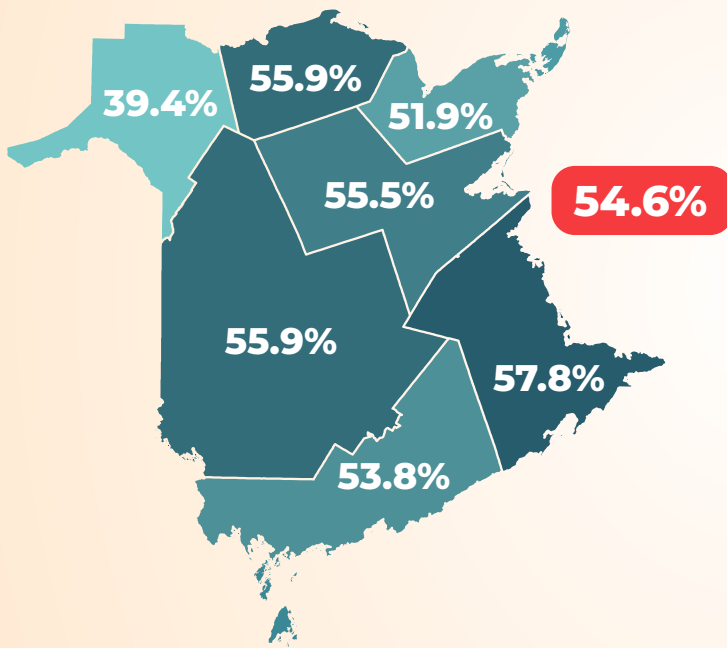


Virtual Care in New Brunswick

2022 edition of the Primary Care Survey: what we learned

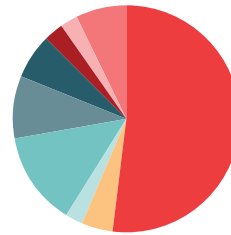
1 in 2

New Brunswickers used virtual care
in the last 12 months



During their last virtual care consultation

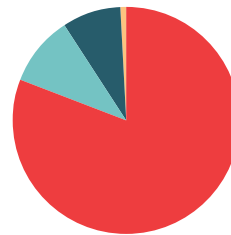
% of citizens who consulted the following



- Their Family Doctor: **52.2%**
- Their Nurse practitioner: **4.2%**
- NB Health Link: **2.6%**
- eVisit NB: **13.3%**
- Tele-Care 811: **9.0%**
- Specialist: **6.4%**
- Mental Health professional: **2.7%**
- Doctor or nurse at a specialty clinic: **2.5%**
- Other: **7.1%**

During their last virtual care consultation

% of citizens who used the following tool



- Phone: **81.5%**
- Another virtual method: **9.8%** (By video, email, or text messaging)
- Online chat: **8.6%**
- Something else: **0.6%**

Citizens' experience during their last virtual care consultation



4 out of 5

of citizens are **somewhat or very satisfied** with the virtual services they received.



7 out of 10 citizens agreed or strongly agreed that:

they were able to connect when they needed to

they were able to communicate their health concerns virtually as well as they would have in-person

their health concerns were addressed successfully

* Source: NBHC Primary Care Survey 2022 (5013 participants)