



Client & Referral Management System

Regional Community Healthcare Agency

A Regional Community Healthcare Agency wanted a system that provided a means to record and share client information across programs and disciplines within the organization.

The Client & Referral Management System (CRMS) was developed to help identify clients, their needs, and track the services received. All client demographic information is recorded and managed in one place in a standard format. This makes possible the transfer of a client from one region to another and allows changes to client demographic data to be made only once. The outcome has been improved patient access and accountability.

The Referral Management component provides a standardized method of identifying all requests for service. It also records and assists with the management of all referrals that originate at the Agency. Discipline specific modules of this system include Workload Management, Child Welfare and Child Health.

xwave successfully designed and implemented the CRMS and has been involved in regular maintenance and upgrades for nearly ten years.