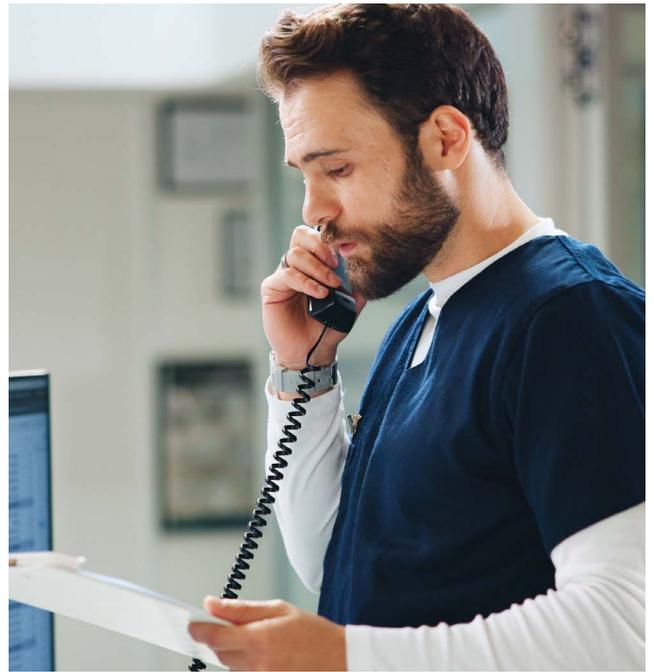


# Intelligent Referral Tracking

**Protect patient data.  
Slash lost revenue.  
Get more done.**

When almost half of new patients come from referrals, managing them well is crucial. Delays and mismanagement may lead to skipped specialist visits, delayed appointments, or patients may even seek care elsewhere—what we call "patient leakage". This doesn't just impact your bottom line; it can affect patient satisfaction and even your ratings. Being proactive with referrals helps your team stay agile: patients get care faster, and revenue keeps flowing smoothly.



## 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<sup>1</sup>, while 30–50% of outpatient referrals are incomplete<sup>2</sup>, which causes \$200 to \$500 million in losses per year<sup>3</sup>.

- U.S. hospital systems lose more than \$150 billion each year due to referral leakage<sup>3</sup>
- Healthcare organizations typically lose 55–65% of potential in-network referrals<sup>3</sup>
- Between 25% and 50% of referring physicians never receive confirmation that their patients completed the referral<sup>3</sup>
- Each physician's referral leakage represents a hospital revenue loss of roughly \$820k–\$970k per year<sup>3</sup>

## AI upgrades patient care.

Not only do referrals affect the bottom line, they also impact your healthcare team's 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<sup>4</sup>.

- 36% of referral requests remain unanswered even after seven weeks<sup>5</sup>
- 68% of specialists report receiving no patient information prior to the referral visit<sup>3</sup>
- In 14% of inpatient cases, specialists and referring physicians disagreed on the reason for referral<sup>3</sup>
- In 25% of cases, specialist feedback letters arrived too late to influence care decisions<sup>3</sup>
- Even with shared EMRs at academic institutions, 36% of specialists failed to provide feedback within seven days of a referral<sup>3</sup>
- Half of referring physicians report dissatisfaction with the timeliness of specialist feedback<sup>3</sup>

1. LexisNexis Risk Solutions. (n.d.). Providers use data for best strategy [White paper]  
2. Savoy, A., Khazvand, S., Mathew, A., Gilmore, A. M., Cottingham, E., Sangani, A., Weiner, M., & Damush, T. M. (2023) International Journal of Medical Informatics.  
3. Roy, S. (2025, August 26). 30+ Patient Referral Statistics: Why Your System Is Bleeding Money. Dialog Health  
4. Greenwood-Lee, J., Jewett, L., Woodhouse, L., & Marshall, D. A. (2018). BMC Health Services Research  
5. Simbo AI. (2025, July 24). The financial implications of mismanaged referrals: Understanding revenue loss and solutions for healthcare organizations

# AI that works: Faster referrals for the win

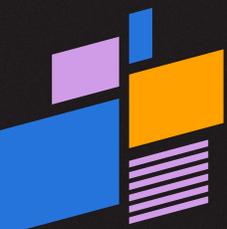
InterFAX+AI is a HIPAA-compliant, cloud-based solution that ensures secure, reliable communication. Automated workflows integrate seamlessly with existing systems, so operations run smoothly while safeguarding sensitive patient data.

InterFAX+AI helps providers conquer these challenges head-on. 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 protect and manage referrals?

- When an external clinic faxes a referral, InterFAX captures it and automatically applies advanced AI data extraction to grab key data points and route the document accordingly.
- The platform extracts patient and order details, validates insurance, and checks eligibility.
- Referrals are automatically routed to the proper department and internal systems, with urgent cases flagged for priority.
- Patients quickly receive a scheduling link or outbound call; referring providers get delivery receipts.
- After the visit, InterFAX securely returns consults/reports to the referrer and 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.

