Referrals management solution

Today's healthcare consumer is digitally savvy. Navigating the complexities of receiving referrals and scheduling care across multiple platforms can lead to sub-optimal experiences for providers and patients. Providers must manage referrals – the handing off of patient information from a primary to a secondary provider, in a way that is seamless, secure, and efficient, and puts patients at the center.

This process can be manual, labor intensive, depend on data entry into and from multiple systems and lack proper reporting. This can lead to referral leakage or inefficiencies, organizational revenue loss, as well as frustration for providers and patients.

What's the solution?

KPMG firms have developed a referrals management solution that helps providers to:

Gain insight into interactions across an organization between patients, providers, and third parties

Facilitate efficient and effective communication between patients and providers

Increase referral visibility and decrease referral leakage

Accelerate and streamline patient follow-up

How does it work?

The referrals management solution is scalable and streamlined as it utilizes Microsoft Dynamics 365 to develop a front-end user interface with functionality to digitize and streamline the referral initiation and intake processes.

In using this solution, KPMG professionals:

- Work with clients to establish business process maps in order to support timely and accurate referral management

- Implement and automate closed-loop processes to guide communication between providers and patients

- Develop and tailor reporting frameworks, to help build dashboards and analytics for the referrals process and administrative items so that client organizations can monitor and manage patients in the referrals process

Potential benefits

The referrals management solution can:

- Streamline referrals management while providing a 360 degree view of patients

- Streamline processes to reduce patient referral leakage and improve overall user experiences

- Enhance operational efficiencies

- Enable robust reporting capabilities for referral management and optimization for continued process improvements

- Provide scalability to expand and grow with flexibility of the platform

- Streamline and automate operations that process referral cases into specific management queues

- Enhance user experience

Solution in action

Today, KPMG in the U.S. is implementing the referrals management solution for a prominent provider serving more than 400,000 patients annually at 910 clinics across the country.

Using the referrals management solution, the client now has:

- The ability for its customer service agents to view referral requests, track communications with patients, and schedule appointments

- Analytics that provide the ability to:

Optimize and improve scheduling

Streamline day-to-day administrative tasks

Attribute effort needed for differing referral types

View the average referral to appointment scheduling conversion time

Reduce referral leakage

Compare referral metrics across clinics, districts, and states

Why KPMG and Microsoft?

KPMG professionals and Microsoft combine deep industry and process experience with advanced cloud technologies to enable healthcare organizations to enhance clinical, operational and financial performance.

KPMG firms draw on decades of experience working with Microsoft:

- 5,200+ Microsoft certified professionals globally

- More than 1,000 large global transformation projects across 60+ member firms globally

- Launch partner for Microsoft Cloud for Healthcare

- 2022/23 Inner Circle for Microsoft Business Applications

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