

OurCare

The OurCare study surveyed a diverse group of more than 9,000 people across Canada (Sept-Oct 2022) about their care experiences and what's important to them when it comes to family doctor care. Here's some of what we learned about:

Virtual Care with your Family Doctor

In the past year, many people in Canada communicated with their family doctor or nurse practitioner (NP) virtually:



71%

Telephone



18%

Email or Secure Messaging

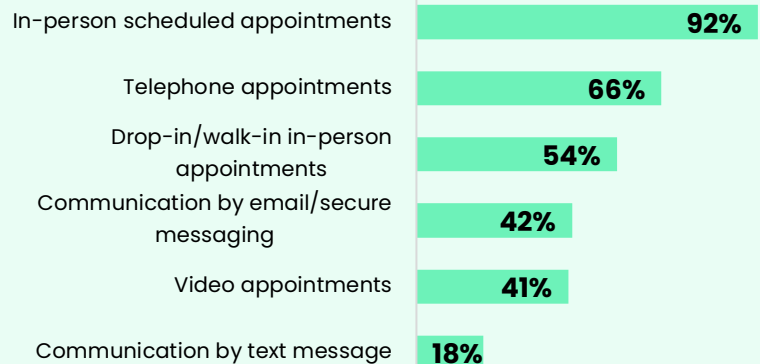


5%

Video

When asked how they would like to get care from a family physician or NP, in-person care rose to the top but virtual options were still important.

The percentage of people who selected the type of care as most important*:



*Respondents could choose more than one option

Virtual walk-in clinics

We asked people about new virtual services where you can easily connect with a doctor by phone, video, or online chat but where you may not know the doctor, the doctor may not have access to your health records and the doctor may not be able to schedule a follow-up appointment in person.



57% were **not willing** to use new virtual services if the service was **owned by a for-profit company**



70% were **not willing** to use new virtual services if the company that ran the service **received payments from or was owned by a pharmaceutical company**



78% were **not willing** to use new virtual services if the services **charged for things you could get for free** from your regular doctor or NP



84% were **not willing** to use new virtual services if the company that ran the service **sold their health data to pharmaceutical or insurance companies** after removing information that could identify them

*Data combines respondents who chose either not at all willing or not very willing