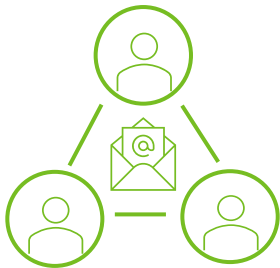


Patients who receive appointment information and reminders through eReferral report an improved healthcare experience and prefer eReferral to their previous referral experiences.



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 are able to provide feedback using a survey link.

- **46,904** patients in Ontario responded to the survey between April 2023 and January 2024
- **87%** of patients report being satisfied with eReferral
- **88%** 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, thus improving efficiency

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

OH-North Patient,
Patient Experience Survey

"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."

OH-East Patient,
Patient Experience Survey

"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 would not be left wondering, if everything was in place."

OH-West Patient,
Patient Experience Survey

For more information, email communications@ehealthce.ca.

ehealthce.ca/Case-studies-and-publications

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