

eReferral Supports Community Mental Health Services in Ontario



Electronic referral (eReferral) for Community Mental Health (CMH) services across Ontario has led to an improved clinical and patient experience

44

Locations are receiving CMH eReferrals across the province

6,100+

Patients have been referred to CMH services using eReferral

9,700+

CMH eReferrals have been processed through eReferral

Quick Facts

- eReferral allows referring clinicians to select the most appropriate destination for the patient's referral by choosing a site based on location, clinician preference, or patient preference
- eReferral gives referring clinicians access to a health map that allows them to see the wait times and geographic locations; the clinician and the patient can then make an informed decision about where they send their referral
- eReferral also enables patient communication through emails that keep patients in the loop throughout the referral process; over **2,900** patients have consented to receive email notifications about their CMH referrals and appointments

92% of CMH patients surveyed said they were satisfied with their eReferral experience

91% of CMH patients surveyed said that eReferral email notifications improved their referral experience

For more information, email communications@ehealthce.ca.

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