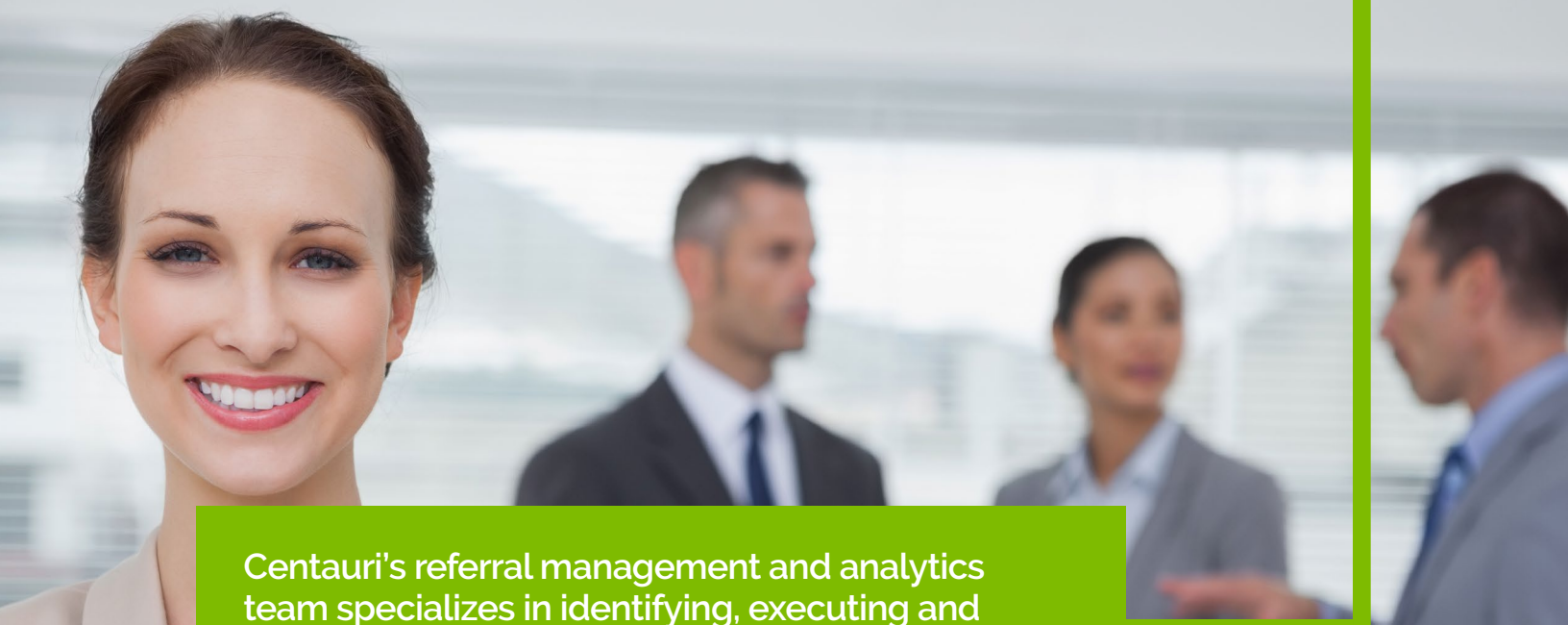


REFERRAL MANAGEMENT & ANALYTICS



Centauri's referral management and analytics team specializes in identifying, executing and capitalizing on key drivers that lead to enhanced patient experience and market share growth.

We become an operating partner with our health system clients to assess and identify growth opportunities in referral-driven service lines, establish lasting relationships with the referral community, and improve care coordination for their patients.

OUTREACH CYCLE MANAGEMENT

Equipped with industry-leading referral analytics and coached by our seasoned sales management team, our field personnel give your hospital services and clinical pathways the dedicated client-focus required to innovate and capture market share.

Services include:

- Dedicated outreach representatives
- Real-time market intelligence, surveying and provider feedback
- Referral analytics-driven call routing
- Sales management and coaching

ORDER CYCLE MANAGEMENT

Our concierge referral management platform personalizes and brands clients' referral processes, providing each referring group a single point of contact for care coordination and scheduling. We utilize existing health system scheduling software for easy implementation along with Centauri's Patient Tracker+ tool to track order status and alert referring physician offices of unconverted orders, pre-auth issues, and no-shows. Staffed and unstaffed models are available.

Services include:

- Scheduling
- Pre-authorization
- Pre-registration
- Care coordination
- Post-procedure follow-up
- Provider communication
- Service level analytics

SERVICE LINE GROWTH ASSESSMENT

Our team of experts develop a service line growth plan based on client needs and local competitive standards.

Services include:

- Operational workflow analysis
- Patient access workflow and service level assessment
- Competitive pricing review
- Market and industry research
- Utilization and staffing analysis
- Customer service benchmarking

STRATEGY & ANALYTICS

Centauri helps our clients measure and identify opportunities to move market share, while our analytics turn your data into actionable strategies.

Services include:

- Referral tracking
- Leakage and opportunity analysis
- Market research and industry benchmarking
- Competitive pricing and payor mix analysis
- Dashboarding and service line reporting
- Scheduling and service metric dashboarding
- Capital and budget planning
- Order turnaround and conversion metrics



CONTACT US TO EXPERIENCE A PRODUCT DEMO



888.447.8908



INFO@CENTAURIHS.COM



CENTAURIHS.COM