PRIMARY CARE SURVEY

Virtual Care Services



Province
New Brunswick



Zone 1
Moncton and South-East Area



Zone 2
Fundy Shore and Saint John Area



Zone 3
Fredericton and River Valley Area



Zone 4
Madawaska and North-West Area



Zone 5
Restigouche Area



Zone 6
Bathurst and Acadian Peninsula Area



Zone 7
Miramichi Area

Use of virtual care services

Had a virtual consultation in the last 12 months % | 2024	**47.3**	**49.4**	**44.4**	**53.0**	**33.4**	**52.5**	**39.8**	**49.1**

Type of health care services used during last virtual consultation

Personal family doctor % | 2024	**48.4**	**54.2**	**55.4**	**35.6**	**34.2**	**45.5**	**53.8**	**51.8**
eVisitNB % | 2024	**23.1**	**19.0**	**21.6**	**31.9**	**27.4**	**24.7**	**14.3**	**20.4**
Specialist % | 2024	**5.7**	**5.2**	**5.4**	**5.0**	**9.7**	**8.0**	**7.8**	**5.5**
NB Health Link % | 2024	**5.5**	**5.9**	**3.8**	**5.8**	**7.9**	**6.4**	**6.3**	**4.8**
Personal nurse practitioner % | 2024	**5.3**	**5.1**	**1.0**	**8.3**	**7.2**	**7.8**	**6.3**	S

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Mental health professional % | 2024	**2.2**	**2.5**	S	**2.3**	S	S	S	**6.6**
Tele-Care 811 % | 2024	**1.6**	**0.8**	**2.9**	**2.2**	S	S	S	S
Doctor or nurse at a specialty clinic % | 2024	**1.3**	**1.7**	S	S	S	S	S	**3.5**
Another health professional % | 2024	**6.8**	**5.6**	**7.8**	**8.4**	**5.8**	**4.4**	**8.4**	**2.8**

Virtual tool used during last consultation

Telephone % | 2024	**67.2**	**71.0**	**70.4**	**56.6**	**62.8**	**70.2**	**78.7**	**67.0**
Online chat % | 2024	**19.0**	**17.1**	**19.1**	**25.1**	**20.0**	**13.0**	**11.4**	**15.0**
Another virtual tool % | 2024	**13.8**	**11.9**	**10.5**	**18.3**	**17.3**	**16.8**	**9.8**	**18.1**

Experience with virtual care services

Experience with last virtual consultation

Able to connect when they needed to, agree or strongly agree % | 2024	**79.7**	**78.4**	**82.5**	**81.6**	**67.6**	**74.6**	**81.7**	**77.9**

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Able to communicate their health concerns as well as they would have in-person, agree or strongly agree % | 2024	**71.4**	**71.8**	**72.7**	**69.4**	**59.1**	**71.4**	**75.7**	**76.1**
Health concerns were addressed successfully, agree or strongly agree % | 2024	**78.7**	**80.5**	**79.9**	**74.7**	**72.5**	**81.1**	**83.7**	**79.1**
Satisfisfaction with services received, somewhat or very satisfied % | 2024	**81.7**	**81.0**	**82.4**	**80.7**	**77.8**	**86.1**	**84.5**	**83.4**
Difficulties experienced in getting virtual care in the last 12 months								
Difficulties accessing a computer, tablet, or smartphone % | 2024	**7.4**	**5.4**	**6.4**	**7.5**	**10.9**	**11.6**	**10.9**	**9.2**
Difficulties accessing high speed internet % | 2024	**5.7**	**3.9**	**5.6**	**6.1**	**5.8**	**9.0**	**7.2**	**9.8**

About this Table

Content and description
Data on self-reported information regarding the access and experience of New Brunswickers with virtual care services. Topics include use of virtual care, types of health care services and tools used during last virtual consultation, and experiences with virtual care.

Why it is important
The results from the Primary Care Survey allows the NBHC to inform citizens and health system stakeholders about the quality of primary health care services from citizens' perspectives. This information can be used to make future improvements to primary health care in the province.

Availability of the data
The information for this data table is available at different geographical levels as well as by demographic groups. More information is available on our Primary Care Survey.

Note about demographic groups
In 2023, the NBHC undertook a review of the demographic questions in its surveys to more accurately report on the experience of citizens who identify with particular groups. As such, starting in 2024, all demographic groups (characteristics) have been adjusted to reflect this change. Data tables and indicator pages were adjusted to allow for trending where applicable.

Caption

n/a = Not applicable / not available

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

Above-average performance

Below-average performance