

Fiscal Year 20/21 eReferral highlights

eReferral has had a record year with impressive referral volumes, increases in use and expansion of the referral network improving clinicians' access to an efficient and effective electronic referral process



155,853

eReferrals were processed



808

new eReferral users were set up to send eReferrals



265

new eReferral users were set up to receive eReferrals



109,759

patients were referred through eReferral in the past year

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
- **152** different health service offerings received referrals
- **208** new eReferral forms were developed
- **19** different Central Intakes active across the province
- **96%** of patients surveyed felt that the email notifications improved their referral experience
- **78%** of users were satisfied with the eReferral solution

“Really enjoy the ease of use. It was easy to learn the platform and support when we had issues has been excellent. Makes it much easier to track the referrals we send and communicate with the office we are referring to.”

Office Administrator

“All the details are included for the appointment with the correct spellings, addresses and phone numbers. That is so helpful instead of trying to get everything correct over a phone call.”

eReferral Patient

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

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