Specialty Clinics REFERRALS

Report of the referral conversion process in the

Ophthalmology

▼ 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 14

Out of 119 referrals kept 88% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals

Scheduled 11
Linked in CRM 94

Out of 119 scheduled referrals 79% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

of Referrals

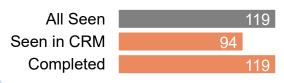
DSM Referrals
Also in CRM
34

Out of 54 DSM referrals

63% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of 119 referrals seen 79% 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	88%	10	8.82
% of Scheduled Referrals with Linked Appt	79%	10	7.9
% of Seen Referrals Tagged as Seen	79%	10	7.9
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	63%	5	3.15

37.77 points out of 45 points possible 84% clinic score for CRM use