

Patient Experience With eReferral

Patients referred electronically who receive email notifications about their referral report a high level of satisfaction and an improved healthcare experience.

89% are satisfied with eReferral



96% felt email notifications improved their health care experience

96% found the eReferral process easy to follow



81% felt more informed about their care

A huge success for patient referrals...quick, concise and trackable

South East LHIN Patient,
Patient Satisfaction Survey

I appreciate being able to have the appts digitally sent so I can make sure I have the correct information

Waterloo Wellington LHIN Patient,
Patient Satisfaction Survey

Quick Facts

- Patients who consent to having their email address included in their referral receive automatic email notifications. A Patient Experience Survey link is included in the email notification.
- **31%** of eReferrals sent include a patient email address
- Patient email notifications are available in both English and French
- **More than 7,000 surveys** have been completed by patients from across Ontario
- Feedback received through the Patient survey process is used to inform enhancements to the patient notifications, resulting in a continually improved patient experience

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

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