



# eReferral Solution

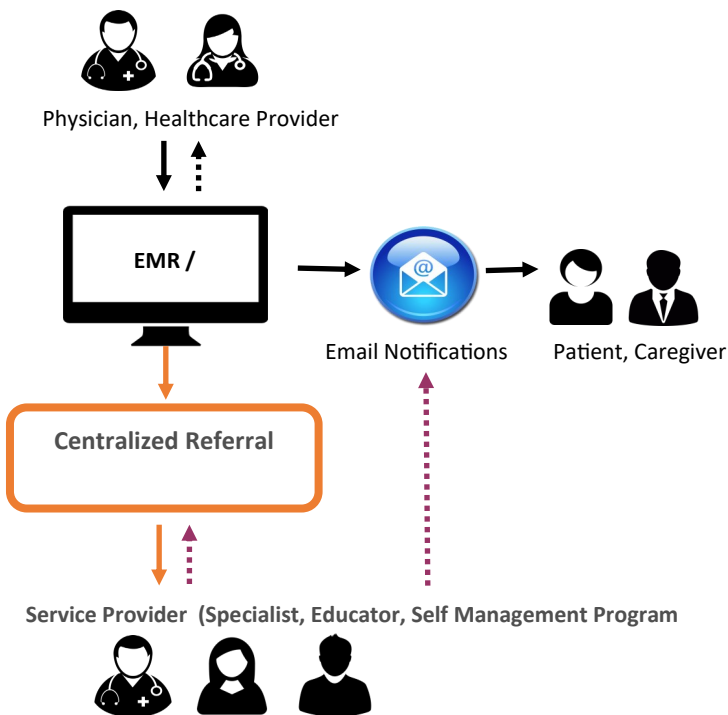
Electronic Referral (eReferral) and email notifications enable communication between health care providers and patients through care transitions

## Did you know?

- Patient-centred care (PCC) is a priority for the Ontario Ministry of Health
- Communication that flows smoothly between referrers, specialists, and patients is essential in enabling PCC
- Studies show that electronic solutions have the ability to enhance the referral process through automated communications
- eReferral enables automated email notifications that inform patients of their referral location updates, appointment dates, and preparation instructions

## Benefits

To gain insight into the patient experience within the eReferral program, 13 patients from the Waterloo Wellington region were interviewed. The phone interviews used semi-structured questions to explore patients' experience with the email notifications. Overall, respondents appreciated the email notifications and acknowledged the benefits of communication during their transition of care. Contrary to patients' previous experiences with traditional referral methods, patients reported feeling more informed and engaged throughout their referral process.



So for me getting this notification, I was absolutely delighted. It made me feel good that I knew the process was moving forward.

So much better than referrals that I have had before. I haven't had a lot, but you talk to people... It might even be six or eight weeks before you even hear back that they have got your referral. So this is great.

And then my doctor followed up...you just feel more connected, you feel that you are cared for, that everybody wants to make sure this happens. It was really, probably the best feeling I've had in a long time.



Anonymous Patient  
Patient Experience Survey