

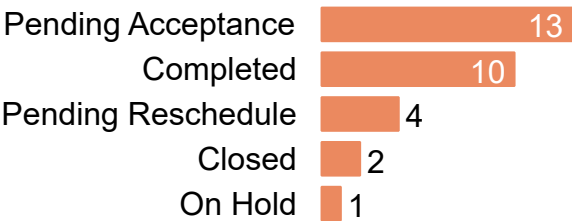
Specialty Clinics REFERRALS

Report of the referral conversion process in the Orthopedics 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 325 referrals kept
91% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals



Out of 263 scheduled referrals
57% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Out of 195 DSM referrals
32% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 214 referrals seen
53% are seen in CRM
72% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.08
% of Scheduled Referrals with Linked Appt	57%	10	5.7
% of Seen Referrals Tagged as Seen	53%	10	5.28
% of Seen Referrals that are Completed	72%	10	7.24
% of DSM Referrals with CRM Referral	32%	5	1.59

28.89 points out of 45 points possible
64% clinic score for CRM use