



The minutes that move admissions forward

**How connected teams, data, and workflows support faster,
more confident referral decisions**

MatrixCare
by ResMed

ALINE

A referral arrives. The opportunity is active. And the next few minutes matter.

Before a skilled nursing facility can make an admission decision, teams need to review the documentation, assess admission fit, and align on what happens next. That process may involve admissions, clinical, finance, and operations all working toward the same answer.

When those teams have shared information, clear criteria, and connected workflows, decisions can move forward sooner.

But the goal isn't speed for speed's sake. It's making the right information easier to review, the right people easier to involve, and the next step easier to act on. Because in skilled nursing, admissions success can depend on what happens between the moment a referral arrives and the moment a decision is made.

KEY INSIGHT:

Faster referral decisions don't come from asking one team to work faster. They come from connecting the people, information, and workflows behind the decision.

Referrals are moving faster. Decisions need to keep pace.

As referral volume increases, each decision still requires the right teams and information to come together quickly.

At the same time, deciding whether an individual is an appropriate admission fit can require input from several teams. Each needs access to the referral information and a clear understanding of where the review stands.

That creates an important operational challenge: keeping the process moving while giving every team the visibility it needs to contribute.

When the workflow is connected, teams can review information, coordinate next steps, and reach a decision with greater clarity. When the process is spread across systems and teams, even a promising referral may spend valuable time waiting between steps.

The referral itself may be moving quickly. The process around it needs to move with it.

The delay is often between the steps

Referral management may look like a single process. In practice, it spans multiple people, systems, handoffs, and decisions.

Admissions may be reviewing the referral while clinical teams are evaluating documentation. Finance and operations may also need information before the organization can determine fit.

Without a shared view of the process, teams may not know what's already been reviewed, what still needs attention, or who needs to act next. Referral packets may require extensive manual review, and missed handoffs can add more time between one step and the next.

The operational impact can reach across the admissions workflow:

- > Intake decisions may take longer.
- > Teams may spend more time manually reviewing referral documentation.
- > Admission opportunities may be missed or delayed.
- > Decision-makers may have less visibility into referral status.
- > Teams may have less confidence that they're working from the same information.
- > Handoffs between admissions, clinical, finance, and operations may require additional follow-up.

These challenges don't point to a lack of effort. They reflect the complexity of making timely decisions when information, people, and workflows aren't fully connected.

A clearer structure can help teams keep the process moving.

Speed is a team outcome

Faster referral decisions aren't solely the responsibility of admissions.

They depend on how easily information moves across the organization, how consistently teams work through each referral, and how clearly everyone can see what comes next.

A more connected approach can include:

Centralizing intake

Bringing referrals into a centralized process can give teams a clearer view of incoming opportunities and where each one stands.

Creating shared workflows

Aligning admissions, clinical, finance, and operations around a common workflow can minimize delays between reviews and handoffs.

Using data to guide coordination

Readily accessible referral information can help teams focus on the details that matter to the decision.

Standardizing admission criteria

Organization-specific criteria can help teams evaluate referrals more consistently and identify appropriate admission fit sooner.

Introducing AI-assisted review

AI can help summarize referral documentation, analyze supporting information, and compare referrals with established admission criteria.

Together, these practices can create a more direct path from referral to decision without asking teams to rush the judgment behind it.

What a connected workflow makes possible

An optimized referral-to-admission workflow gives teams a shared way to see, review, and act on each opportunity.

It can include:

Real-time referral visibility

Teams can see incoming referrals and follow their progress through the review process.

Centralized intake management

Referral information and activity are brought into one coordinated process.

Shared cross-functional workflows

Admissions, clinical, finance, and operations can work from the same information and remain aligned on next steps.

Consistent admission criteria

Standardized criteria can help teams evaluate fit more efficiently and support greater consistency across decisions.

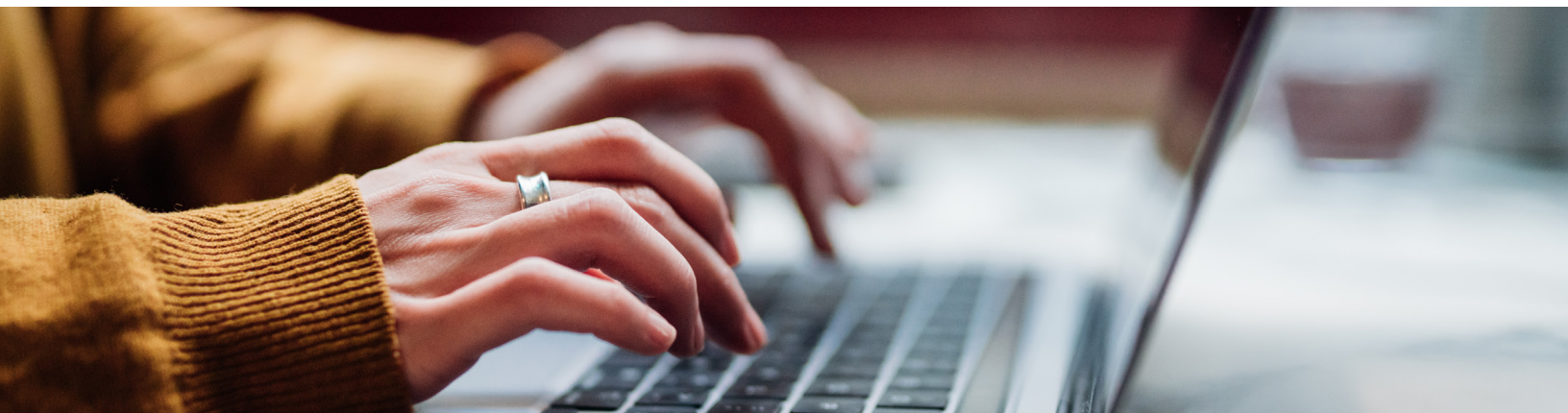
Streamlined documentation review

Teams can spend less time gathering and processing information and more time evaluating what it means for admission fit.

Faster identification of appropriate fit

With clearer information and more coordinated reviews, teams can reach informed decisions sooner.

The result isn't simply a faster process. It's a process designed to make speed, coordination, and confidence work together.



Let AI speed the review, not make the call

Referral packets can contain large volumes of clinical documentation. Finding the most relevant information and comparing it with an organization's admission criteria can require significant manual effort.

AI-assisted review can help simplify that work.

AI can summarize referral information, analyze supporting documentation, and compare the details with organization-specific criteria. Instead of spending as much time locating and processing information, teams can focus more of their attention on evaluating admission fit.

In some cases, AI-assisted review can help reduce the effort required to evaluate referral packets by up to 90%. It can also help teams reach referral decisions in as little as three minutes, compared with 30 to 60 minutes through traditional manual review processes.¹



KEY INSIGHT:

AI can help teams get to the information behind the decision faster.

Getting to the information faster isn't the same as making the decision. That distinction matters.

AI should support the people reviewing the referral, not replace their expertise. Its role is to minimize manual effort, organize information, and make relevant details easier to evaluate.

Clinical expertise and organizational judgment remain at the center of the decision.

Speed works best with confidence

A faster workflow shouldn't mean a rushed decision.

It should give each team a clearer view of the referral, make admission criteria easier to apply, and support better coordination throughout the review.

When admissions, clinical, finance, and operations can work from shared information, they can spend less time tracking down updates or determining who needs to act next. Real-time visibility can also help leaders understand where referrals stand and where additional attention may be needed.

That creates an opportunity to improve two parts of the process at once:

- > How quickly teams can reach a referral decision
- > How confidently they can determine admission fit

KEY INSIGHT:

Speed helps keep the opportunity moving. Visibility and coordination help teams make the most of it.

Five questions worth asking now

Improving the referral-to-admission process starts with understanding how work moves today.

Consider:

1. Can admissions, clinical, finance, and operations see the same referral status?
2. How much time does the team spend manually reviewing and processing referral documentation?
3. Are admission criteria standardized and applied consistently?
4. Where are handoffs most likely to be missed or delayed?
5. Could AI-assisted review help teams spend more time evaluating fit and less time gathering information?

The answers can help reveal where stronger connections between teams, data, and workflows may support faster, more consistent decisions.

¹ Customer survey data provided by Aline, 2026.



Turn referral speed into admissions momentum

Every referral creates a decision point.

The organizations prepared to act aren't simply moving faster. They're creating a more connected way for teams to review information, coordinate their work, and determine fit.

Centralized intake can create a clearer view of incoming referrals. Shared workflows can keep teams aligned. Standardized criteria can support more consistent reviews. AI can help reduce the manual effort required to find and process information.

These capabilities can help create a more connected path from referral to decision.

Technology should support the decision

Technology is most valuable when it makes the work around a decision more manageable.

Aline CRM is one example of how skilled nursing facilities and life plan communities can centralize intake, use AI-assisted referral review, create shared workflows, and improve visibility across teams.

The goal isn't to replace the experience or judgment behind an admission decision. It's to help teams reach that decision with greater speed, clarity, and confidence.

Because when teams, data, and workflows move together, referrals can move forward, too.