

# Referral Management

Transform patient referrals  
into revenue



## Key challenge

When physicians refer patients to hospitals or medical centers, the primary method for submitting referrals remains via a fax service. Processing the referral documents then requires a number of manual steps, which are often interrupted due to missing information or authorizations. The process becomes lengthy, causing unnecessary stress for patients and driving them to seek care elsewhere. Missed opportunities for patient referral appointments cost hospitals between \$821k and \$971k per physician per year.

## Solution

ABBYY's intelligent automation platform for referral management combines intelligent document processing with process mining to automate the integration of patient referral fax data into the EHR and provide guidance to improve the entire referral process end to end. It's helping U.S. hospitals and medical centers to improve both patient and revenue cycle outcomes.

Only

**54%**

of faxed referrals result in  
scheduled appointments.

↳ [Source](#)



## Reduce referral leakage and improve patient experience with ABBYY




With ABBYY's AI-driven platforms, ABBYY Vantage and ABBYY Timeline, hospitals and medical centers are achieving results like:

- Touchless processing of **100%** of referrals
- **10 minutes** per referral saved
- **80%** straight-through processing of referrals
- **50%** higher automation of referral process
- **20%** revenue gain in 12 months
- **50%** reduced processing cost per referral

## ABBYY Vantage – Intelligent Document Processing

**ABBYY Vantage** is the industry's first low-code / no-code intelligent document processing platform, built specifically for the needs of the enterprise. Vantage provides pre-trained AI models that understand each of your document types (structured, semi-structured, and unstructured), enabling straight-through, touchless processing of document data with unprecedented speed and accuracy.





Use Vantage in referral management to:

-  Automatically process fax referrals and prior authorizations accurately and timely, so patients can be seen faster
-  Integrate data from faxes into EHRs automatically, eliminating manual data entry and delivering more accurate data
-  Automate the process of onboarding a referred patient

## ABBYY Timeline – Process Intelligence

**ABBYY Timeline** is a market-leading platform for process mining, task mining, prediction, and simulation. Timeline uses the data from healthcare systems (EHR, ERP, LIMS, etc.) to provide an interactive model of your processes, enabling you to analyze events, visualize bottlenecks, and identify potential risks, so you can take remedial actions.

Use Timeline in referral management to:

-  Use your data to visualize the referral process and patient experience end to end
-  Identify process bottlenecks that contribute to delays, errors, added costs, and missed opportunities
-  Measure and monitor the effectiveness of your entire referral program, including cost per referral
-  Discover revenue leakage in your referral and prior authorization process



### Partner with ABBYY

ABBYY puts healthcare organizations' information to work to enable them to address today's financial and regulatory challenges while maintaining high standards for patient care. The ABBYY approach to purpose-built AI ensures that technology accelerates the organization toward the achievement of its goals, now and in the future.

Learn more at [ABBY.com/healthcare](https://www.abby.com/healthcare)