REFERRAL INTAKE PERFORMANCE

How fast can you process a faxed referral?

KEY RESULTS

1.6–13.2x
faster to clinical answer

~2 min
first page on screen

~8 min
admission decision ready

THE CHALLENGE

The clock starts when the last page lands

When a referral comes through on the fax line, someone on the intake team is stuck waiting for every last page before they can do anything useful with it. That wait can stretch past an hour on a dense document.

We ran nine tests across different page counts and document types to understand exactly where that time goes to and whether streaming changes the math.

THE FINDING

Basalt turns the streaming window into a clinical answer

Because Basalt starts running admission criteria at page four, the clinical answer is ready well before the fax has even finished coming through.

- **Sparse documents** (15–50 pages): 1.6–5.8x faster
- **Typical documents** (mixed text, tables): 3.3–10.3x faster
- **Dense documents** (images, poor compression): 3.2–13.2x faster

TEST RESULTS ACROSS PAGE COUNT AND DOCUMENT COMPLEXITY

9 tests · streaming-capable fax line · synthetic faxes

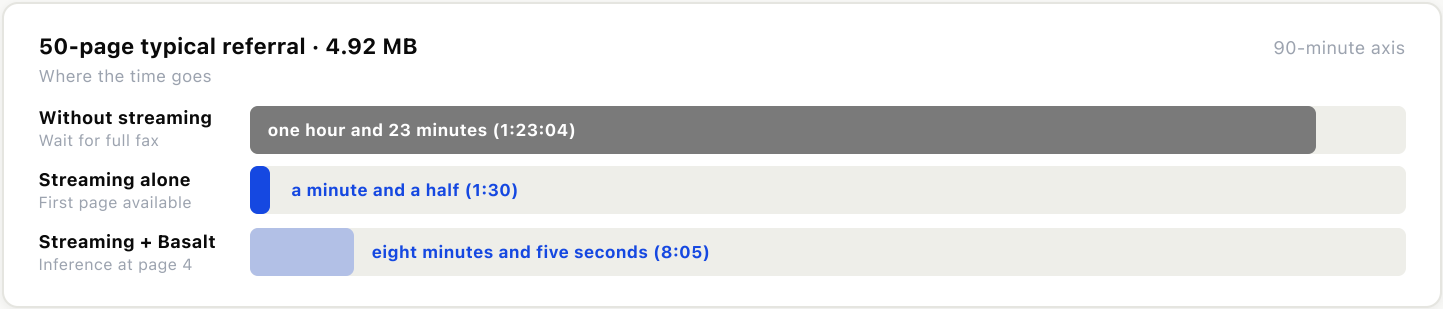
TEST	PAGES	FILE SIZE	FULL FAX DELIVERED	FIRST PAGE RECEIVED	FIRST INFERENCE	IMPROVEMENT
SPARSE · MOSTLY WHITESPACE, LONG PIXEL RUNS						
1a	15	221 KB	3:42	1:06	2:17	**1.6x**
1b	25	370 KB	8:53	1:22	2:25	**3.7x**
1c	50	742 KB	16:21	1:37	2:48	**5.8x**
TYPICAL · MIXED TEXT AND TABLES, MODERATE TRANSITIONS						
2a	15	1.47 MB	25:48	1:34	7:55	**3.3x**
2b	25	2.46 MB	41:41	1:11	7:38	**5.5x**
2c	50	4.92 MB	1:23:04	1:30	8:05	**10.3x**
DENSE · MANY TRANSITIONS, PHOTOS AND IMAGES, POOR COMPRESSION						
3a	15	1.61 MB	28:28	1:54	8:47	**3.2x**
3b	25	2.68 MB	45:42	1:26	8:29	**5.4x**
3c	50	5.37 MB	1:32:38	3:15	7:02	**13.2x**

Times as mm:ss or h:mm:ss from fax send. G4 compressed TIFF over PSTN, streaming-capable line. First inference is Basalt running admission criteria on the first four pages. Preliminary results, synthetic faxes.

WHERE THE TIME GOES

Basalt turns the streaming window into a clinical answer.

Streaming gets the first page on screen fast, usually within two minutes, but in most workflows that early arrival doesn't help anyone. The intake clock is still running. Basalt turns that window into something actionable. By page four, it already has what it needs to surface a clinical answer. On a typical or dense referral, that happens around the eight-minute mark instead of somewhere past the hour.



01

Non-streaming time scales with pages

A 50-page typical referral takes 1h 23m end to end. At 15 pages, 25 minutes. The intake clock starts when the last page lands.

02

Streaming holds first-page time flat

First page arrived in 1:06–3:15 across all nine tests, regardless of document length.

03

Basalt fires inference at page four

Facesheets run 2–3 pages. Once page four lands, Basalt has enough to run admission criteria and surface a clinical answer in 7–8 minutes.

04

Bigger referrals, bigger gains

Small sparse referrals: 1.6x faster. Large dense referrals: 13.2x. The slowest documents see the biggest gains.

Basalt closes the gap on the receiving side

Streaming exposes a window. Basalt uses it. No change to referring-facility workflow, no change to the fax number, no waiting for the last page.

APPROX. 75 MINUTES FASTER ON A DENSE 50-PAGE REFERRAL.