

Patient experience with eReferral within Ontario Health Central Region



Patients who are emailed appointment information and reminders 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

89% 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 opportunity to provide feedback through a survey link.

- **3,387** OH-Central patients responded to an experience survey between April 2023 and January 2024
- **87%** of patients report being satisfied with eReferral
- **83%** patients felt more informed throughout their eReferral experience as compared to their previous referral experiences
- **72%** of survey respondents were over 60 years old
- Online confirmation of appointments enabled through eReferral, reduce the need for clinic staff to reach out and connect with patients to confirm appointments, improving efficiency.

"Impressed how quickly I was contacted for appointment and how quickly I can be seen."

"Great communication... The email let me know that I would be receiving communication when the appointment was booked so I was not left wondering if the referral was sent."

"Clear and straightforward information. Everything is there for me to refer back to at any time."

OH-Central Patients,
Patient Experience Survey

For more information, email communications@ehealthce.ca.

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