

Worried About Referral Leakage?

Increasing the number of referrals that stay in-house and providing Referral Coordinators the tools and workflows in Epic they need to manage those referrals are important factors in achieving your organization's revenue goals. By performing a short-term, low-cost assessment, our Epic Referrals experts can determine the improvements and adjustments necessary so your system drives more referrals to in-house providers and relieves the strain on your Referral Coordinators to ensure they are able to effectively schedule those visits.



Driving In-House Referrals

We begin by reviewing your Provider Finder and Order Composer configuration to determine opportunities to better ensure that the desired logic is being used when the system prioritizes the display of providers. Our team then meets with your stakeholders to discuss the benefits of using geographic areas to steer referring providers to select either providers near their office or providers near the patient's home address and verify the system is meeting their desires. We will analyze current reporting capabilities and report access regarding details on referrals leaving the organization at the provider level.



Optimizing Referral Workqueues

In our analysis of your Auto Status Assignment and Auto Scheduling Status configuration, we look for opportunities to automatically assign a status to a higher number of referrals and reduce the number of manual touches required by your Referral Coordinators. This reduces the total workqueue volume. We will review Benefits Engine setup for opportunities to easily identify procedures requiring pre-authorization, as well as evaluate workqueue assignments and monitoring and identify any inconsistent workflows. Our team will also look at your referrals backlog for actionable items to increase visit volume and service recovery.



The Project

A Referrals Assessment typically takes between 4-6 weeks. As identified, we will provide you with recommendations for increasing the percentage of referrals that are kept in-house, improving visibility around which providers are routinely not keeping referrals in-house, and methods for reducing the strain on your Referral Coordinators, including sending more referrals directly to schedulers. Lastly, we deliver a review of your backlog for opportunities to reconnect with patients.

Discover how we can work together to maximize your Epic investment.

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KEY PROJECT BENEFITS

Increased likelihood of referrals staying in-house

- Increased revenue
- Improved referring provider satisfaction via better patient care and automated Referral Notifications
- More consistent patient experience

Fine-tuned Referral Workqueues

- More effective Referral Coordinator workflows
- More efficient referral review process
- More consistency with referral workflows

CereCore provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with CereCore we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

TODD HATTON
Chief Information Officer
Saint Luke's Health System

> THE ASSESSMENT PROCESS

SCOPE FINALIZATION & DATA REQUEST

- + Finalize Assessment, Scope, Timeframe, and Deliverable
- + Provides Data Requests
- + Submits Interview Requests



DATA GATHERING

- + Conducts Interviews
- + Reviews Requested Data
- + Reviews System Setup When Appropriate



DATA ANALYSIS

- + Analyzes Findings
- + Prepares Deliverable



DELIVERABLE PRESENTATION

- + Presents Deliverable and Recommended Next Steps
- + Presents Proposal to Achieve Next Steps



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ABOUT US

CereCore provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 400 clinical and technical professionals, CereCore has implemented EHR systems in more than 300 facilities. CereCore offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.