



San Francisco, CA

*“As a high volume group practice we receive referrals through a variety of channels. Referral MD consolidates these channels into a single interface and automates much of the follow up. Our staff are saving time and our referring providers are getting better service. It’s a win-win.*

- Jake Blacksheer (Director)

### About UCSF

The UCSF Department of Oral and Maxillofacial Surgery is one of four academic departments in the School of Dentistry. In addition to a significant role in the education of both dental and medical students, the department operates clinics, research labs and residency programs.

### Business Challenges

Historically, UCSF-OMS received faxed referrals from hundreds of referring providers and manually converted them to PDFs, then stored them in shared folders for further processing. The routine was labor intensive, inefficient, error-prone and led to lost referrals and a lack of communication with referring providers.

### Solution

By using ReferralMD to consolidate all referrals into one work queue (fax, electronic, phone, website) and track status updates in real-time with referring providers, UCSF-OMS was able to streamline their referral management process and gain operational efficiencies that redefined their referral management process within one week of implementation.

### The Results

Within the first week they immediately eliminated lost referrals, lowered patient wait times and provided real-time, consistent patient feedback with providers. Within 90 days UCSF-OMS experienced a 100% referral capture rate, an increase in referrals and referral sources and a decrease in patient wait times.

<b>100%</b> staff adoption	<b>395</b> unique referral sources	<b>100%</b> referral capture rate	<b>48%</b> lower wait times
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### About ReferralMD

ReferralMD is a HIPAA-compliant, cloud-based referral management platform (CRM). In addition we offer a group of technologies; e-consult, decision support, fax management, provider directory, and analytics that complement a health system’s current EMR system with an integration or can be purchased as a standalone system by private practice groups.