

# Patient experience with eReferral within Ontario Health North 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

**91%** 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.

- **2,829** OH-North patients responded to an experience survey between April 2023 and January 2024
- **88%** of patients report being satisfied with eReferral
- **84%** of patients felt more informed throughout their eReferral experience as compared to their previous referral experiences
- **72%** 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'm glad that there is quick communication between the technicians and my family health team."

"I like transparency and knowing that the referral truly has been sent and to whom."

"This was awesome and fast. Faxes can be lost or not received depending on if the fax machine is connected to phone and also the number of times the fax will try to send."

OH-North Patients,  
Patient Experience Survey

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

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