

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

Unit : %

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

|  | Year<br>2024 | Year<br>2023 |
|--|--------------|--------------|
| Comfortable in both English and French | 10.9         | 12.1         |
| <b>Indigenous identity</b>             |              |              |
| Indigenous                             | 13.2         | 25.9         |
| <b>Immigrant</b>                       |              |              |
| Immigrants                             | 15.1         | 19.4         |
| <b>Education level</b>                 |              |              |
| High school or less                    | 8.4          | 12.5         |
| Postsecondary                          | 11.0         | 11.4         |
| <b>Disability or special need</b>      |              |              |
| Disability or special need             | 16.2         | 20.1         |
| <b>Household income</b>                |              |              |
| Less than \$30,000                     | 10.6         | 13.5         |
| \$30,000 to less than \$60,000         | 11.1         | 13.3         |
| \$60,000 or more                       | 10.1         | 10.8         |
| <b>Racialized groups</b>               |              |              |
| Racialized groups                      | 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

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| 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