

Increase in the use of eReferral

As the utilization of eReferral continues to increase across Ontario, users report continued clinical benefits and a high level of satisfaction

78% of eReferral users are using eReferral once a week or more

93% of eReferral users have seen an increased or a sustained level of eReferral usage over the past 6 months



Quick Facts

With **over 260,000** referrals processed as part of the Ontario eServices Program to date, eReferral use is increasing and the eServices eReferral network is expanding.

- **76%** of providers are satisfied with the eReferral system
- **74%** of providers would recommend eReferral to other health care providers
- As the eReferral network grows, more providers are experiencing the benefits of using eReferral including the following list that were themes in the qualitative data from user survey results:
 - Tracking referral status
 - Healthcare offerings shown on a map
 - Streamlined communication in one location
 - Ability to see wait time information
 - Patient email notifications including appointment details and confirmation

For more information,
email communications@ehealthce.ca.

Data source: eServices Program bi-annual User Satisfaction Survey recently conducted in January 2021 with 265 survey responses received

ehealthce.ca/Case-studies-and-publications

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New referral options are available, and I will use these over fax-based referrals

PCP, Champlain

I love how the information is in one location. No more questioning the status of a referral!

Clerical Lead, Erie St. Clair

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,
Waterloo Wellington