

# eConsult and eReferral Utilization during the COVID-19 Pandemic

The Ontario eServices Program continues to improve the delivery of patient care and overall provider and patient experience in Ontario by deploying eConsult and eReferral throughout the COVID-19 pandemic.

The benefits of the Ontario eServices Program include:



**Administrative  
Time Savings**



**Improved Clinician  
Experience**



**Improved Patient  
Experience**

## Quick Facts

- The Ontario eServices Program delivers digital services that:
  - support clinical workflows
  - facilitate smoother transitions in care
- Though eConsult and eReferral were already being deployed in Ontario, the establishment of the Ontario eServices Program occurred in March 2020
- More than **154,000** eReferrals and eConsults were submitted between April 2020 and December 2020
- **eConsult** saw an initial surge in primary care provider adoption and usage between February and March 2020; between April and December 2020 there was a **16%** increase in registered users and a **33%** increase in active users
- **eReferral** saw significant improvements throughout the pandemic, including a **93%** increase in the number of active senders and a **327%** increase in referral volumes from April to December 2020

*"It is very valuable to have access to timely advice especially during Covid pandemic."*

*"The Pandemic has made electronic referrals a necessity. Easy to use too"*

Ontario eServices  
Program User

*"I was pleasantly surprised how quickly the process, from speaking with the physician, to the medications required and acquired, to the appointment made and confirmed. Pretty amazing."*

Ontario eServices  
Program Patient

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

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