FINDINGS

This is what we learned from you through our first survey done June to September 2020.

ACCESS TO CARE

31% of patients waited or stayed away from the doctor’s office early in the pandemic.

URGENT CARE

17% of patients needed urgent care because they were sick.
65% of those who needed urgent care were able to book an appointment the same or next day.

% of patients who want care to continue through:
- Phone: 83%
- Email or Secure Messaging: 47%
- Video: 58%

% of patients who are comfortable with the privacy and security of:
- Phone: 92%
- Video: 95%
- Email or Secure Messaging: 91%

VIRTUAL CARE

We see patients of different backgrounds at our clinic and ask questions in our survey to learn more about how care affects different groups. NOT EVERYONE FELT THE SAME WAY about urgent care, virtual care, and access to care.

Patients who told us they had financial troubles, poor health or were born outside of Canada:
- Were more likely to need urgent care and were less likely to have received it.
- Were more likely to note discomfort with the privacy and security of virtual care and less likely to want virtual care to continue to be offered.

WHAT ARE WE WORKING ON BASED ON OUR PATIENT’S ADVICE?

Meeting everyone’s needs equally
Making sure that virtual care meets the needs of newcomers, those with financial troubles or poor health.

Providing multiple options for care
We will continue to work with you to provide care in the way you need.

Learning from each other
Have our clinics share how they are doing things so we can learn from one another to provide better care.

We understand this data does not represent everyone we see at our clinics. This is just one way for us to learn about your needs. Data for the analysis includes results from 7482 patients across 13 teaching clinics that completed the first survey. Keep sharing your ideas with us! If you have never been asked to complete one of the surveys, please make sure we have your email address on file. Your turn will come!

Click here to learn more.