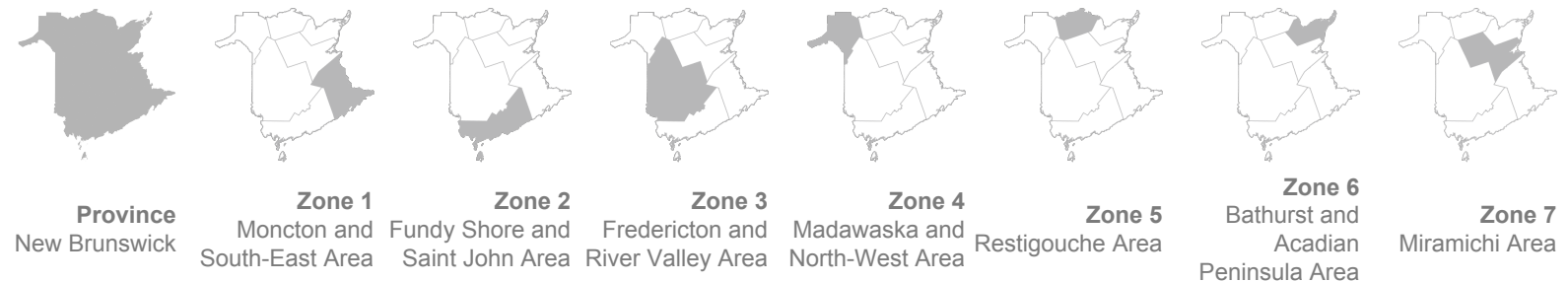


PRIMARY CARE SURVEY

Virtual Care Services



Use of virtual care services

| | | | | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Had a virtual consultation in the last 12 months % 2023 | 44.6 | 45.4 | 43.5 | 48.1 | 30.3 | 42.2 | 44.3 | 47.0 |
| Type of health care services used during last virtual consultation | | | | | | | | |
| Personal family doctor % 2023 | 54.4 | 60.5 | 59.3 | 43.0 | 40.0 | 42.7 | 54.6 | 70.0 |
| eVisitNB % 2023 | 19.2 | 15.5 | 18.5 | 29.1 | 24.0 | 20.0 | 11.4 | 8.7 |
| Specialist % 2023 | 6.2 | 5.1 | 8.1 | 4.5 | 10.2 | 12.8 | 6.6 | 4.7 |
| Personal nurse practitioner % 2023 | 6.1 | 4.5 | 3.7 | 8.8 | 7.0 | 11.6 | 10.2 | S |
| NB Health Link % 2023 | 4.2 | 4.8 | 2.2 | 4.0 | 5.7 | 7.2 | 5.9 | 3.0 |

| | 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 |
|---|---------------------------|--|--|--|--|----------------------------|---|--------------------------|
| Mental health professional % 2023 | 2.3 | 1.8 | 3.0 | 1.9 | S | S | 2.7 | S |
| Doctor or nurse at a specialty clinic % 2023 | 1.4 | 1.8 | 1.3 | 1.8 | S | S | 0.0 | S |
| Tele-Care 811 % 2023 | 1.1 | S | S | 1.6 | S | S | S | S |
| Another health professional % 2023 | 5.1 | 5.7 | 2.9 | 5.3 | 5.5 | 2.4 | 6.9 | 7.3 |
| Virtual tool used during last consultation | | | | | | | | |
| Telephone % 2023 | 72.4 | 75.3 | 76.2 | 63.2 | 65.2 | 68.4 | 79.9 | 77.2 |
| Online chat % 2023 | 14.4 | 12.9 | 13.3 | 18.2 | 20.0 | 12.7 | 11.9 | 12.0 |
| Another virtual tool % 2023 | 13.1 | 11.8 | 10.5 | 18.6 | 14.7 | 19.0 | 8.2 | 10.8 |

Experience with virtual care services

Experience with last virtual consultation

| | | | | | | | | |
|---|------|------|------|------|------|------|------|------|
| Able to connect when they needed to, agree or strongly agree % 2023 | 78.9 | 77.4 | 82.0 | 80.3 | 78.6 | 73.9 | 77.3 | 75.1 |
|---|------|------|------|------|------|------|------|------|

| | 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 |
|--|---------------------------|--|--|--|--|----------------------------|---|--------------------------|
| Able to communicate their health concerns as well as they would have in-person, agree or strongly agree % 2023 | 73.8 | 74.3 | 75.2 | 70.9 | 70.7 | 78.5 | 74.6 | 76.9 |
| Health concerns were addressed successfully, agree or strongly agree % 2023 | 80.5 | 83.8 | 78.4 | 77.4 | 79.6 | 79.5 | 82.8 | 81.4 |
| Satisfaction with services received, somewhat or very satisfied % 2023 | 83.6 | 82.8 | 82.9 | 84.4 | 83.8 | 84.4 | 84.9 | 84.1 |
| Difficulties experienced in getting virtual care in the last 12 months | | | | | | | | |
| Difficulties accessing a computer, tablet, or smartphone % 2023 | 7.9 | 6.9 | 8.6 | 5.3 | 14.1 | 9.0 | 10.3 | 9.3 |
| Difficulties accessing high speed internet % 2023 | 6.3 | 4.8 | 7.9 | 5.3 | 9.6 | 6.8 | 6.7 | 7.4 |

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