

# 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.



**When referrals fall through the cracks, patients miss out on timely care, and you lose revenue. InterFAX+AI closes these gaps.**

## 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.

- 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.
- 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 ability to provide swift, informed care. Evidence shows that referral gaps and breakdowns can lead to delayed diagnoses, resulting in 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 25% of cases, specialist feedback letters arrived too late to influence care decisions.
- Half of referring physicians report dissatisfaction with the timeliness of specialist feedback.

# From Intake to Outcome: 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, extract, validate, and route** referrals right from the source.

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. The cost of incomplete referrals is both financial and clinical, but InterFAX+AI closes the loop.



## How does InterFAX+AI manage patient referrals?

InterFAX+AI keeps referrals on track and providers in the loop.

**Captures** incoming referrals and sends a scheduling link or outbound call to the patient, while referring providers receive delivery receipts

**Extracts** patient information, order details, reports, notes, labs, etc. and automatically updates the EHR/EMR

**Validates** insurance and eligibility

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

**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.

