

Aline CRM: A referral management tip sheet

Aline CRM is an advanced CRM solution designed to help reduce resident admission times, streamlining workflows and turning hours into minutes. It can also help reduce the time for referral intake, while improving decision-making through actionable insights with real-time analytics for a seamless referral management process.



How it works:

STEP 1 Medical facility sends referral alert to skilled nursing facility.

STEP 2 CRM captures the real-time alert, creates a resident profile, and notifies admissions.

STEP 3 Resident is accepted into the facility and their information is populated into the EMR/EHR using the automated admission workflow.

STEP 4 Email is sent to referral source and SMS text survey to resident after discharge.

STEP 5 Contact center conducts post-discharge resident follow-up. Facility receives real-time alerts of potential issues for 30 days with all communication recorded and logged in

STEP 6 Resident receives ongoing education information.

Our CRM solution lets you experience up to:

35%

INCREASE- referrals captured

10%

INCREASE- admission conversions

93%

DECREASE- referral response time

Benefits and features include:

SEAMLESS INTEGRATION Receive comprehensive and timely information about potential admissions, while helping to minimize manual data entry and reduces the risk of errors.

CONFIGURABLE WORKFLOWS Customize workflows to a facility's specific needs to help guide staff through each step of the referral process through to admission.

TRACK REFERRALS Identify admissions and denials by referral source, referring contact, payor, DRG and diagnosis, and denial reason.

REAL-TIME ANALYTICS Access real-time data and analytics to help improve decision making.

COMMUNICATION AND COORDINATION Facilitate better communication and coordination with referring hospitals or physicians.

REPORTING AND CONTINUOUS IMPROVEMENT Analyze referral management performance to identify trends, bottlenecks, and opportunities.

COMPLIANCE AND DOCUMENTATION Help ensure referral and admission processes are compliant with relevant healthcare regulations.

Contact us at **866.469.3766** or visit **matrixcare.com** to request a consultation or to learn more.