

Patient Experience with eReferral Appointment Reminders

Patients who receive email appointment reminders report them being a helpful and positive addition to their referral and appointment experience.

In July 2022, a survey was embedded within the email-based appointment reminders to capture the patient experience with the reminders themselves. This functionality is enabled by the site booking the appointment, when patients opt-in to receive email notifications. In total, **over 18,000** patients have responded to the survey.

What are patients saying about email appointment reminders?

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



"The reminder was great. It was booked so long ago, I had forgotten about it. It is very much appreciated."

"I appreciated the nice reminder to reassure the dates I had were correct"

"The email reminder is great. It makes sure I don't miss the appointment. Thank you!"

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

Online confirmation of appointments, enabled through eReferral, can reduce the need for clinic staff to reach out and connect with patients to confirm appointments, improving efficiency.

Reminder notifications for upcoming appointments can be used to reduce the likelihood of patients missing their scheduled visits.

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

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