Patient Referral Hub

Patient referral hub system to create and track the status of all the patient referrals

Currently, Health Systems are facing challenges at multiple levels. One of them is the management of referrals and scheduling model results in referral leakage, loss of usable capacity and extremely long wait times sometimes 2 to 9 months for an appointment. Referral leakage results in not only significant loss in annual revenue but affects quality metrics due to patient dissatisfaction and delay in care. This also leads to Loss of Usable Capacity and sometimes extremely high no-show rates. On an average a practice in health system will lose over 100K from miss managed capacity even though the Providers are unable to work at top of their license. 7 hours weekly of FTE capacity missing in the practices.

One part of the solution to challenges is setting up an effective and easy to use Referral Management system with a centralized referral hub and triage model. A hub will collect referrals from external as well as internal sources and a referral triage model will ensure fast allocation of referral to provider. Creating a referral hub requires enabling external physicians with physician referral portals, integrations with Fax, integration with EMRs and other data sources. Triaging will run physician search effectively with insurance verification and physician first availability. This will result not only in improving patient satisfaction but will also lead to better care as patients will be at providers desk much quicker.

Solution Overview

The Persisten's solution comprises a physician portal built on Appian platform which allows in physicians to create a referral online with relevant medical records. Referral coordinators can then work on these referrals and onboard the patients based on defined workflows. Referring doctors not into the system would generally send faxes to the desired care networks. These faxes can get missed resulting in ignorance of urgent cases that were referred.

Our solution handles such faxes as emails. The attachments are processed to extract meaningful information about the patient to create a referral case. For any missing information, the referrer is emailed with details of what information is missing. Timely emails informing about the updates in the referral case is done for out of network referrers. The request is assigned to specialist. They will enter the suitable appointment time and

approve that triggers emails to inform patient and referrer. In case of rejection, this request is assigned to the schedulers who can select the appropriate specialist based on their existing appointments.

Key Functionality & Features

- Online Referral Submission
- Fax Integration for non-system physicians
- Customizable fields in referral form
- Upload medical records

- Tracking of past referrals
- Specialist search for various search criteria
- Customizable referral onboarding process
- Insights in Referral Pattern

Key Benefits

- Full patient 360 visibility from referral to appointment completion for the PCP
- Maximize revenue for the care network with minimized referral leakage
- Greater ROI on existing Appian investment
- Long-term patient relationships & satisfaction
- Adding out of network care providers in the feedback loop for better visibility
- Manual papers, long phone calls on hold, and spreadsheet tracking are inefficient, we replace these outdated and error-prone processes with an updated web-based platform

About Persistent Systems

Persistent Systems (BSE & NSE: PERSISTENT) builds software that drives our customers' business; enterprises and software product companies with software at the core of their digital transformation. For more information, please visit: www.persistent.com | www.appian.persistent.com

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