

User Satisfaction with eReferral in the OH-West Region

eReferral users within the OH-West Region report a high degree of satisfaction and believe eReferral improves clinician to clinician communication.

Based on 263 User Satisfaction surveys received from users in OH – West Region:

- **82%** find eReferral easy to use and navigate
- **81%** would recommend eReferral to other healthcare specialists
- **80%** are satisfied with eReferral
- **78%** find eReferral improves communication and sharing of patient information between Health Care Providers
- **74%** agree eReferral makes it easier to track the referral status of patients
- **73%** agree that eReferral decreases the time spent notifying patients of referral status and appointment booking



Quick Facts

Findings are based on data collected from a recent eReferral user satisfaction survey completed in September 2022.

eReferral has been widely adopted across the OH-West Region:

- Over **750** sites are receiving eReferral
- over **650,000+** eReferrals have been processed since 2017
- Over **2400** clinicians have adopted eReferral as senders

Overall, I am satisfied using the Ocean Platform, user friendly, easy to navigate, easily get quicker response from referral receivers by using the messaging feature without making a call and you can see the trail of communication.

West Region Specialist
Office Administrator

The system works smoothly and improves access to supports for patients. It streamlines office management of referrals as well

West Region, PCP

For more information, email communications@ehealthce.ca.

ehealthce.ca/eReferral-research

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