


# eReferral Insights Indicator Methodology and Visual Descriptions

INDICATOR NAME	METHODOLOGY
# ACTIVE SENDERS (PAST 90 DAYS)	Count of distinct providers that have sent greater than or equal to ( $\geq$ ) 3 eReferrals in the last 90 days
SENDER UTILIZATION RATE	# Active Providers ( $\geq$ 3 eReferrals in the last 90 days) divided by total number of providers that have sent $\geq$ 1 eReferral
# REFERRALS SENT	Count of eReferrals sent within specified date range
# REFERRALS RECEIVED	Count of eReferrals received within specified date range
# INACTIVE SENDERS (PAT 90 DAYS)	Count of distinct providers that have sent $\geq$ 1 eReferrals but have not sent $\geq$ 3 eReferrals in the last 90 days
# NEW ADOPTED SENDERS	Count of new providers that have sent their first eReferral within the date range selected
# NEW ADOPTED RECEIVERS	Count of new providers that have received their first eReferral within date range selected
# SERVICE AREAS RECEIVING REFERRALS	Count of service areas that have received $\geq$ 1 eReferral within date range selected

**Note:** Users can view methodology details by selecting the  icon within the dashboard above the indicator of interest.

VISUAL NAME	DESCRIPTION
REFERRAL VOLUME BY SOURCE	List of senders by organization who have created $\geq$ 1 eReferral within date range selected
REFERRAL VOLUME BY RECEIVING DESTINATION	List of receivers by organization/site who have received $\geq$ 1 eReferral within date range selected
# REFERRALS BY SERVICE AREA	eReferral volumes by service areas that have received $\geq$ 1 eReferral within the date range selected
INACTIVE SENDERS (PAST 90 DAYS)	List of providers that have sent less than 3 eReferrals in the past 90 days (inactive), date of last referral, and volume of referrals (past 90 days)