

# eReferral and Wait Times to Access DI Services

The use of eReferral for diagnostic imaging (DI) orders enhances workflow efficiency, supporting faster processing of referrals and shorter wait time for patients to access services

## Average wait time for patients referred through eReferral in Ontario

Q3 FY 19/20

DI Average wait time  
**57 days**

CT Average wait time  
**41 days** (N=1,984)

MRI Average wait time  
**104 days** (N=1,827)

**90<sup>th</sup> Percentile**

90% of DI patients have a scheduled appointment within **118 days** of referral  
N=9,253

**18 days**

**4 days**

**20 days**

Q3 FY 20/21

DI Average wait time  
**39 days**

CT Average wait time  
**37 days** (N=3,305)

MRI Average wait time  
**84 days** (N=2,808)

**90<sup>th</sup> Percentile**

90% of DI patients have a scheduled appointment within **112 days** of referral  
N= 21,180

## Contributing Factors

### Evidence-based decision support embedded within DI eForms supports appropriate ordering

- **91%** of referring providers who responded to the survey question found the DI decision support guidelines within the eform to be useful in making their referral. (Q3 FY 19/20 and Q3 FY 20/21)

### eReferral Patients receive email notifications about their appointment

- Patients who receive email notifications are **less likely to no show** for their appointment compared to those who do not get email notifications (**14% less** no shows in Q3 FY 19/20, **5% less** no shows Q3 FY 20/21)\*\*\*

### eReferral enables more complete referrals

- Only **2%** of eReferrals were cancelled or declined due to missing information (Q3 FY 19/20 and Q3 FY 20/21)

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

\* Wait time calculations are based on eReferral data only. No faxed referrals are included

\*\* eReferral data is dynamic in nature and is accurate as of the date it is pulled from the analytics. Data presented here was pulled March 26, 2021

\*\*\* Email notifications are only possible if the patient's email address is included with the referral. Therefore, some eReferral patients do not receive appointment notification by email.