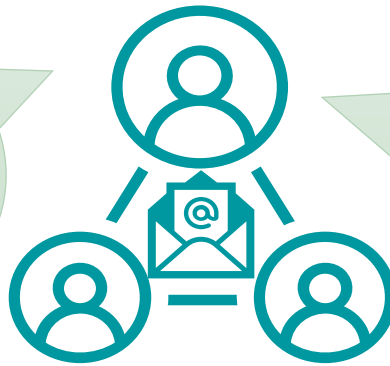


Patient experience with eReferral Appointment Reminders

Patients who are emailed appointment reminders report a positive outcome from this service.

94% of patients who received an eReferral appointment reminder felt that the email reminder was very helpful

“Very happy to receive your reminder especially for being a senior citizen who is forgetful. Well appreciated. Thanks.”



“I have had many long waits on hold trying to book an appointment only to be told that there is nothing available and to call back. This system is amazing. Keep it up!”

Quick Facts

When clinicians include a patient's email address in the electronic referral, patients receive appointment information and status updates by email, can confirm their appointments online, and receive appointment reminders via email.

- **1,329** Patient appointment reminder surveys have been completed to date*
- Patients that confirm appointments online help to reduce the amount of time clinics need to spend calling patients
- When patients are reminded of their upcoming appointments, they are less likely to miss the appointment
- Patient-centered appointment reminders reduces no-show rate, unnecessary costs and organizational inefficiencies.¹

“This is the best tool ever!! I am never unsure about my appointments, reminders, confirmations, fasting requirements etc. It's JUST GREAT!”

“Born in 1932 and living alone, reminders like this are a huge help.”

¹Crutchfield, T. M., & Kistler, C. E. (2017). Getting patients in the door: medical appointment reminder preferences. *Patient preference and adherence*, 11, 141–150. <https://doi.org/10.2147/PPA.S117396>

*Analysis contains survey data from July 28th to October 21st