

## 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
<b>Province</b>			
New Brunswick	8.2	10.6	11.7
<b>Health zones</b>			
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
<b>Age</b>			
18-64	9.2	11.6	12.7
65 and over	6.1	8.4	9.5
<b>Gender</b>			
Female	9.7	11.1	12.9
Male	6.4	10.1	10.3
<b>2SLGBTQIA+ status</b>			
2SLGBTQIA+	15.1	17.7	26.4
<b>Language</b>			
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
<b>Indigenous identity</b>			
Indigenous	15.4	13.2	25.9
<b>Immigrant</b>			
Immigrants	9.0	15.1	19.4
<b>Education level</b>			
High school or less	8.0	8.4	12.5
Postsecondary	8.1	11.0	11.4
<b>Disability or special need</b>			
Disability or special need	13.4	16.2	20.1
<b>Household income</b>			
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
<b>Racialized groups</b>			
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

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<b>Unit</b>	<b>Interpretation</b>	<b>NBHC code</b>
%	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