

Virtual Access to Primary Care in New Brunswick

What we heard from citizens

Virtual Care: Easier and more timely access

Virtual care is more convenient for addressing specific health care needs

SAVES TIME AND MONEY

"In terms of advantages, it's really the speed [of virtual care]. I can be at work, and I don't need to take time out of my day to go and see a doctor. I don't have to go anywhere. That is a huge help! It means you don't need to take sick leave." [translation]

MAKES PRIMARY CARE MORE ACCESSIBLE

"I am a person in a wheelchair, so virtual care saves me a lot of energy when it comes to getting test results or prescription refills. This used to be a big deal for me since I needed to get a ride. For me, virtual care has been really good."



Virtual Care: Continuity of Care is a concern

Health services should be better connected to ensure seamless care.

Virtual care can potentially increase the risks associated with interventions.

Access to medical records is essential to ensure the appropriateness and effectiveness of the virtual care received.

Virtual Care, a good tool, but it cannot always replace in person care

COMMUNICATION AND COMFORT LEVEL

"It's hard to explain how you feel over the phone, it's harder to get your point across." [translation]

Virtual care can lead to misdiagnosis or delayed diagnosis.

VIRTUAL CARE IS PERCEIVED AS IMPERSONAL

"From a social work perspective, you may miss a little bit just by talking over the phone. If it's not a video chat, you miss the body language, which can often tell you a lot about a patient's health situation."

Barriers to Accessing Virtual Care

NOT EVERYONE HAS THE DIGITAL LITERACY OR TECHNOLOGICAL TOOLS TO ACCESS VIRTUAL CARE

"What are we supposed to do with the people the system forgot, the ones who don't have a computer and who need support?" [translation]

ACCESS IN LANGUAGE OF CHOICE

"When you're sick, you don't feel like speaking English. You want to be served in your own language, in a comfortable setting." [translation]

