eReferral Fact Sheet
Central Region

What is eReferral?

eReferral is a process that allows healthcare providers to send referrals quickly and securely to specialists and other organizations through an electronic platform. Patient referrals are created, submitted, tracked and managed using this electronic platform[1].

What are the benefits?

SENDER

- Refer patients to the most suitable site based on location, wait time, or their preference
- eReferral saves 1+ min over fax[2] (no need to search for forms or destination)

RECEIVER

- Reduce inappropriate referrals, wait times, and staff workload by 20–25%[3]
- Reduce no-shows

PATIENT

- Easy to use system and more secure than fax, as PHI is protected through encryption
- 93% of 3000+ patients surveyed felt the eReferral process was easy to follow[4]

What does it cost?

- It's **FREE** - Ontario Health is covering license fees for both senders and receivers, and providing supports for change management.

Who is using eReferral in Ontario?

- **58%** of family doctors & nurse practitioners
- **424** diagnostic imaging centres
- **215** mental health & addictions clinics
- **225** orthopedic clinics

Sources
1. *What is an eReferral/eConsult?* Canada Health Infoway (n.d.)
2. *Primary Care clinicians sending referrals, a time-based comparison of fax and eReferral workflows,* Amplify Care (2025)
3. Fyie et al. (2014). *Journal of Evaluation in Clinical Practice,* 20, 66-73.
4. *Patient experience with eReferral in Ontario Health Central Region,* Amplify Care (2024)

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