

eReferral Supports Diagnostic Imaging in Ontario



Electronic referral (eReferral) for Diagnostic Imaging (DI) has expanded across Ontario, enhancing the patient experience throughout the province

424

Locations are receiving DI eReferrals across the province

821,122

Patients have been referred to DI services using eReferral

1,764,209

DI eReferrals have been processed through eReferral

Quick Facts

- eReferral allows referring clinicians to select the most appropriate destination for the patient's referral by choosing a site based on location, clinician preference, or patient preference
- eReferral gives referring clinicians access to a health map that allows them to see the wait times and geographic locations; the clinician and the patient can then make an informed decision about where they send their referral
- eReferral also enables patient communication through emails that keep patients in the loop throughout the referral process; over **860,000** DI eReferrals included patient consent to receive email notifications
- Patients who receive email notifications are invited to share their feedback via a brief survey about their eReferral experience. Survey data from patients who received a DI eReferral show:
 - **88%** of DI patients were satisfied with their eReferral experience
 - **94%** of DI patients reported that eReferral email notifications improved their referral experience

Satisfying to know that the request is in the system, and I will be advised of appointment.

Great communication email and let me know that I would be receiving communication when the appointment was booked so I was not left wondering if the referral was sent

Testimonials from patients who received email notifications for a Diagnostic Imaging eReferral

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

Published: January 2025

