# Citizens who reported experiencing difficulties accessing a computer, tablet or smartphone for virtual care consultations, (for example not owning one, or don’t know how to use it) in the last 12 months

Unit : %

| | Year 2024 | Year 2023 | Year 2022 |
|---|---|---|---|
| **Province** | | | |
| New Brunswick | **7.4** | **7.9** | **11.0** |
| **Health zones** | | | |
| Zone 1 - Moncton and South-East Area | **5.4** | **6.9** | **8.7** |
| Zone 2 - Fundy Shore and Saint John Area | **6.4** | **8.6** | **10.3** |
| Zone 3 - Fredericton and River Valley Area | **7.5** | **5.3** | **10.9** |
| Zone 4 - Madawaska and North-West Area | **10.9** | **14.1** | **15.5** |
| Zone 5 - Restigouche Area | **11.6** | **9.0** | **19.0** |
| Zone 6 - Bathurst and Acadian Peninsula Area | **10.9** | **10.3** | **13.1** |
| Zone 7 - Miramichi Area | **9.2** | **9.3** | **13.0** |
| **Age** | | | |
| 18-64 | **4.2** | **5.0** | **7.3** |
| 65 and over | **15.9** | **15.8** | **21.6** |
| **Gender** | | | |
| Female | **7.0** | **7.8** | **11.4** |
| Male | **7.7** | **7.9** | **10.5** |
| **2SLGBTQIA+ status** | | | |
| 2SLGBTQIA+ | **3.3** | **6.1** | **9.8** |
| **Language** | | | |
| Most comfortable in English | **7.3** | **7.6** | n/a |

| | Year 2024 | Year 2023 | Year 2022 |
|---|---|---|---|
| Most comfortable in French | **8.0** | **9.7** | n/a |
| Comfortable in both English and French | **5.7** | **5.8** | n/a |
| **Indigenous identity** | | | |
| Indigenous | **9.4** | **10.5** | **21.7** |
| **Immigrant** | | | |
| Immigrants | **5.6** | **5.6** | **9.5** |
| **Education level** | | | |
| High school or less | **15.1** | **15.7** | **19.6** |
| Postsecondary | **4.5** | **4.8** | **7.3** |
| **Disability or special need** | | | |
| Disability or special need | **14.5** | **13.1** | n/a |
| **Household income** | | | |
| Less than $30,000 | **21.1** | **19.4** | n/a |
| $30,000 to less than $60,000 | **10.0** | **9.9** | n/a |
| $60,000 or more | **2.6** | **2.9** | n/a |
| **Racialized groups** | | | |
| Racialized groups | **6.2** | **5.3** | n/a |

## About

This indicator is the percentage of citizens who reported experiencing difficulties accessing a computer, tablet or smartphone for virtual care consultations, (for example not owning one, or don’t know how to use it) 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 "yes" by the number of respondents who answered "yes or no" to the question: Now think of any difficulties you may have experienced in getting the health care services you needed in the last 12 months. In the last 12 months, did you: i) Have difficulty accessing a computer, tablet or smartphone for virtual care consultations, for example not owning one, or don’t know how to use it

| Unit | Interpretation | NBHC code |
| --- | --- | --- |
| % | Lower is better | PC_BARVC_1 |

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