

# Fiscal Year 22/23 eReferral highlights

eReferral deployment across Ontario, led by the Ontario eServices Program, contributed to a large degree of expansion in 2022/2023 fiscal year, with an increase in clinical adoption and use of the electronic referral in all regions. Use of eReferral was also associated with better experience for patients and satisfaction among clinicians.



**573,208**

eReferrals were processed, a **65%** increase from 2021/2022



**3,720**

new eReferral users were set up to send eReferrals, a **109%** increase from 2021/2022



**869**

new eReferral users were set up to receive eReferrals, a **41%** increase from 2021/2022



**363,269**

Unique patients were referred through eReferral in the past year, a **61%** increase from 2021/2022

## Quick Facts

- Throughout the past year, the Ontario eServices Program has expanded the reach of eReferral across the province with eReferral now active in all regions
- **610** new eReferral forms were developed, a **36%** increase from 2021/2022
- **91%** of referrals received by central intake were complete
- **92%** of patients surveyed felt that the email notifications improved their referral experience
- **72%** of users were satisfied with the eReferral solution

For more information, email [communications@ehealthce.ca](mailto:communications@ehealthce.ca).

[eReferral] definitely reduces administration time spent in calling specialist clinic to follow up status of the referral. Easy to track, monitor status of the referral and handy on both receiver and sender of the referral.

OH-West Office Administrator

I appreciate knowing that the referral was sent and that I will be contacted once the appointment has been booked. Oftentimes patients are left wondering what is happening or if their request was lost in the shuffle. This automated referral confirmation email makes me feel like I'm not left out of the loop. Thank you.

OH-West eReferral Patient