possible

75% clinic score for CRM use