

## Citizens who have called Tele-Care 811 in the last 12 months

Unit : %

	Year 2020	Year 2017	Year 2014	Year 2011
<b>Province</b>				
New Brunswick	14.5	5.1	7.4	9.6
<b>Health zones</b>				
Zone 1 - Moncton and South-East Area	13.7	5.3	8.4	10.7
Zone 2 - Fundy Shore and Saint John Area	15.6	5.1	6.7	8.5
Zone 3 - Fredericton and River Valley Area	18.9	5.6	7.5	9.1
Zone 4 - Madawaska and North-West Area	10.7	4.3	7.7	10.0
Zone 5 - Restigouche Area	11.5	4.2	6.3	8.3
Zone 6 - Bathurst and Acadian Peninsula Area	8.9	4.5	6.1	10.5
Zone 7 - Miramichi Area	12.8	4.9	7.7	8.9
<b>Communities</b>				
Bathurst, Beresford, Petit-Rocher Area	10.0	5.7	5.5	11.6
Bouctouche, Richibucto, Saint-Antoine Area	9.4	4.8	3.1	6.6
Campbellton, Atholville, Tide Head Area	11.1	5.3	8.6	7.3
Caraquet, Paquetville, Bertrand Area	9.2	4.9	5.4	12.4
Dalhousie, Balmoral, Belledune Area	12.0	3.2	4.2	9.3
Dieppe and Memramcook	11.7	5.9	12.8	12.4
Douglas, Saint Marys, Doaktown Area	19.8	6.0	5.0	10.2
Edmundston, Rivière-Verte, Lac Baker Area	11.8	5.2	8.1	8.6
Florenceville-Bristol, Woodstock, Wakefield Area	12.8	4.9	6.2	7.5
Fredericton	21.9	7.4	9.8	11.1
Grand Bay-Westfield, Westfield, Greenwich Area	17.9	3.5	5.9	8.9
Grand Falls, Saint-Léonard, Drummond Area	9.7	3.3	8.3	13.4

	Year 2020	Year 2017	Year 2014	Year 2011
Hillsborough, Riverside-Albert, Alma Area	18.1	4.8	6.6	5.0
Kedgwick, Saint-Quentin and Grimmer	8.4	3.0	S	7.1
Minto, Chipman, Cambridge-Narrows Area	15.0	2.5	4.8	7.3
Miramichi, Rogersville, Blackville Area	13.2	4.8	7.0	8.0
Moncton	16.0	5.7	9.4	12.3
Nackawic, McAdam, Canterbury Area	20.4	5.9	6.4	6.7
Neguac, Alnwick, Esgenooetitj Area	10.8	5.5	10.7	12.8
New Maryland, Kingsclear, Lincoln Area	16.4	3.5	8.7	9.1
Oromocto, Gagetown, Fredericton Junction Area	24.5	5.9	6.6	9.6
Perth-Andover, Plaster Rock, Tobique Area	11.8	3.9	3.2	6.8
Quispamsis, Rothesay, Hampton Area	15.3	5.1	6.3	8.9
Riverview and Coverdale	15.2	3.7	8.3	10.5
Sackville, Dorchester, Port Elgin Area	12.8	7.8	5.4	10.9
Saint John, Simonds and Musquash	15.2	4.5	6.9	9.1
Salisbury and Petitcodiac	14.7	3.7	5.7	9.5
Shediac, Beaubassin East and Cap-Pelé	10.4	5.1	8.0	10.2
Shippagan, Lamèque, Inkerman Area	5.8	3.0	8.8	8.1
St. George, Grand Manan, Blacks Harbour Area	17.4	6.1	5.1	5.0
St. Stephen, Saint Andrews, Campobello Island Area	17.6	4.5	6.9	8.1
Sussex, Norton, Sussex Corner Area	13.9	7.8	7.4	7.8
Tracadie and Saint-Isidore	8.9	3.1	5.3	8.1
<b>Age</b>				
18-64	16.2	5.7	8.1	10.6
65 and over	9.5	3.3	4.5	5.1

	Year 2020	Year 2017	Year 2014	Year 2011
<b>Sex at birth</b>				
Female	17.2	6.6	9.1	12.1
Male	11.7	3.6	5.5	6.8
<b>Sexual identity</b>				
Minority sexual identity	22.9	n/a	n/a	n/a
Heterosexual	14.1	n/a	n/a	n/a
<b>Language</b>				
Preferred language of service: English	15.9	5.3	7.1	9.7
Preferred language of service: French	10.8	4.9	8.1	11.8
<b>Indigenous identity</b>				
Indigenous	16.0	6.6	11.8	10.6
Non-Indigenous	14.5	5.1	7.3	9.5
<b>Immigrant</b>				
Immigrants	19.2	4.6	n/a	n/a
Non-immigrants	14.1	5.2	n/a	n/a
<b>Education level</b>				
High school or less	12.7	4.2	6.5	7.8
Postsecondary	15.4	5.8	8.0	10.9
<b>Household income</b>				
Less than \$25,000	15.9	5.5	8.7	10.4
\$25,000 to less than \$60,000	14.6	5.2	6.6	9.5
\$60,000 or more	14.4	4.9	7.5	9.4
<b>Persons with a disability</b>				

---

	Year 2020	Year 2017	Year 2014	Year 2011
Without disability	<b>13.3</b>	<b>4.8</b>	<b>6.8</b>	n/a
With disability	<b>18.4</b>	<b>6.1</b>	<b>9.5</b>	n/a

---

## About

This indicator is the percentage of citizens who have called Tele-Care 811 in the last 12 months.

## Source

Primary Health Survey and Primary Care Survey

## Calculations

This indicator is calculated by dividing the number of respondents who answered "one time or more" by the number of respondents who answered "zero or more than zero" to the question: In the last 12 months, how many times did you call Tele-Care 811?

## Notes

The 2020 edition of the Primary Health Survey (PHS) was conducted during the COVID-19 pandemic. While the pandemic did not influence the survey's response rate, NBHC had to assess the impact of surveying during the pandemic. Accordingly, advanced statistical analyses were performed to allow for comparison between the results obtained in 2020 and those obtained in previous PHS cycles. Despite these analyses, users are advised to use the PHS 2020 data with caution, especially when creating estimates for small sub-populations or when comparing it to other PHS editions.

---

<b>Unit</b>	<b>NBHC code</b>
%	PH_USE8A_1

### Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size