

Fiscal Year 21/22 eReferral highlights

eReferral deployment across Ontario, led by the Ontario eServices Program, resulted in a large degree of expansion in fiscal year 20221/2022. The large increase in clinical adoption and use of the electronic referral system resulted in a better experience for clinicians and patients.



347,071

eReferrals were processed, a **45%** increase from 2020/2021



1774

new eReferral users were set up to send eReferrals, a **46%** increase from 2020/2021



615

new eReferral users were set up to receive eReferrals, a **43%** increase from 2020/2021



225,169

Unique patients were referred through eReferral in the past year, a **49%** increase from 2020/2021

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
- **450** new eReferral forms were developed, this is a **46%** increase from 2020/2021
- **86%** of referrals received by central intake were complete
- **95%** of patients surveyed felt that the email notifications improved their referral experience
- **78%** of users were satisfied with the eReferral solution

For more information, email communications@ehealthce.ca.

“It has cut down tremendously on the amount of time it takes me to make referrals to other agencies in the community..”

HNHB Allied Health Professional

“Very efficient way to get notice of the referral and the subsequent appointment booking..”

eReferral Patient

“ It was amazing. I never had a referral and booking go through so fast!”

eReferral Patient

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