

eReferral Supports Mental Health and Addictions in Ontario



Electronic referral (eReferral) for Mental Health & Addictions (MH&A) has expanded across Ontario, enhancing the patient experience throughout the province

215

Locations are receiving MH&A eReferrals across the province

70,307

Patients have been referred to MH&A services using eReferral

118,694

eReferrals for MH&A 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 **25,500** MH&A 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 Mental Health & Addictions eReferral show:
 - **89%** of MH&A patients were satisfied with their eReferral experience
 - **91%** of MH&A patients reported that eReferral email notifications improved their referral experience

"It feels very reassuring to see my referrals take place in real-time, I feel it's more empowering as a patient who often struggles to keep track of healthcare appointments / facilities / contact numbers."

"I like that I can see that the referral happened."

Testimonials from patients who received email notifications for an MH&A eReferral

For more information, email communications@ehealthce.ca.