

The Provincial Standardized eReferral Form for Mental Health & Addictions Provincial Coordinated Access (MHA PCA)

Dear Partners and Colleagues,

We are pleased to announce the launch of the Mental Health and Addictions Provincial Coordinated Access Standardized eReferral Form (MHA PCA SRF)—a key milestone in our collective efforts to improve access to mental health and addictions (MHA) services across Ontario.

People in Ontario continue to face barriers accessing MHA services, including long wait times, inconsistent service availability and the repeated need to share their stories with multiple providers. While many coordinated access mechanisms for MHA services exist, they vary in scope, function, coverage and are not adopted consistently across the province.

To address these challenges, the Mental Health and Addictions Centre of Excellence (MHA CoE) at Ontario Health is leading the development and implementation of a Provincial Coordinated Access (PCA) strategy. This strategy is one of the pillars of the government's [Roadmap to Wellness](#), aimed at ensuring equitable, timely and appropriate access to MHA services. The goal of the MHA PCA strategy is to connect people in Ontario to the most appropriate service(s) based on care need and priority level, using standardized clinical tools and processes.

MHA PCA will also contribute to the vision of Patients Before Paperwork (Pb4P), which aims to leverage innovative and creative digital solutions to transform clinical pathways and make it easier for providers to deliver and connect people to care.

A cornerstone of this strategy is the introduction of a single, standardized eReferral form (SRF) to facilitate referrals into MHA PCA services. To date, SRFs have been developed for high-need, high-volume specializations. Over time, more forms will be created to cover all medical specializations and the full range of specialty care, building a comprehensive set beyond the initial limited offering.

This form is designed to:

- Enhance patient/client access to care and their experience by matching them with the right service at the right time
- Streamline the provider experience and reduce administrative burden;
- Support a more integrated and coordinated MHA system across Ontario.

Who will benefit from the MHA PCA strategy?

- **Individuals, families and caregivers** across Ontario will experience easier access to the right MHA services throughout their lives.

- **Health care and community providers** will benefit from streamlined referral processes, standardized access criteria and benchmarks, clearer role definitions between access and care delivery and improved resource utilization.
- **Health system planners** will gain better insight into the true demand on the system, enabling more informed planning and decision-making.

We look forward to working with you to implement this important tool and improve the experience of individuals, families and caregivers seeking care. If you have any questions or would like to learn more about the MHA PCA, please contact [Ontario Health, MHA Centre of Excellence](#)