

# More than 100 Million Specialty Referrals Each Year

## WHAT COULD GO WRONG?

By some estimates,  
**UP TO 50% OF REFERRALS**  
 are never completed.<sup>1</sup>



### REASONS FOR INCOMPLETE REFERRALS

may include **missing information, misdirected referrals, or faulty communication.**

#### PCPs

**~70%**  
 report sending  
 patient history

#### SPECIALISTS

**<35%**  
 report receiving patient  
 history

In one study, **~70% of PCPs reported sending patient history** and reason for referral to specialists "always" or "most of the time," while **< 35% of specialists reported receiving that information.**<sup>2</sup>

### CONSEQUENCES OF REFERRAL BREAKDOWNS

include **missed or delayed diagnosis and delayed treatment.**

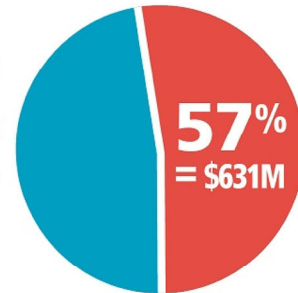


Estimates suggest there are **12 million Dx errors per year in the US.**<sup>3</sup> Studies indicate **20% to 30% are caused by breakdowns in referral process.**<sup>4,5</sup>

### FINANCIAL BURDEN

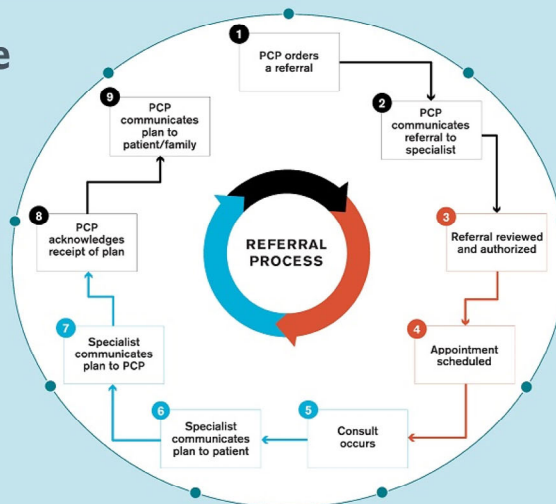
**Missed or delayed diagnosis** is a common cause of medical malpractice filings in ambulatory care.

Of  
**4,700**  
 DIAGNOSIS-RELATED MALPRACTICE CASES  
 in one study, **57%**  
 related to ambulatory care at a cost of **\$631 million.**<sup>6</sup>



### Closing the Loop on Referrals: 9 STEPS

**Technical (hardware, software) and sociological (workflow, staff) factors are involved in each step.**



#### References

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