

User Experience with eReferral



eReferral users, including both clinicians and administration staff, indicate that eReferral has either improved or maintained the efficiency of their clinical processes and referral workflows.



In September 2023, 868 eReferral users within Ontario provided feedback on their eReferral experience. The users rated their experience with eReferral and noted additional benefits and efficiencies associated with the adoption of eReferral.

90%

of users surveyed felt that eReferral improves or maintains the efficiency of the referral process within their clinic.

“It [eReferral] is a much easier way to access referrals for both specialists and for medical imaging, as well as larger community organizations (HCCSS, mental health): all in one place and on one system.”

Primary Care Physician

86%

of users surveyed felt that eReferral improves or maintains the communication and sharing of patient information between healthcare providers.

“[eReferral] has made our workflows easier and allowed us to have less back and forth for referrals. Emailing patients has also been very helpful!”

Primary Care Physician



The eReferral network has expanded throughout every region in Ontario with over 2 million eReferrals processed to date, 2,800+ receiving sites and 11,000+ unique users.

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

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