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

Unit : %

	Year 2020	Year 2017	Year 2014	Year 2011
Province				
New Brunswick	**14.5**	**5.1**	**7.4**	**9.6**
Health zones				
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**
Communities				
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, Esgenoopetitj 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**
Age				
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
Sex at birth				
Female	**17.2**	**6.6**	**9.1**	**12.1**
Male	**11.7**	**3.6**	**5.5**	**6.8**
Sexual identity				
Minority sexual identity	**22.9**	n/a	n/a	n/a
Heterosexual	**14.1**	n/a	n/a	n/a
Language				
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**
Indigenous identity				
Indigenous	**16.0**	**6.6**	**11.8**	**10.6**
Non-Indigenous	**14.5**	**5.1**	**7.3**	**9.5**
Immigrant				
Immigrants	**19.2**	**4.6**	n/a	n/a
Non-immigrants	**14.1**	**5.2**	n/a	n/a
Education level				
High school or less	**12.7**	**4.2**	**6.5**	**7.8**
Postsecondary	**15.4**	**5.8**	**8.0**	**10.9**
Household income				
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**
Persons with a disability				

	Year 2020	Year 2017	Year 2014	Year 2011
Without disability	**13.3**	**4.8**	**6.8**	n/a
With disability	**18.4**	**6.1**	**9.5**	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.

Unit	NBHC code
%	PH_USE8A_1

Caption
n/a = Not applicable / not available
S = Data suppressed due to confidentiality requirements and/or small sample size