

# Satisfaction with eReferral in Primary Care

Primary care providers (PCPs) and office administrators are highly satisfied with eReferral and find that it improves their experience with sending and managing their referrals



**87%** PCPs are satisfied with eReferral

**86%** PCPs believe eReferral is easy to use



## Quick Facts

Primary care providers and office staff are using eReferral in place of faxed referrals in many regions across the province. A total of 120 PCPs responded to a User Satisfaction Survey sent to all eReferral users across Ontario in July 2020. Findings from the survey include:

- **78%** of PCPs agree that eReferral improves the communication and sharing of patient information between health care providers
- **78%** of PCPs would recommend eReferral to other health care providers
- **76%** of PCPs agree that eReferral is easily integrated into their workflow
- **73%** of PCPs agree that eReferral makes it easier to track patient referral status

"Referrals can be done on the spot with the patient in the room, so no procrastinating as was the case in the past having to gather info from the file and fax referral and never knowing if it got there for sure."

West Region Office  
Administrator Testimonial,  
User Satisfaction Survey

"It is quick and the notifications are an excellent way of letting the physician know what is happening in the referral process."

North Region Office  
Administrator Testimonial,  
User Satisfaction Survey

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

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Published: November 2020