

eReferral Supports Orthopedics in Ontario



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

225

Locations are receiving Orthopedic eReferrals across the province

181,624

Patients have been referred to Orthopedic services using eReferral

240,028

eReferrals for Orthopedics 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 **4,100** Orthopedics 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 an Orthopedics eReferral show:
 - **86%** of Orthopedics patients were satisfied with their eReferral experience
 - **89%** of Orthopedics patients reported that eReferral email notifications improved their referral experience

"I believe this process is an excellent use of resources and time on the part of medical practitioners and patients."

"I was surprised at the speed of this communication. It arrived a day before my doctor's office communicated with me. Well done!"

Testimonials from patients who received email notifications for an Orthopedics eReferral

For more information, email communications@ehealthce.ca.