

## Citizens who used Tele-Care 811 in the last 12 months because their primary care provider was not available and reported that they were somewhat or very satisfied with the health care services they received

Unit : %

	Year 2024	Year 2023
<b>Province</b>		
New Brunswick	76.8	73.3
<b>Health zones</b>		
Zone 1 - Moncton and South-East Area	75.8	77.1
Zone 2 - Fundy Shore and Saint John Area	79.2	75.9
Zone 3 - Fredericton and River Valley Area	76.2	63.7
Zone 4 - Madawaska and North-West Area	S	S
Zone 5 - Restigouche Area	S	77.8
Zone 6 - Bathurst and Acadian Peninsula Area	73.2	81.2
Zone 7 - Miramichi Area	S	66.1
<b>Age</b>		
18-64	74.4	69.9
65 and over	84.5	83.6
<b>Gender</b>		
Female	76.2	73.7
Male	77.1	74.7
<b>2SLGBTQIA+ status</b>		
2SLGBTQIA+	S	60.3
<b>Language</b>		
Most comfortable in English	75.4	73.4

	Year 2024	Year 2023
Most comfortable in French	77.9	73.9
Comfortable in both English and French	85.2	71.3
<b>Indigenous identity</b>		
Indigenous	S	S
<b>Immigrant</b>		
Immigrants	S	68.3
<b>Education level</b>		
High school or less	86.1	79.0
Postsecondary	73.5	70.4
<b>Disability or special need</b>		
Disability or special need	83.1	71.9
<b>Household income</b>		
Less than \$30,000	78.1	76.4
\$30,000 to less than \$60,000	84.5	68.7
\$60,000 or more	73.0	72.9
<b>Racialized groups</b>		
Racialized groups	S	S

## About

This indicator is the percentage of citizens who used Tele-Care 811 in the last 12 months because their primary care provider was not available and reported that they were somewhat or very satisfied with the health care services they received.

## Source

Primary Health Survey and Primary Care Survey

## Calculations

This indicator is based on respondents who have a family doctor or a nurse practitioner and who used Tele-Care 811 in the last 12 months because their primary care provider was not available. This indicator is calculated by dividing the number of respondents who answered "somewhat satisfied or very satisfied" by the number of respondents who answered "very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat satisfied or very satisfied" to the question: What was your level of satisfaction with the health care services you received. d) Tele-Care 811

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Unit	Interpretation	NBHC code
%	Higher is better	PC_SATTC_1

## Caption

n/a = Not applicable / not available

S = Data suppressed due to confidentiality requirements and/or small sample size