Cito Referral Management

Streamlining the administration burden of referral management with seamless e-RS integration

Cito Referral Management has been specially designed to help support the challenges a Trust faces when dealing with thousands of incoming external and internal referrals per year.

The software is quick and easy to use, and will reduce the amount of administration time to process referrals. By streamlining the process Cito can improve patient experience and greatly reduce the risk of misplaced, lost or unactioned referrals.

Cito Referral Management is integrated to the National e-RS system and can seamlessly transfer referrals from e-RS including all attachments into Cito's Patient Repository and Workflow engine. Referral workflows can be tailored to suit the particular speciality or sub speciality to mirror and enhance the existing process. This helps users who are already familiar with the procedure and can significantly improve Consultant's adoption.

The e-RS integration means that no printing and re-scanning of referrals is required as documents are automatically filed into the Cito Patient Record. The software can be set up to manage both internal and external referrals received via fax, email or post which are then scanned in. Cito is able to handle all types of incoming and internal referrals enabling a clinician to triage all referral types within one platform and with one business process.

By reducing or in some cases removing the administration time to process the referral, Cito Referral Management will substantially reduce a Trust's overall cost for triage. This potential saving could be hundreds and thousands of pounds per annum.

Visibility and auditability is key in today's healthcare marketplace. Cito Referral Management can be used to provide rich KPI data including number of referrals, when they were received and by speciality. Understanding referral habits, who refers and how often, enables Trusts to forecast referral behaviours over time and plan for the future.

As Cito Referral Management is browser-based, clinical staff can have access wherever and whenever they need it; supporting flexible working and the ability to triage on the go.

Key benefits

▶ Saves time by reducing printing and re-scanning with direct integration to national e-RS

▶ Maximises productivity by enabling quicker triage, as clinical staff have access wherever they have a secure connection

▶ Increased visibility from a single platform enables better resource planning to run clinics more efficiently

▶ Effective reporting for better management insights

▶ Reduces administration time by automating processes freeing staff time.

Book a **Business Case Planning Day**, to understand your Trust's ROI. During the session we will map out your current state processes and work with you to create your new digitised future state process. This session will help quantify the potential saving for your Trust. Please contact **healthandcare@civica.co.uk**.

Saves time
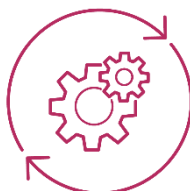
Seamless integration

Streamline referrals