PRIMARY CARE SURVEY

# Virtual Care Services



**Zone 4**
Madawaska and North-West Area



**Province**
New Brunswick

## Use of virtual care services

| | | |
|---|---|---|
| Had a virtual consultation in the last 12 months % \| 2024 | **33.4** | **47.3** |

### Type of health care services used during last virtual consultation

| | | |
|---|---|---|
| Personal family doctor % \| 2024 | **34.2** | **48.4** |
| eVisitNB % \| 2024 | **27.4** | **23.1** |
| Specialist % \| 2024 | **9.7** | **5.7** |
| NB Health Link % \| 2024 | **7.9** | **5.5** |
| Personal nurse practitioner % \| 2024 | **7.2** | **5.3** |
| Mental health professional % \| 2024 | S | **2.2** |

| | Zone 4<br>Madawaska and North-West Area | Province<br>New Brunswick |
|---|---|---|
| Tele-Care 811 % \| 2022 | **8.3** | **9.0** |
| Doctor or nurse at a specialty clinic % \| 2022 | **4.2** | **2.5** |
| Another health professional % \| 2024 | **5.8** | **6.8** |

### Virtual tool used during last consultation

| | | |
|---|---|---|
| Telephone % \| 2024 | **62.8** | **67.2** |
| Online chat % \| 2024 | **20.0** | **19.0** |
| Another virtual tool % \| 2024 | **17.3** | **13.8** |

## Experience with virtual care services

### Experience with last virtual consultation

| | | |
|---|---|---|
| Able to connect when they needed to, agree or strongly agree % \| 2024 | **67.6** | **79.7** |
| Able to communicate their health concerns as well as they would have in-person, agree or strongly agree % \| 2024 | **59.1** | **71.4** |
| Health concerns were addressed successfully, agree or strongly agree % \| 2024 | **72.5** | **78.7** |
| Satisfisfaction with services received, somewhat or very satisfied % \| 2024 | **77.8** | **81.7** |

### Difficulties experienced in getting virtual care in the last 12 months

| | Zone 4<br>Madawaska and North-West Area | Province<br>New Brunswick |
|---|---|---|
| Difficulties accessing a computer, tablet, or smartphone % \| 2024 | **10.9** | **7.4** |
| Difficulties accessing high speed internet % \| 2024 | **5.8** | **5.7** |

# 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