

# Specialists' Satisfaction with eReferral in the OH-West Region

eReferral users in Specialist Care within the OH-West Region find eReferral improves their referral processes and encourage widespread expansion of use by referring healthcare providers

**81%** of users in Specialist Care find eReferral easy to use

**81%** of users in Specialist Care would recommend eReferral to other healthcare providers



## Quick Facts

Specialists and office staff are accepting eReferrals in place of faxed referrals. Findings are based on data collected from a recent user satisfaction survey of all users of eReferral from across the province completed in July 2020.

- Over **500** providers are receiving eReferrals in OH-West Region
- Over **150,000** eReferrals have been processed in OH-West since 2017
- **80%** of specialists believe eReferral makes it easier to track patient referrals
- **76%** of specialists are satisfied with eReferral
- **71%** of specialists believe eReferral improves communication and the sharing of patient information between health care providers
- **65%** of OH-West region specialists surveyed are using eReferral every week

"We are trying to push for family MDs to refer this way instead of via fax."

West Region Specialist  
Office Administrator

"I only wish more of my referrals were sent through Ocean!"

West Region  
Physician Specialist

"I use eReferral Ocean all the time. I really find this helpful and for the patients."

West Region Specialist  
Office Administrator

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

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