

New Brunswick Health Council **Patient Voices Network**



NEW BRUNSWICK HEALTH COUNCIL

The New Brunswick Health Council (NBHC) has a two-part mandate.

- We engage citizens in dialogue about the quality of health services in the province.
- We measure, monitor and report publicly on the performance of the health system.

WHAT IS IT?

A forum whereby New Brunswick citizens will be invited, through engagement activities, to share their experiences and voice their opinions on specific components of the health care system.

The purpose of this initiative is to foster dialogue with New Brunswick citizens about the quality of the health system to generate ideas and input about potential patient-centered improvements in health care.

THEME: VIRTUAL ACCESS TO PRIMARY CARE

The Patient Voices Network will explore how virtual visits impact citizen's access to primary care services.

Virtual care is defined as any interaction between a health care provider and a patient, or between two health care providers, that occurs through information and communication technologies.

Virtual visits are clinical interactions where patients receive care electronically from a health care provider.

VIRTUAL VISITS CAN HAPPEN:



Over the
telephone



Through a
videoconference



Via secure
messaging

THERE WILL BE THREE TYPES OF ENGAGEMENT ACTIVITIES AS PART OF THE PATIENT VOICES NETWORK



1 Online engagement sessions with citizens in each Health Zone to discuss access to virtual care services.



2 Focus groups with 10-12 citizens in each Health Zone to discuss their experiences with virtual care services.



3 One-to-one interviews with citizens to understand how their diverse backgrounds impact their experiences with virtual care.

Your opinion is important!

Your experiences will help inform New Brunswickers about the quality of health services in our province.

For more information:

nbhc.ca/pvn



New Brunswick
Health Council

Conseil de la santé
du Nouveau-Brunswick