

Patient experience with eReferral within Ontario Health Toronto Region



Patients who are emailed appointment information and reminders report an improved healthcare experience and prefer eReferral to their previous referral experiences.



96% felt that the eReferral process was easy to follow

94% felt that the email notifications made it easier to track their referral progress

93% felt that receiving email notifications about their eReferral improved their healthcare experience

Quick Facts

When clinicians include a patient's email address in the electronic referral, patients receive appointment information and status updates by email, can confirm their appointments online, and have the opportunity to provide feedback through a survey link.

- **2,500** OH-Toronto patients responded to an experience survey between April 2023 and January 2024
- **87%** of patients report being satisfied with eReferral
- **82%** of patients felt more informed throughout their eReferral experience as compared to their previous referral experiences
- **59%** of survey respondents were over the age of 60
- Online confirmation of appointments, enabled through eReferral, reduce the need for clinic staff to reach out and connect with patients to confirm appointments, ultimately improving efficiency.

"This is one of the best changes to how we do apts - it's a much better, easier experience!"

"One talk great availability. Fantastic frontline workers / counsellors. Thank you!!"

"Very impressed with the turnaround time to my request. Thank you."

"Hassle free and easy to navigate."

OH-Toronto Patients,
Patient Experience Survey

For more information, email communications@ehealthce.ca.

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