



## CEDARS-SINAI Beverly Hills, CA

*"For practices that rely on outside referrals, ReferralMD facilitates a better workflow. Their approach not only enhances the service we offer our patients, but also streamlines communication between faculty and referring physicians."*

- Bryan Croft (VP Service Line Operations)

## About Cedars-Sinai

Cedars-Sinai is one of the largest nonprofit academic medical centers in the U.S. with 886 licensed beds, 2,100 physicians, 2,800 nurses and thousands of other healthcare professionals and staff. Clinical programs range from primary care for preventing, diagnosing and treating common conditions to specialized treatments for rare, complex and advanced illnesses. In addition, Cedars-Sinai serves the community through its Medical Network, which includes the highly rated Cedars-Sinai Medical Group and Cedars-Sinai Health Associates.

## Business Challenges

Cedars-Sinai relies on patient referrals from both affiliated and non-affiliated providers. However, the organization lacked the necessary tools to effectively manage the referral process including the high volume of faxed referrals. Some service lines also manually sent faxed status reports to their referring providers while other service lines did not perform this task at all due to time constraints. In addition, Cedars-Sinai lacked visibility into key metrics such as referral volume, processing time, wait times and leakage rates.

## Solution

When the Heart Institute at Cedars-Sinai which consists of 3 locations, 50 clinicians, and 69 staff members implemented ReferralMD, they were able to consolidate their inbound faxed referrals into one centralized work queue and track status updates in real-time with referring providers, streamline their referral management process, close the feedback loop and gain valuable insights in their referral network through real-time analytics.

## The Results

Within a few short months of implementation, the Heart Institute at Cedars-Sinai has been able to better manage their inbound faxes, process referrals more efficiently, close the feedback loop with referring providers and gain valuable insights into their referral analytics.

<b>87%</b> increased referral volume	<b>17%</b> lower patient wait times	<b>36%</b> reduced processing time
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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.