

## Citizens who reported that their last virtual consultation was with a health professional by online chat

Unit : %

|  | Year 2023 | Year 2022 |
|--|-----------|-----------|
| <b>Province</b>                              |           |           |
| New Brunswick                                | 14.4      | 8.6       |
| <b>Health zones</b>                          |           |           |
| Zone 1 - Moncton and South-East Area         | 12.9      | 7.5       |
| Zone 2 - Fundy Shore and Saint John Area     | 13.3      | 10.9      |
| Zone 3 - Fredericton and River Valley Area   | 18.2      | 9.8       |
| Zone 4 - Madawaska and North-West Area       | 20.0      | 10.4      |
| Zone 5 - Restigouche Area                    | 12.7      | 4.9       |
| Zone 6 - Bathurst and Acadian Peninsula Area | 11.9      | 4.0       |
| Zone 7 - Miramichi Area                      | 12.0      | 9.6       |
| <b>Age</b>                                   |           |           |
| 18-64  | 19.1      | 11.4      |
| 65 and over                                  | 2.1       | 1.3       |
| <b>Gender</b>                                |           |           |
| Female                                       | 15.9      | 9.5       |
| Male   | 12.3      | 7.4       |
| <b>2SLGBTQIA+ status</b>                     |           |           |
| 2SLGBTQIA+                                   | 27.2      | 14.0      |
| <b>Language</b>                              |           |           |
| Most comfortable in English                  | 14.9      | n/a       |
| Most comfortable in French                   | 13.2      | n/a       |

|  | Year<br>2023 | Year<br>2022 |
|--|--------------|--------------|
| Comfortable in both English and French | 13.9         | n/a          |
| <b>Indigenous identity</b>             |              |              |
| Indigenous                             | 20.1         | S            |
| <b>Immigrant</b>                       |              |              |
| Immigrants                             | 22.0         | 14.7         |
| <b>Education level</b>                 |              |              |
| High school or less                    | 8.9          | 4.4          |
| Postsecondary                          | 16.3         | 10.1         |
| <b>Disability or special need</b>      |              |              |
| Disability or special need             | 11.5         | n/a          |
| <b>Household income</b>                |              |              |
| Less than \$30,000                     | 6.0          | n/a          |
| \$30,000 to less than \$60,000         | 13.4         | n/a          |
| \$60,000 or more                       | 17.3         | n/a          |
| <b>Racialized groups</b>               |              |              |
| Racialized groups                      | 25.4         | n/a          |

### About

This indicator is the percentage of citizens who reported that their last virtual consultation was with a health professional by online chat.

### Source

Primary Health Survey and Primary Care Survey

### Calculations

This indicator is based on respondents who had a virtual care consultation in the last 12 months. This indicator is calculated by dividing the number of respondents who answered "online chat" by the number of respondents who answered "talking on the telephone, by video using a computer, tablet or telephone, by email, by text messaging, online chat or other " to the question: Thinking of the last time you had a virtual consultation, how did you connect with this health professional?

| Unit | NBHC code  |
|------|------------|
| %    | PC_VIR03_5 |

### Caption

n/a = Not applicable / not available

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