

Referral Management

Seamlessly Connect Patients with the Right Care

RevSpring Referral Management automates inbound referral intake, accelerates patient outreach, and improves completion rates. It replaces manual, fax-based workflows with AI-powered OCR, configurable work queues, and centralized tracking—turning more referrals into completed visits while protecting revenue that would otherwise leak out of your network.

Benefits

Boost referral completion

Automated outreach converts more inbound referrals into scheduled visits.

Reduce leakage and backlog

An 85% backlog reduction ensures no referral falls through the cracks.

Improve data integrity

An 18% accuracy gain through AI OCR and confidence scoring.

Accelerate patient outreach

Patient contact drops from 48–72 hours to under 10 minutes.

Improve staff productivity

Work queues free staff from manual entry for higher-value tasks.

Protect revenue

Real-time tracking prevents unworked referrals from losing revenue.

Outcomes

85%

backlog reduction



Referral backlog cleared at a regional orthopedic provider

18%

accuracy gain



Data accuracy improvement through AI-powered OCR

"Patient outreach time dropped from 48-72 hours to under 10 minutes."

- Regional orthopedic provider case study

Features

Automated referral intake

AI OCR extracts data from fax, digital submissions, and uploads.

Centralized dashboard

All referrals tracked in real time across teams and care sites.

Work queues & prioritization

Configurable rules route referrals by urgency, type, and value.

Automated patient outreach

Two-way messaging and self-scheduling prompts sent automatically.

EHR integration

Connects with your EHR for eligibility checks and billing capture.

Analytics and reporting

Tracks volume, turnaround, leakage, and conversion continuously.

Integration Snapshot

Referral Management integrates with any EHR or scheduling system via HL7 or API, so referrals flow into the systems your teams already work in – no rip-and-replace and no duplicate data entry.

It is part of RevSpring's connected preservice ecosystem alongside Arrived™, True Access, and RevSpring messaging, giving you end-to-end coverage from referral receipt through to a scheduled visit.



See Referral Management in action

Contact us today for a personalized demo and discover how RevSpring can transform your health system.

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