

Intelligent Referral Tracking

Protect patient data,
slash lost revenue,
get more done.

Almost half of new patients come from referrals, so managing them is crucial. Delays and mishandling results in skipped specialist visits, missed appointments, or "referral leakage," which is when frustrated patients seek care elsewhere or not at all. This doesn't just impact your bottom line; it can affect patient satisfaction and even your ratings.



Leakage = Lost Revenue

Staying on top of high referral volumes is an ongoing challenge. Health systems lose 10–30% of their annual revenue to referral leakage, while 30–50% of outpatient referrals are incomplete, which causes \$200 to \$500 million in losses per year.

- U.S. hospital systems lose more than \$150 billion each year due to referral leakage.
- Healthcare organizations typically lose 55–65% of potential in-network referrals.
- Between 25% and 50% of referring physicians never receive confirmation that their patients completed the referral.
- Each physician's referral leakage represents a hospital revenue loss of roughly \$820k–\$970k per year.

AI Upgrades Patient Care

Not only do referrals affect the bottom line, they also impact your teams ability to provide swift, informed care. Evidence shows that referral gaps and breakdowns can lead to delayed diagnoses, resulting in increased morbidity and higher mortality.

- 36% of referral requests remain unanswered even after seven weeks.
- 68% of specialists report receiving no patient information prior to the referral visit.
- In 14% of inpatient cases, specialists and referring physicians disagreed on the reason for referral.
- In 25% of cases, specialist feedback letters arrived too late to influence care decisions.
- Even with shared EMRs at academic institutions, 36% of specialists failed to provide feedback within seven days of a referral.
- Half of referring physicians report dissatisfaction with the timeliness of specialist feedback.



Never Lose Track of a Referral Again

InterFAX+AI's automated workflows integrate seamlessly with existing systems, so operations run smoothly while safeguarding sensitive patient data.

Now it's easier than ever to capture, validate, and securely route referrals from the source, which means your patients are on a better path to wellness, sensitive data is secure, and revenue is preserved.

InterFAX+AI is an optional add-on feature that ensures every referral is appropriately managed and routed correctly, accelerating patient services and providing more time to focus on personalized care.

How does InterFAX+AI manage patient referrals?

Captures incoming faxes and applies advanced AI data extraction to grab key data points and route the document accordingly

Pulls patient information, order details, validates insurance, and checks eligibility

Routes referrals to the proper department and internal systems, and flags urgent cases for priority

Sends a scheduling link or outbound call to the patient, while referring providers receive delivery receipts

Returns consults, reports, notes, labs, etc. to the referrer and automatically updates the EHR/EMR



Ready to get things done?

Let us show you what Upland InterFAX can do.

[Request a Demo](#)

Upland InterFAX is an enterprise-class cloud fax solution that enables global organizations to send and receive documents and streamline digital workflows with optional AI-data management features. Easily integrate with systems you use daily and utilize our scalable, versatile Developer API for endless customization.

