

# eReferral Email Notifications Enhance the Patient Experience



Patients' health referral experience is improved with the use of Ocean eReferral; it helps healthcare providers to implement email notifications throughout the eReferral process

96%

of patients said email notifications help them track the progress of their referrals

95%

of patients said email notifications improved their referral experience

86%

of patients felt more informed than in past referral experiences

## Quick Facts

- To date, over **100,000 patients** have opted to receive email notifications through eReferral
- eReferral enables the use of email notifications throughout the eReferral process allowing health care providers to keep patients involved and informed
- When enabled, email notifications communicate when a referral is sent and when an appointment is booked as well as any changes and/or updates between those dates
- **91%** of patients said they preferred eReferral compared to their past referral experiences
- **97%** of patients found eReferral easy to follow
- **89%** of patients are satisfied with the electronic referral process

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

*\*Data originates from the eReferral Patient Survey which is included in the booked appointment email notification. The eServices program has received over 20,000 patient surveys to date. Data reported spans Apr-Sept 2021, N=7452.*

*I couldn't be happier with this process! I am so delighted to see the healthcare providers I'm dealing with adopt technologies that make the patient experience better and facilitate smoother operations. Well done!*

eReferral Patient

*Easy, quick and provides a time and date in my email inbox that I can reference*

eReferral Patient