



Integritus Healthcare is a non-profit Massachusetts company. Integritus Healthcare owns or operates 15 rehabilitation and skilled nursing facilities in Massachusetts; Linda Manor Assisted Living, a traditional assisted living and specialized memory care community in Leeds, Mass.; Day Brook Village Senior Living, a continuing care retirement community in Holyoke, Mass.; Kimball Farms, a life care, continuing care retirement community in Lenox, Mass.; East Longmeadow Memory Care Assisted Living, an assisted living memory care community in East Longmeadow, Mass.; and two hospice providers, HospiceCare in The Berkshires and Pioneer Valley Hospice & Palliative Care, for those with life-limiting illnesses.

Results

Successfully transitioned from the previous referral system

Streamlined inbound referral process and increased inbound referral volume by 15%

Increased the number of referrals processed per coordinator

Background

Why did Integritus Healthcare decide to make a change?

Integritus Healthcare was looking for a way to increase its total referral volume across its facilities. After transitioning to ReferralMD from their previous referral management system, they were able to better manage and analyze their inbound referrals.

ReferralMD helped Integritus streamline their referral process so each coordinator can now process 5% more referrals even as referral volume increased.

Benefits and Implementation

Better Manage Operations and Referral Network

Integritus Healthcare utilizes ReferralMD's data analytic tools, such as Referral Time, Referral Volume reports, and data export capabilities to better track referrals, referring hospitals, top referral reasons, and decline reasons. Improved customer service with referral sources and better insights from the analytics helped Integritus increase the number of their inbound referrals by 15%.

ReferralMD Integrated with Multiple Systems

To get the best experience from ReferralMD, Integritus Healthcare wanted ReferralMD to integrate with NetSolutions, CarePort, and Navihealth. The Netsolutions integration will help streamline their EHR workflows. The CarePort and Navihealth integrations will help streamline their inbound referrals and intake process.



"We knew Referral MD would be beneficial to our team from the start. We needed a system capable of keeping up with our referral volume, dynamic enough to crunch our data at any time, all while remaining user-friendly and efficient. This platform has offered us a solution for all our critical referral management needs. We can better focus on growing our referrals and, ultimately, delivering on our organizational commitment to provide care to members of the community that need us."

Kaitlyn Opsitnick - Director of Service Marketing