JANUSHEALTH

CASE STUDY

Modernizing Referral Management through AI-Driven Automation

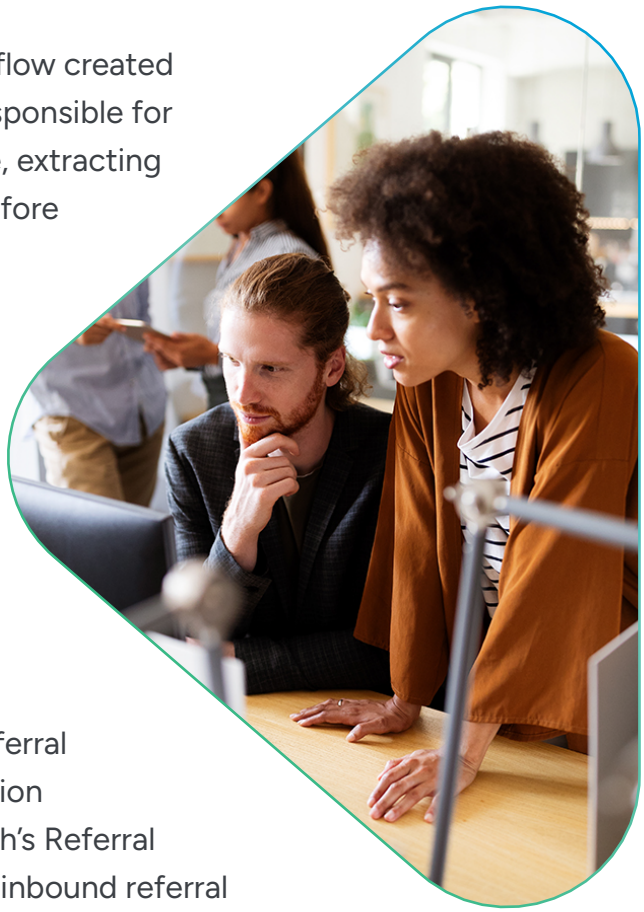
A 15-hospital academic health system serving a broad network of community providers and specialty services operates a centralized scheduling and referral center responsible for processing nearly 40,000 inbound patient referrals across multiple specialities each month.

To manage growing referral demand, the organization relies on this centralized team to coordinate intake, ensure accurate order creation, and support timely patient access across its care network.

The Challenge

This health system managed a high volume of inbound fax-based referrals through a centralized team of 20+ FTEs manually processing documents and creating orders in Epic.

As referral volumes continued to grow, the manual workflow created operational strain across the organization. Staff were responsible for reviewing inbound documents, determining referral type, extracting information, and manually creating orders within Epic before patients could move forward in the scheduling process.



The repetitive, manual process limited scalability and created administrative burden for the referral team. Leadership needed a way to manage growing referral volumes without adding staff while also improving visibility into referral activity and order prioritization.

The Solution

This health system sought an AI solution to automate referral intake and intelligently triage orders. Using computer vision technology and intelligent document triage, Janus Health's Referral Management automated the intake and classification of inbound referral documents while enabling streamlined order creation directly within Epic.

KEY CAPABILITIES INCLUDED

- Intelligent routing of referral vs. non-referral documents
- Computer vision extraction of referral information from faxed documents
- Automated order creation workflows within Epic
- Human-in-the-loop validation to ensure accuracy and quality control

The Results

The automation initiative delivered measurable value almost immediately. Within the first month, the health system began realizing operational capacity gains, which scaled to a sustained run rate equivalent to nearly **$780K in annualized value** by month six.

The organization increased capacity by more than **50% across some specialties** and created approximately **4,000 more orders** compared to the same month in the prior year—all while maintaining the same staffing levels. Reduced specialty onboarding timelines also accelerated expansion across the organization, creating a scalable foundation for future growth.

50%
INCREASE IN PRODUCTIVITY

4K
MORE ORDERS CREATED
(Compared to Same Month Prior Year)

$780K
ANNUALIZED OPERATIONAL CAPACITY GAINS

Looking Ahead

By modernizing referral intake and order creation, the organization created a scalable operational foundation that supports **improved efficiency, higher throughput, and faster patient access to care.**

Empower Your Teams to Operate at Their Highest Level

GET STARTED TODAY

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