

DOES REFERRAL MANAGEMENT ADD VALUE?

IT IS A CONSTANT BATTLE TO IMPROVE PATIENT OUTCOMES WHILE REDUCING PRESSURE ON ACUTE HOSPITALS & RUNNING COSTS.

MANAGING REFERRALS IS OFTEN

**COSTLY, SLOW &
DIFFICULT TO
SCALE.**



Reducing variation in outpatient appointments can save over **£350 million** annually.

Admin teams typically spend **+2000 hours** on repetitive low value activities in a single month.

2% to 4% human error impacts patient safety & generates extra work.

psHEALTH White Paper – Referral Management, Accelerated Growth & Common Challenges

ART: A SOFTWARE SOLUTION TO BETTER HELP YOU MANAGE YOUR REFERRALS

**+95%
AUTOMATION** *

- Eliminate admin time
- Less clinical time wasted
- Data for continuous improvement

**70%
QUICKER** *

- Reduce end-to-end time
- Less impact of staff sickness
- Real-time alerts

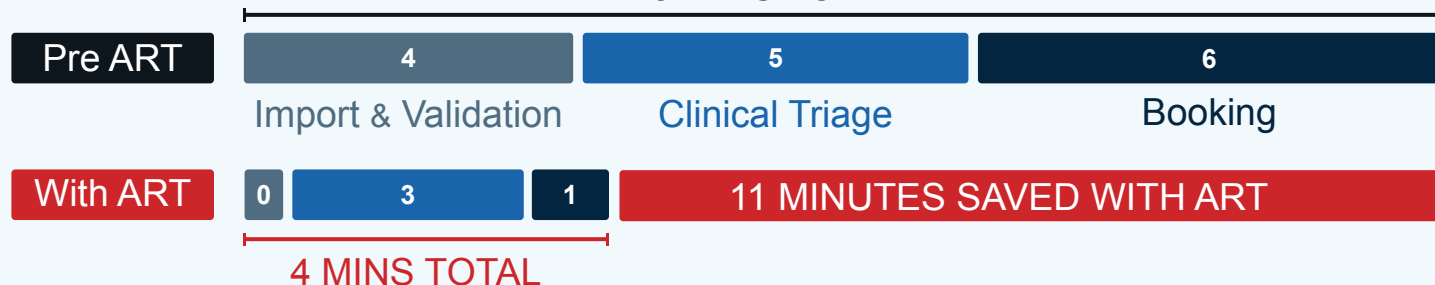
* based on prior ART implementation case studies

**4x
SAFER** *

- Right pathway first time
- Minimise human error, full audit trail
- Valuable data to all stakeholders

TYPICAL MINUTES SAVED WITH ART

15 MINS TOTAL



Rolled out in 4 - 6 weeks

HOW ART TRANSFORMS YOUR SERVICE

STEP 1

Understand current setup & systems, local policy & pathways

STEP 2

Automate low-value activities & support clinical decision making

STEP 3

Leverage inbuilt reports for continuous improvement

STEP 4

Redeploy staff to where the human touch matters

In addition to improving patient care, ART is generating substantial financial savings.

£125,000 saved in **3 MONTHS** of onboarding **

** based on an existing customer 3 month review, processing 80,000 referrals per annum with ART

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ART allowed us to automate, free up staff & ensure we meet KPIs.

- OPERATIONS DIRECTOR

Triage is easier, we don't have to think about process, just making the right clinical assessment. It's saved them time.

- CLINICAL LEAD

ART is saving £1 to £2 per referral

The benefits of ART are already felt throughout our entire organisation.

- SERVICE MANAGER



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