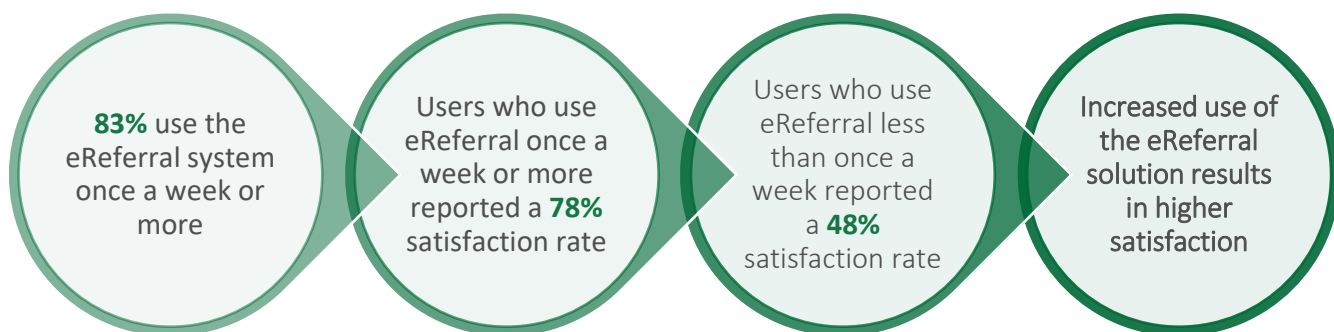


eReferral Annual User Satisfaction Survey September 2022 – Increase in usage



More frequent use of eReferral leads to higher satisfaction and allows more users to experience the benefits that eReferral has to offer as well as expanding the eReferral network across the province.



Quick Facts

The Ontario eServices Program deploys a User Satisfaction Survey once a year in order to gather feedback on user experience with Ocean eReferral.

- The survey was sent out to all eReferral users in September 2022
- A total of 651 responses were received from across the province
- User satisfaction levels increases with more frequent use
- **Almost half** of the users surveyed (47%) reported an increase in their use of eReferral in the past 6 months.
- Users reported some common reasons for their increased use of eReferral including:
 - Increased number of senders and receivers
 - Easier communication and tracking of referrals
 - Patient email notifications and reminders

I like that patients can receive the email with their appointment date and time at the same time as our office. The patient can also confirm the appointment, so it saves our office time

More providers are requesting ocean referral, I like that I can advise patient of approximate wait times and it is the way of the future and makes less paperwork so would like to continue to utilize.

eReferral Users,
eReferral User Experience
Survey

For more information, email communications@ehealthtce.ca.
ehealthtce.ca/Case-studies-and-publications

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