

Enhancements Made to Patient Email Notifications

Feedback received from the Patient Experience Survey, clinical champions and eReferral deployment teams is a rich source of evidence to inform numerous enhancements to the structure and functionality of the patient email notifications.

Quick Facts

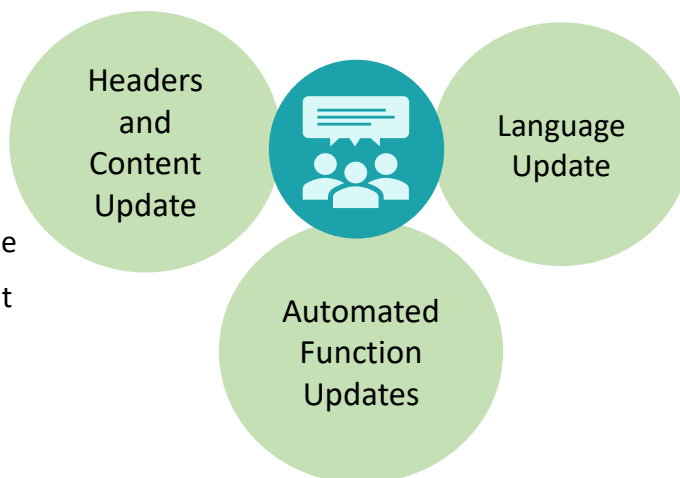
- A total of **58,195 patients** provided consent to receive email notifications about their referral
- To date, **6959 patients** completed a Patient Experience survey
- Over **40 enhancement** requests were logged from the patient satisfaction survey in the past year

I have some brain/memory problems and electronic referral helps me. It gives me one more level of reminder, information and appointment expectations.

Patient Testimonial

The Feedback

- Consistent date formatting
- Consistent formatting of email subject line
- Header alert that confirmation is required



- Clearly state where action is/is not required and next steps
- Clear, consistent process for second appointments
- Option to receive notification in French

- Option to add to calendar
- Automated patient reminders
- Enlarged confirmation button

For more information, email communications@ehealthce.ca.