

# Patient experience with eReferral within Ontario Health West Region



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



**93%** felt that the eReferral process was easy to follow

**90%** felt that the email notifications made it easier to track their referral progress

**90%** 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.

- **29,208** OH-West patients responded to an experience survey between April 2023 and January 2024
- **88%** of patients report being satisfied with eReferral
- **82%** of patients felt more informed throughout their eReferral experience as compared to their previous referral experiences
- **70%** 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.

"Referral was done quickly, particulars very clear. I was able to confirm date and time so there is no question in my mind that the date and time have been reserved for me."

"Super awesome system! I really like the fact that I get an ICS file as well to add to my calendar!"

"I was delighted to receive the email. I know it can take a long time for an actual appointment and I appreciate how quickly the referral was initiated and now I'm not left wondering if everything is in place."

OH-West Patients,  
Patient Experience Survey

For more information, email [communications@ehealthce.ca](mailto:communications@ehealthce.ca).

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