

Patient experience with eReferral within Ontario Health East Region



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



92% felt that the eReferral process was easy to follow

89% felt that the email notifications made it easier to track their referral progress

88% 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.

- **8,984** OH-East patients responded to an experience survey between April 2023 and January 2024
- **86%** of patients report being satisfied with eReferral
- **82%** of patients felt more informed throughout their eReferral experience as compared to their previous referral experiences
- **74%** 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.

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

"Got a phone call from the hospital to book the appointment and shortly after I received email confirmation with all the details. I am blown away."

"It's good to know the referral is in process and I really appreciate knowing how long I have to wait for an appointment."

OH-East Patients,
Patient Experience Survey

For more information, email communications@ehealthce.ca.

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