Citizens who reported that they used Tele-Care 811 in the last 12 months because their primary care provider was not available

Unit : %

	Year 2025	Year 2024	Year 2023
Province			
New Brunswick	**8.2**	**10.6**	**11.7**
Health zones			
Zone 1 - Moncton and South-East Area	**8.7**	**11.5**	**12.3**
Zone 2 - Fundy Shore and Saint John Area	**7.7**	**10.5**	**10.2**
Zone 3 - Fredericton and River Valley Area	**8.4**	**10.9**	**13.7**
Zone 4 - Madawaska and North-West Area	**7.1**	**8.7**	**9.2**
Zone 5 - Restigouche Area	**7.3**	**9.1**	**10.9**
Zone 6 - Bathurst and Acadian Peninsula Area	**7.0**	**9.8**	**8.9**
Zone 7 - Miramichi Area	**10.1**	**9.2**	**15.8**
Age			
18-64	**9.2**	**11.6**	**12.7**
65 and over	**6.1**	**8.4**	**9.5**
Gender			
Female	**9.7**	**11.1**	**12.9**
Male	**6.4**	**10.1**	**10.3**
2SLGBTQIA+ status			
2SLGBTQIA+	**15.1**	**17.7**	**26.4**
Language			
Most comfortable in English	**8.0**	**11.0**	**12.6**
Most comfortable in French	**8.7**	**9.4**	**9.0**

	Year 2025	Year 2024	Year 2023
Comfortable in both English and French	**7.8**	**10.9**	**12.1**
Indigenous identity			
Indigenous	**15.4**	**13.2**	**25.9**
Immigrant			
Immigrants	**9.0**	**15.1**	**19.4**
Education level			
High school or less	**8.0**	**8.4**	**12.5**
Postsecondary	**8.1**	**11.0**	**11.4**
Disability or special need			
Disability or special need	**13.4**	**16.2**	**20.1**
Household income			
Less than $30,000	**9.9**	**10.6**	**13.5**
$30,000 to less than $60,000	**8.2**	**11.1**	**13.3**
$60,000 or more	**7.7**	**10.1**	**10.8**
Racialized groups			
Racialized groups	**9.9**	**14.6**	**16.3**

About

This indicator is the percentage of citizens who reported that they used Tele-Care 811 in the last 12 months because their primary care provider was not available.

Source

Primary Health Survey and Primary Care Survey

Calculations

This indicator is based on respondents who have a family doctor or a nurse practitioner. 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: Thinking of the last 12 months, did you use any of the following services because your family doctor or your nurse practitioner was not available? d) Tele-Care 811

Unit	Interpretation	NBHC code
%	Lower is better	PC_NAVTC_1

Caption

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