

Patient experience with eReferral email notifications in OH-East



Patients who are emailed appointment information and reminders report an improved healthcare experience and prefer eReferral to their previous referral experiences.



96% felt that the eReferral process was easy to follow

94% felt that the email notifications made it easier to track their referral progress

93% felt that receiving email notifications about their eReferral improved their healthcare experience

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 have opportunity to provide feedback through a survey link.

- **2,874** OH-East patients responded to an experience survey between April 2021 and June 2022
- **86%** of patients report being satisfied with eReferral
- **86%** of patients felt more informed throughout their eReferral experience than in previous referral experiences
- **71%** of survey respondents were over the age of 60
- Patients that confirm appointments online help to reduce the amount of time clinics need to spend calling patients

"A great way to have appointments booked."

"I love that I can quickly add this appointment to my online calendar."

"First time using this process...very impressive!"

"Information very clearly presented... I like being able to read and re-read the information instead of having to talk to someone on the phone and try to remember what was said."

OH-East Patients,
Patient Experience Survey

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

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