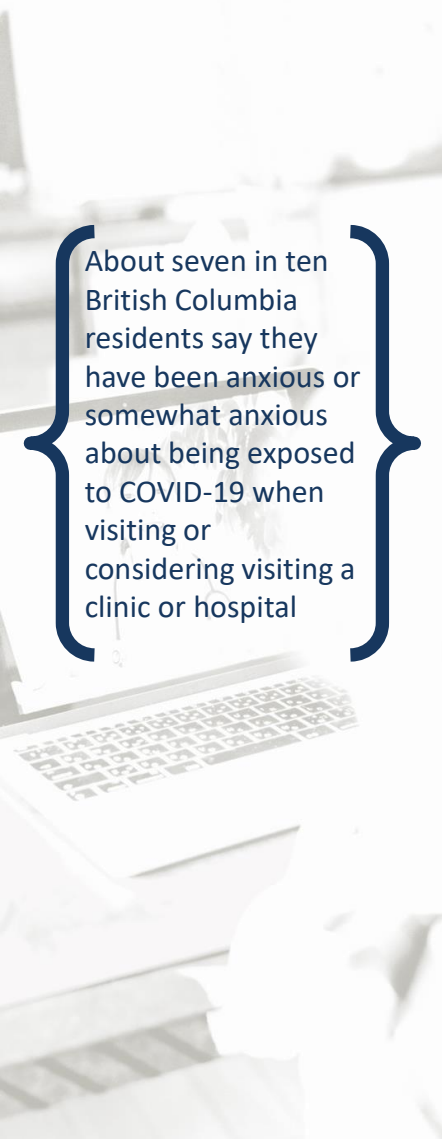


One in three British Columbia residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID; just under 7 in 10 have been anxious or somewhat anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital

2020-1672 | B.C. Survey | Summary

Conducted by Nanos for TelusHealth BC, July 2020
Submission 2020-1672






About seven in ten British Columbia residents say they have been anxious or somewhat anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital

One in three British Columbia residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID, and a majority say they have been anxious or somewhat anxious about being exposed to COVID-19 when visiting a clinic or hospital. Close to three in four residents agree or somewhat agree they are concerned a second wave of COVID could impact their ability to access medical care.

Close to three in five residents who needed medical care for themselves or a loved one report they or their loved one accessed care through a phone or video call with their family doctor. More than three in five are comfortable or somewhat comfortable having a virtual consultation, and a majority of residents who make healthcare decisions for someone other than themselves think the use of virtual care would make it easier or somewhat easier to help their loved ones consult with a doctor.

Healthcare access and decision making


- **Six in ten residents of British Columbia report they make healthcare decisions for someone other than themselves** – Just over four in ten British Columbia residents report they do not make healthcare decisions for anyone other than themselves (44%), while 39 per cent report making healthcare decisions for their spouse/partner, and 22 per cent report making decisions for their child(ren). Eight per cent report making healthcare decisions for their parent(s), while two per cent report making these decisions for another family member, and two per cent are unsure/ prefer not to say. Residents 35 to 54 years of age are significantly more likely to report making healthcare decisions for a child (38%) than those 18 to 34 (21%) or 55 plus (nine per cent), while those 55 plus are more likely to report making healthcare decisions for their partner/spouse (47%; 18-34:27%).
- **A majority of British Columbia residents report they currently have a family doctor** – Eighty-six per cent of British Columbia residents report they currently have a family doctor, while 14 per cent report they do not. Residents of Suburban Vancouver/Shore/Vancouver Island (90%) and the City of Vancouver (88%) are more likely to report having a family doctor than residents of Interior (76%), and older residents (55 plus) are more likely to report having one (93%) than those 18 to 34 or 35 to 54 (80% each).



Close to six in ten British Columbia residents report they have needed to access non-emergency medical care for themselves or a loved one since March of this year

Accessing medical care since March

- **Just under seven in ten British Columbia residents say they have been anxious or somewhat anxious about being exposed to COVID-19 when visiting a clinic or hospital** – A majority of British Columbia residents say since March they have been anxious (21%) or somewhat anxious (49%) about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital, while just under three in ten say they have been somewhat not anxious (13%) or not anxious (16%). Two per cent are unsure/prefer not to answer. Younger residents (18-34) are more likely to say they feel anxious (33%) than older residents (35-54: 22%; 55 plus: 11%).
- **Close to six in ten British Columbia residents report they have needed to access non-emergency medical care for themselves or a loved one since March of this year** – Just under six in ten British Columbia residents report they have needed to access non-emergency medical care for themselves (39%) or a loved one (18%), while 52 per cent report they have not needed to access non-emergency medical care. Women are more likely to report they needed to access medical care for themselves (45%) than men (33%).
- **British Columbia residents who needed medical care for themselves more often report they needed medical care for a new, non-emergency and non-COVID related health concerns or prescription renewals** – Just over one in two British Columbia residents who report needing medical care for themselves since March each report the care they needed was for a new, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms or allergies)(53%) or prescription renewals (53%). Twenty-six per cent report needing care for questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease), followed by mental health concerns (e.g. anxiety, depression)(17%), and COVID or COVID related concerns (nine per cent).
- **Over three in five British Columbia residents who needed medical care for themselves report they accessed care through a phone or video call with their family doctor** – Just over three in five British Columbia residents who report needing medical care for themselves since March report they accessed medical care by way of a phone or video call with their family doctor (61%), followed by in-person at their doctor's office (39%), a virtual care service (i.e. a video chat with a local doctor other than your family doctor)(14%), at a hospital emergency room (13%), Telehealth (13%), Medical Services Plan (MSP) covered virtual care service (12%), and at a walk-in clinic (11%). Six per cent report they chose not to access medical care during the pandemic.



One in three British Columbia residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID

- **British Columbia residents who needed to access medical care for a loved one more often report their loved one needed medical care for a new, non-emergency and non-COVID related health concerns** – Close to three in five British Columbia residents who report needing medical care for a loved one since March each report the care their loved one needed was for a new, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms or allergies)(58%), followed by prescription renewals (56%), questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)(26%), followed by mental health concerns (e.g. anxiety, depression)(18%), and COVID or COVID related concerns (six per cent).
- **British Columbia residents who needed medical care for a loved one more often report their loved one accessed care through a phone or video call with their family doctor** – Just under three in five British Columbia residents who report needing medical care for a loved one since March report their loved one accessed medical care by way of a phone or video call with their family doctor (58%), followed by in-person at their doctor's office (43%), a hospital emergency room (24%), a Medical Services Plan (MSP) covered virtual care service offered by a third party (20%), Telehealth (14%), a virtual care service offered through employee health benefits (12%), and a walk-in clinic (five per cent).
- **One in three British Columbia residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID** – Sixty-eight per cent of British Columbia residents report they have not delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID-19 in a clinic or hospital, while 29 per cent report they delayed care for themselves, and five per cent report they delayed care for someone else. Two per cent are unsure/would prefer not to answer. Residents 18 to 34 are more likely report delaying getting medical care for themselves (38%) than residents 55 plus (19%).
- **Two in three British Columbia residents who report delaying getting medical care due to COVID fears say they were concerned or somewhat concerned about their or their loved one's medical condition getting worse** – A majority of British Columbia residents who report they delayed getting medical for themselves or a loved one due to a fear of COVID exposure at a clinic or hospital say they were concerned (26%) or somewhat concerned (40%) about their or their loved one's condition getting worse because they delayed medical care or advice. Just over three in ten say they were somewhat not concerned (13%) or not concerned (18%), while three per cent are unsure/would prefer not to say.


Two thirds of British Columbia residents who report making healthcare decisions for others say the use of virtual care would make it easier or somewhat easier in terms of helping their loved ones consult with a doctor

Virtual Care

- **British Columbia residents more often say they would prefer to have medical appointments in-person even if given the option to consult with a doctor virtually** – Asked how they would prefer to have medical appointments given the option to consult with a doctor virtually, either their family doctor or another healthcare provider, 42 per cent say they would prefer to have appointments in-person. Twenty-four per cent say they would prefer a video chat, followed by a phone call (18%), no preference (nine per cent), secure chat/text messaging (five per cent), and two per cent are unsure. Older residents (55 plus) are more likely to say they would prefer an in-person appointment (55%; 35-54: 37%; 18-34: 30%), while younger residents are more likely to say they prefer a video chat (18-34: 38%; 35-54: 26%; 55 plus: 13%).
- **Two in three British Columbia residents who report making healthcare decisions for others say the use of virtual care would make it easier or somewhat easier in terms of helping their loved ones consult with a doctor** – A majority of British Columbia residents who report they make healthcare decisions for someone other than themselves say they think the use of virtual care would make it easier (23%) or somewhat easier (43%) when it comes to helping their loved ones consult with a doctor, while just over one in four think it would make it somewhat more difficult (16%) or difficult (nine per cent). Four per cent say it makes no difference and four per cent say they don't know/would prefer not to say.
- **British Columbia residents with a family doctor most often report their family doctor offers virtual consultations via a phone call** – Asked if their family doctor offers virtual consultations, just over one in two British Columbia residents with a family doctor report their doctor offers virtual consultations via a phone call (52%), followed by yes, via a video chat (17%), no, they do not offer virtual consultations (13%), and yes, via secure chat/text messaging (four per cent). Twenty-eight per cent say they don't know/would prefer not to answer.
- **British Columbia residents without a family doctor most often report they do not use virtual care options** – British Columbia residents who report they do not have a family doctor (n=61) most often report they do not use virtual care (60%), followed by yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (14%), yes, through Telehealth (eight per cent), and virtual care service offered through employee health benefits (four per cent). Fifteen per cent say they don't know/would prefer not to answer.

Just over six in ten British Columbia residents say they are comfortable or somewhat comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party

- **Just over three in five British Columbia residents say they are comfortable or somewhat comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party** – A majority of British Columbia residents say they are comfortable (24%) or somewhat comfortable (39%) having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party, while just under three in ten say they are somewhat not comfortable (18%) or not comfortable (10%). Eight per cent are unsure/would prefer not to answer.
- **Just over six in ten British Columbia residents who say they are somewhat uncomfortable or uncomfortable having a virtual consultation with a doctor cite they would prefer to see a doctor in person** – Asked why they are somewhat not comfortable or not comfortable with the idea of having a virtual consultation with a doctor through an MSP, British Columbia residents most often say they would prefer to see a doctor in person (61%), followed by they are worried they wouldn't be able to diagnose them without being seen in person (51%), they don't want to see a doctor they don't already have a relationship with (48%), they have security concerns (e.g. data privacy)(25%), they don't trust it (22%), they are not comfortable enough with technology (17%), and I don't believe in private healthcare (10%). Residents who report they needed access to medical care for themselves are more likely to say they would prefer in-person (67%) than those who report they did not need medical care (55%).
- **Close to six in ten British Columbia residents somewhat disagree or disagree that they feel nervous or unprepared for virtual care appointments** – A majority of British Columbia residents somewhat disagree (25%) or disagree (31%) that they feel nervous or unprepared for virtual care appointments, while close to four in ten somewhat agree (26%) or agree (10%) with this. Seven per cent are unsure/would prefer not to answer.
- **Two in three British Columbia residents agree or somewhat agree they are interested in learning tips on how to use virtual care services** – A majority of British Columbia residents agree (29%) or somewhat agree (37%) that they are interested in learning tips on how to use virtual care services, while just over one in four somewhat disagree (12%) or disagree (15%). Eight per cent are unsure/would prefer not to answer.



Nearly three in four British Columbia residents agree or somewhat agree they are concerned a second wave of COVID could impact their ability to access medical care

- **Close to three in four British Columbia residents agree or somewhat agree they are concerned a second wave of COVID could impact their ability to access medical care** – A strong majority of British Columbia residents agree (32%) or somewhat agree (42%) that they are concerned that a second wave of COVID-19 would impact their ability to access medical care, while just under one in four somewhat disagree (14%) or disagree (10%). Two per cent are unsure/would prefer not to answer. Residents 18 to 34 are more likely to agree with this (45%) than older residents (35-54: 32%; 55 plus: 23%).
- **British Columbia residents are more likely to agree or somewhat agree that they are likely to use a Medical Services Plan virtual care service even once the pandemic is over** – Over one in two British Columbia residents agree (21%) or somewhat agree (31%) that they are likely to use a Medical Services Plan (MSP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over, while close to four in ten somewhat disagree (16%) or disagree (21%). Twelve per cent are unsure/would prefer not to answer. Residents 18 to 34 are more likely to agree with this (30%) than older residents (35-54: 23%; 55 plus: 12%).
- **British Columbia residents more often say they want to learn more about the scheduling, access and services aspect of virtual care** – Asked what aspects of virtual care they would like to learn more about, residents of British Columbia more often say scheduling/access and types of services available (20%), followed by nothing (19%), how it all works/all aspects (not specified)(10%), the logistics (internet connection, platform required, etc.)(10%), and how assessments/diagnostics will work (eight per cent).

Nanos conducted a representative online survey of 503 residents of British Columbia, between July 8th to 11th, 2020 drawn from a non-probability panel. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of British Columbia.

The research was commissioned by TelusHealth and was conducted by Nanos Research.



69% of British Columbians are **anxious** or **somewhat anxious** about being exposed to COVID-19 while visiting a clinic or hospital



32% of British Columbians report they have **delayed getting medical care** for themselves or a loved one due to COVID-19 fears



32%

of British Columbians **agree** or **somewhat agree** they are concerned a second wave of COVID-19 could impact their ability to access medical care

Comfort and use of virtual care services



63% of British Columbians are **comfortable** or **somewhat comfortable** having a virtual care consultation covered by MSP



66% of British Columbians **agree** or **somewhat agree** they are interested in learning tips on how to use virtual care services

What they want to know about virtual care

20% How to schedule appointments

10% How these services work

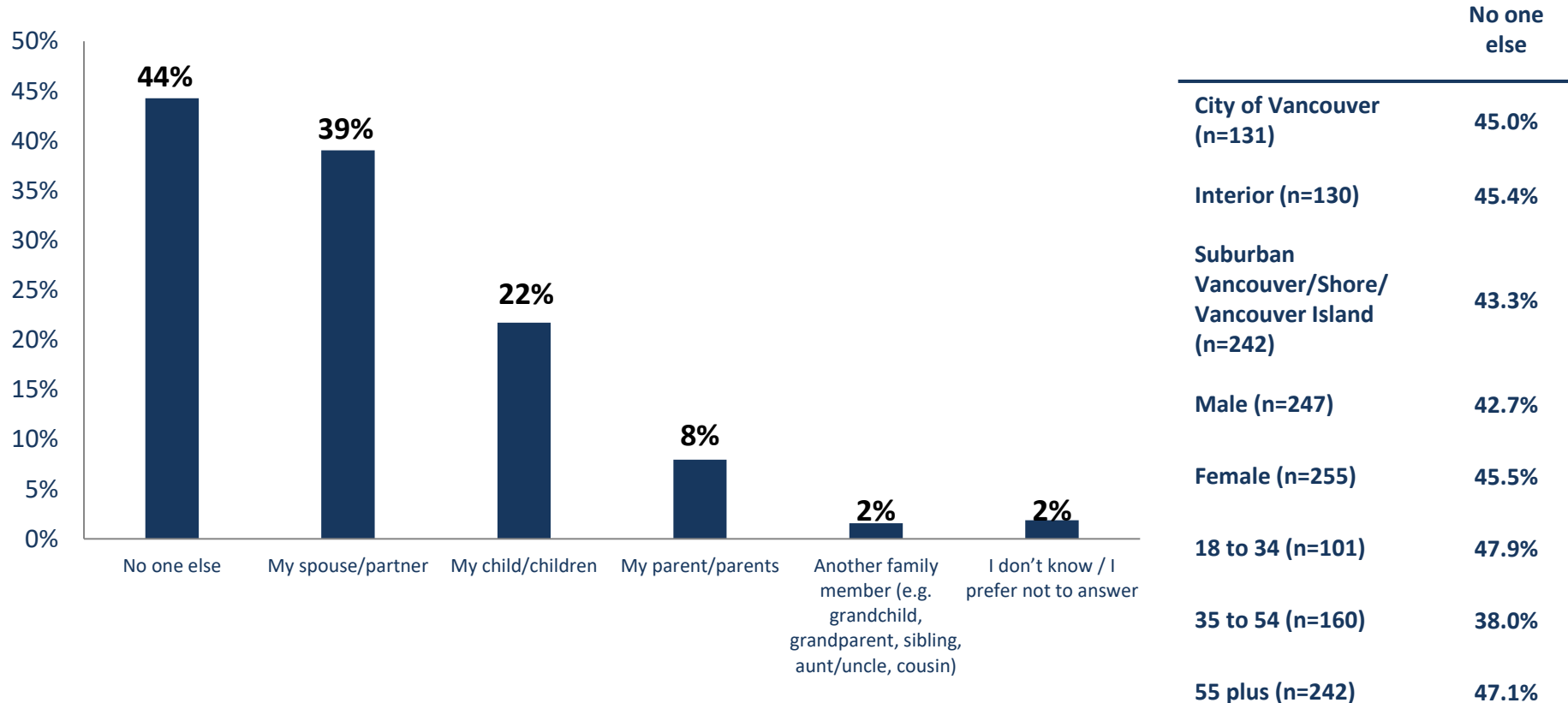
10% What technology is required

8% How assessments/diagnostics will work

6% How these platforms manage privacy and security

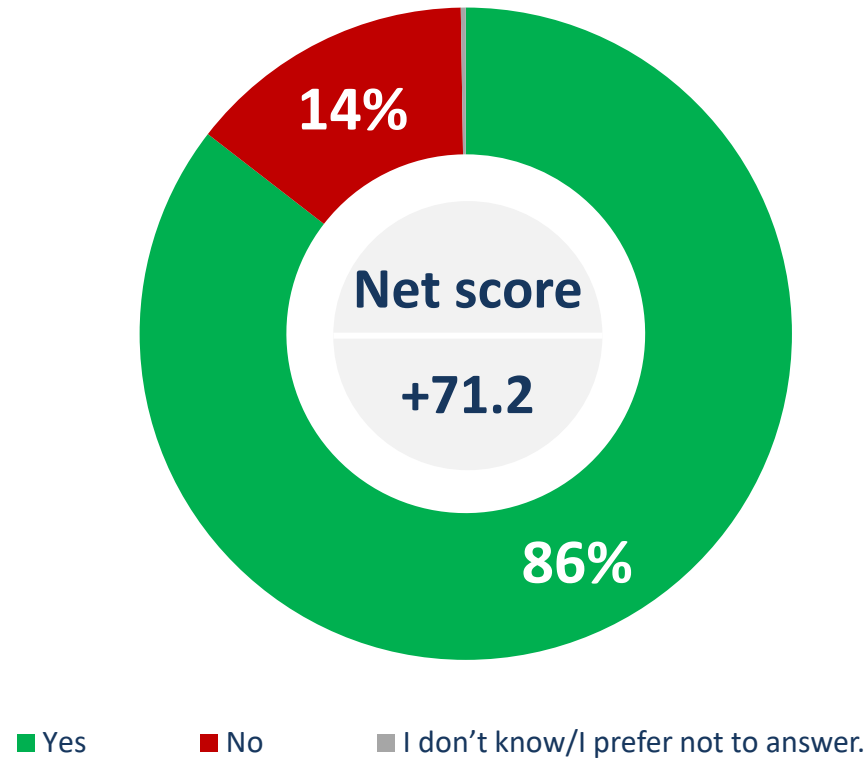


Making healthcare decisions



QUESTION – [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

Having a family doctor




| | Yes |
|--|-------|
| City of Vancouver (n=131) | 87.8% |
| Interior (n=130) | 75.9% |
| Suburban Vancouver/Shore/Vancouver Island (n=242) | 89.7% |
| Male (n=247) | 84.0% |
| Female (n=255) | 86.9% |
| 18 to 34 (n=101) | 79.6% |
| 35 to 54 (n=160) | 80.0% |
| 55 plus (n=242) | 93.9% |

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

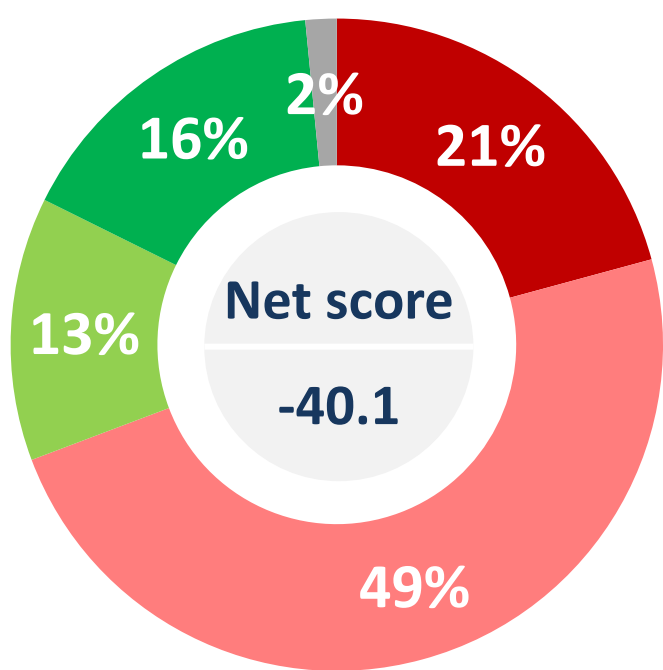
QUESTION – [ASK ALL] Do you currently have a family doctor?

Accessing medical care since March



“ Just under 7 in 10 British Columbia residents have been anxious or somewhat anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital. ”

Anxiety about being exposed to COVID-19 when visiting a clinic or hospital



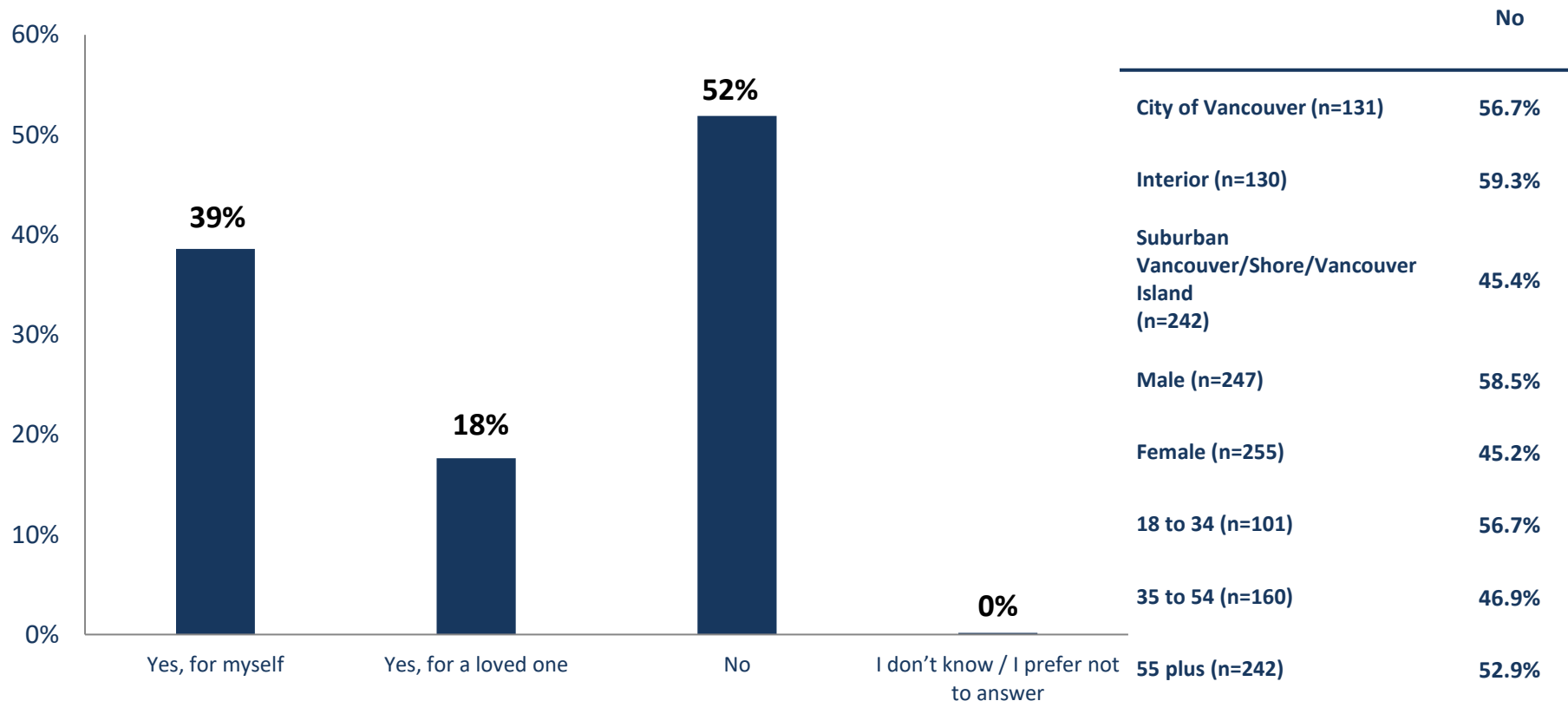
■ Anxious ■ Somewhat anxious ■ Somewhat not anxious
■ Not anxious ■ I prefer not to answer

| | Anxious/ Somewhat anxious |
|--|---------------------------------|
| City of Vancouver (n=131) | 76.9% |
| Interior (n=130) | 56.3% |
| Suburban Vancouver/Shore/Vancouver Island (n=242) | 72.7% |
| Male (n=247) | 66.2% |
| Female (n=255) | 72.1% |
| 18 to 34 (n=101) | 77.1% |
| 35 to 54 (n=160) | 73.1% |
| 55 plus (n=242) | 60.8% |

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

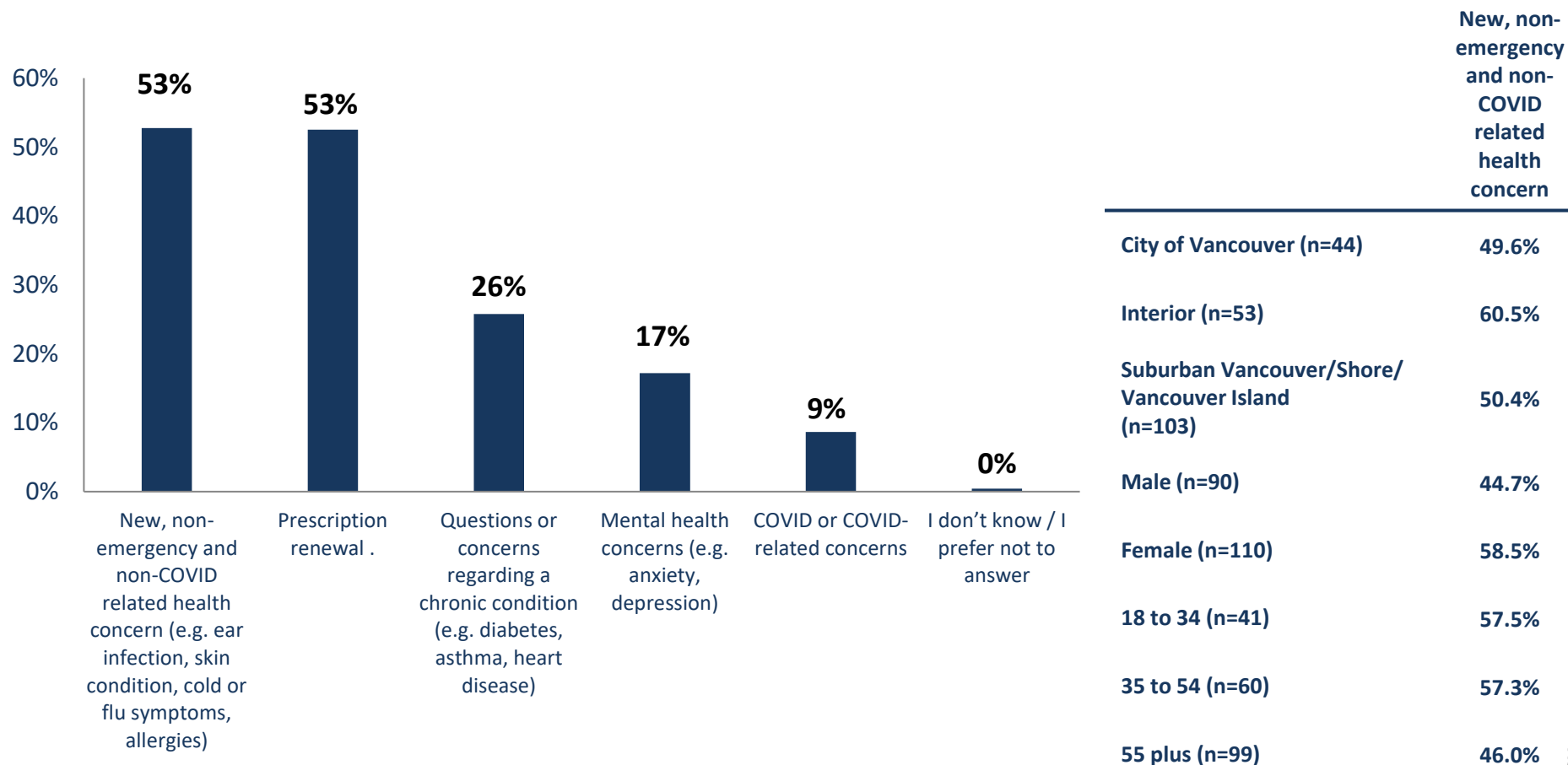
QUESTION – [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital?

Needed access to non-emergency medical care



QUESTION – [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

Type of medical care needed for themselves



QUESTION – [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]

Way of accessing medical care for themselves or a loved one

| | Frequency (n=201) | City of Vancouver (n=44) | Interior (n=54) | Suburban Vancouver/Shore/ Vancouver Island (n=103) |
|--|----------------------|--------------------------------|--------------------|---|
| Phone or video call with my family doctor | 61.4% | 68.3% | 78.7% | 50.9% |
| In-person at my doctor's office | 38.7% | 37.7% | 37.0% | 39.8% |
| Virtual care service (i.e. video chat with a local doctor other than your family doctor) | 14.4% | 12.6% | 6.8% | 18.5% |
| Telehealth | 12.6% | 9.3% | 8.4% | 15.8% |
| At a hospital emergency room | 12.6% | 6.0% | 17.8% | 12.6% |
| Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | 11.7% | 11.9% | 3.6% | 15.4% |
| At a walk-in clinic | 10.9% | 18.5% | 5.2% | 10.6% |
| I chose not to access medical care during the pandemic | 5.9% | 6.0% | 9.2% | 4.3% |
| I don't know/I prefer not to answer | 0.6% | - | - | 1.1% |

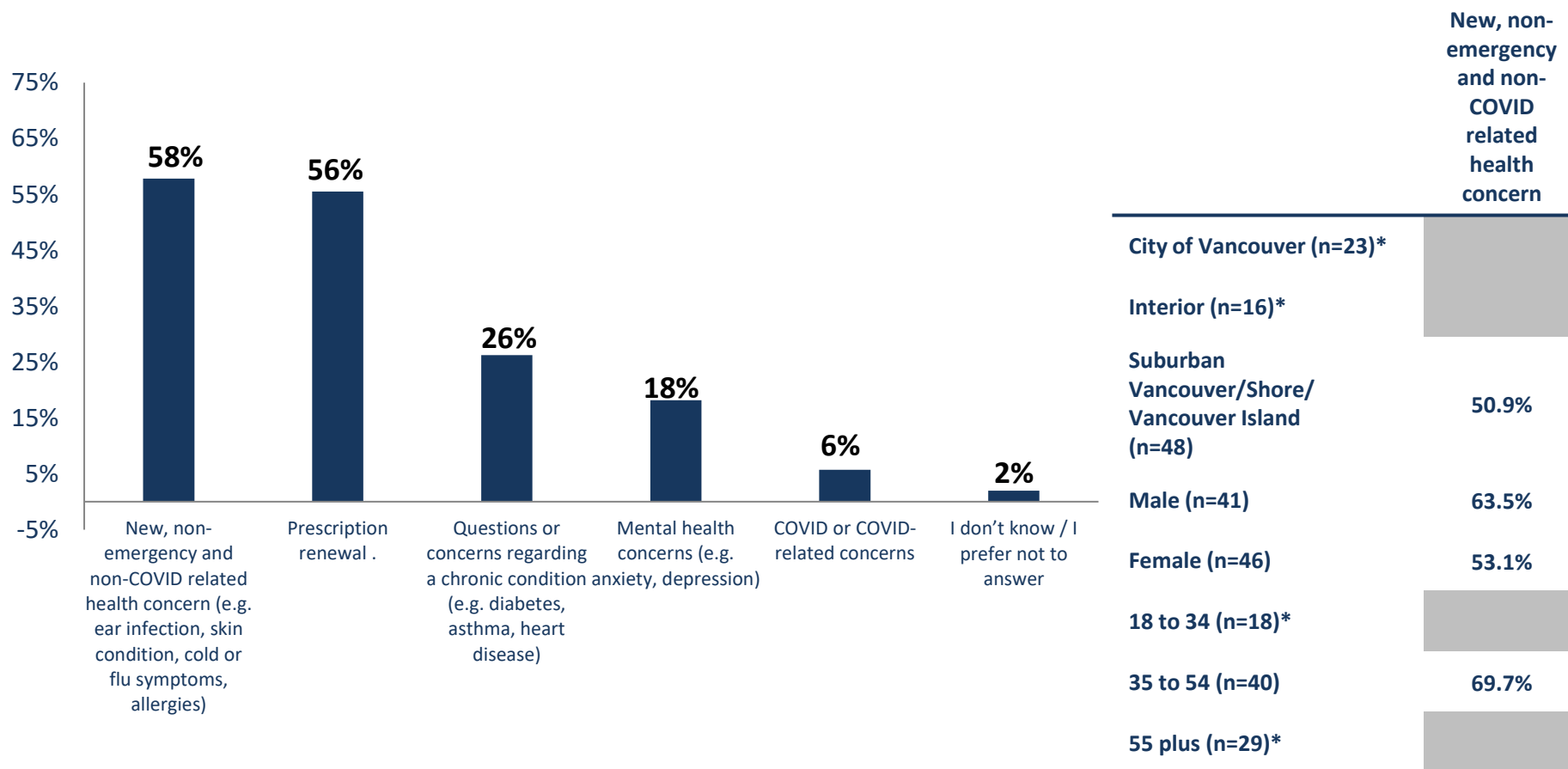
QUESTION – [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]

Way of accessing medical care for themselves or a loved one

| | Frequency (n=201) | Male (n=91) | Female (n=110) | 18 to 34 (n=41) | 35 to 54 (n=60) | 55 plus (n=100) |
|--|----------------------|----------------|-------------------|--------------------|--------------------|--------------------|
| Phone or video call with my family doctor | 61.4% | 58.6% | 63.3% | 44.1% | 61.5% | 71.7% |
| In-person at my doctor's office | 38.7% | 30.7% | 44.4% | 44.4% | 31.0% | 41.6% |
| Virtual care service (i.e. video chat with a local doctor other than your family doctor) | 14.4% | 22.3% | 8.7% | 24.0% | 14.8% | 8.2% |
| Telehealth | 12.6% | 15.5% | 10.6% | 28.8% | 6.8% | 7.6% |
| At a hospital emergency room | 12.6% | 14.9% | 10.9% | 10.2% | 12.3% | 14.3% |
| Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | 11.7% | 9.2% | 13.6% | 13.4% | 15.9% | 7.3% |
| At a walk-in clinic | 10.9% | 12.4% | 9.8% | 10.5% | 5.0% | 15.9% |
| I chose not to access medical care during the pandemic | 5.9% | 10.6% | 2.5% | - | 12.4% | 4.0% |
| I don't know/I prefer not to answer | 0.6% | - | 1.0% | - | 1.8% | - |

QUESTION – [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]

Type of medical care needed for loved one(s)



QUESTION – [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply.

Way loved one(s) accessed medical care by region

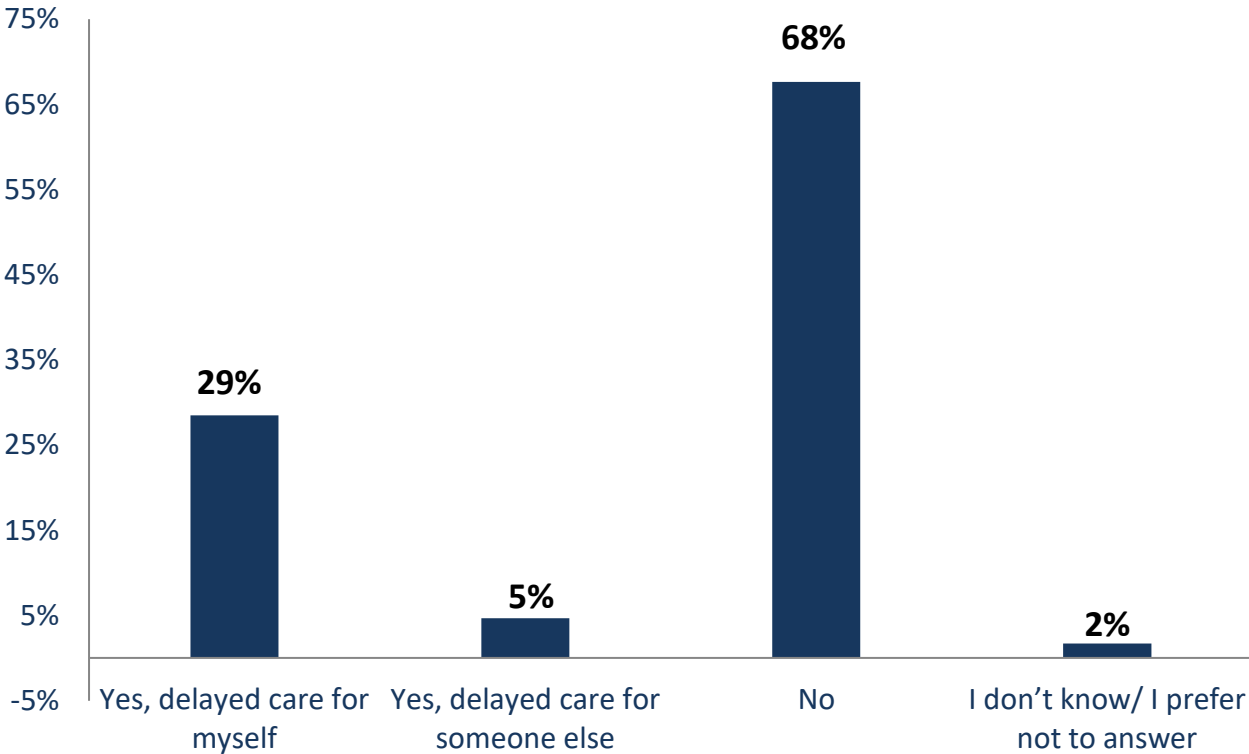
| | Frequency (n=87) | City of Vancouver (n=23)* | Interior (n=16)* | Suburban Vancouver/Shore / Vancouver Island (n=48) |
|--|---------------------|---------------------------------|---------------------|--|
| Phone or video call with my family doctor | 57.9% | | | 70.6% |
| In-person at my doctor's office | 42.5% | | | 39.8% |
| At a hospital emergency room | 23.8% | | | 20.6% |
| Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | 19.6% | | | 20.3% |
| Telehealth | 14.2% | | | 19.2% |
| Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | 11.7% | | | 15.3% |
| At a walk-in clinic | 5.3% | | | 6.3% |
| I chose not to access medical care during the pandemic | 0.9% | | | 1.5% |

QUESTION – [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE]

Way loved one(s) accessed medical care by gender and age

| | Frequency (n=87) | Male (n=41) | Female (n=46) | 18 to 34 (n=18)* | 35 to 54 (n=40) | 55 plus (n=29)* |
|--|---------------------|----------------|------------------|---------------------|--------------------|--------------------|
| Phone or video call with my family doctor | 57.9% | 56.2% | 59.3% | | 45.9% | |
| In-person at my doctor's office | 42.5% | 38.9% | 45.6% | | 46.2% | |
| At a hospital emergency room | 23.8% | 20.5% | 26.6% | | 36.2% | |
| Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | 19.6% | 23.9% | 15.9% | | 21.4% | |
| Telehealth | 14.2% | 18.9% | 10.3% | | 13.2% | |
| Virtual care service (i.e. video chat with a local doctor other than your family doctor) | 11.7% | 18.2% | 6.3% | | 8.3% | |
| At a walk-in clinic | 5.3% | 9.6% | 1.7% | | 1.6% | |
| I chose not to access medical care during the pandemic | 0.9% | 1.9% | - | | - | |

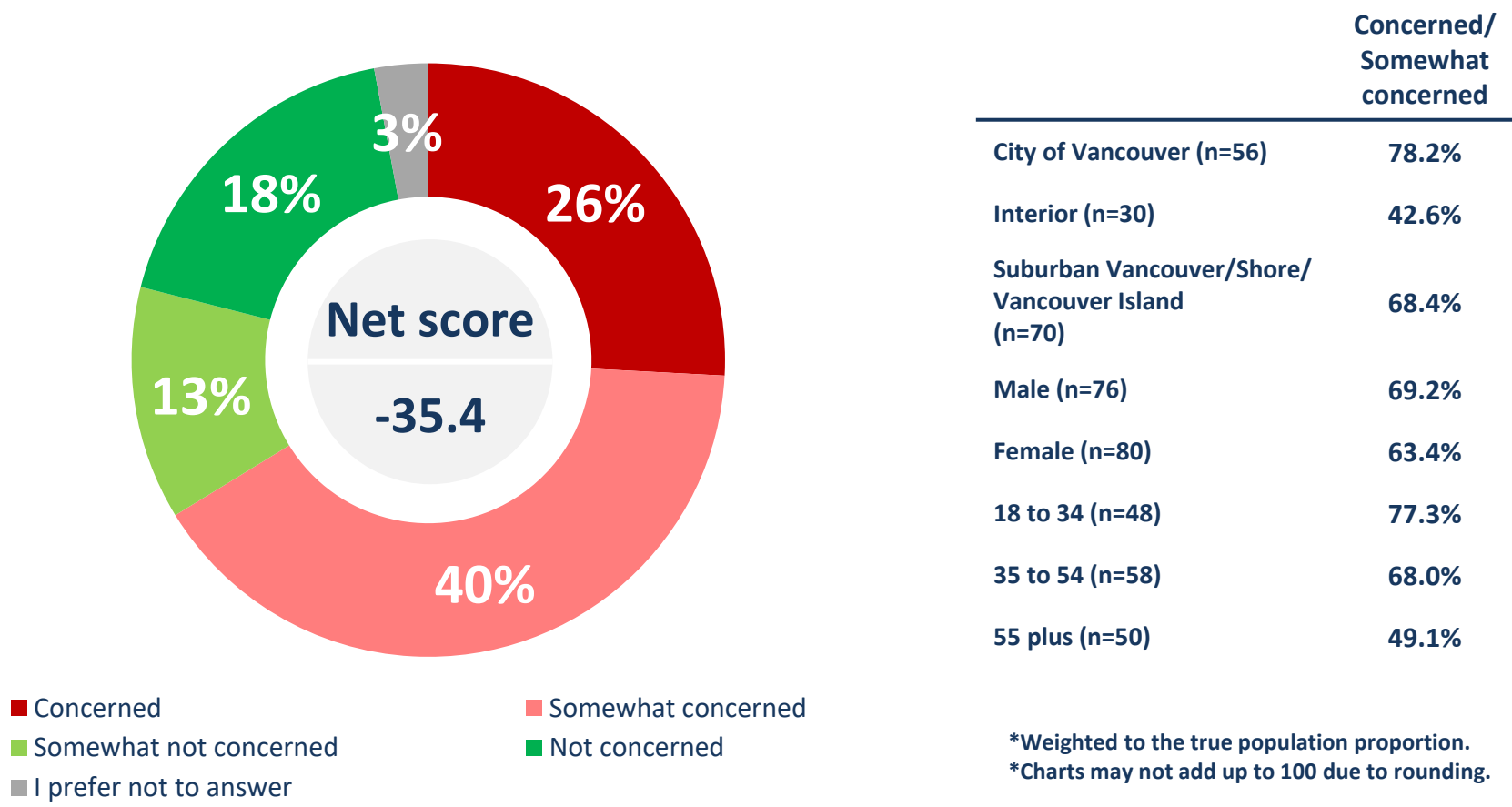
QUESTION – [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE]



| | No |
|---|-------|
| City of Vancouver (n=131) | 63.9% |
| Interior (n=130) | 73.8% |
| Suburban Vancouver/Shore/Vancouver Island (n=242) | 66.1% |
| Male (n=247) | 66.9% |
| Female (n=255) | 68.3% |
| 18 to 34 (n=101) | 54.7% |
| 35 to 54 (n=160) | 64.9% |
| 55 plus (n=242) | 78.5% |

QUESTION – [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)

Concern for condition getting worse due to delaying medical care or advice

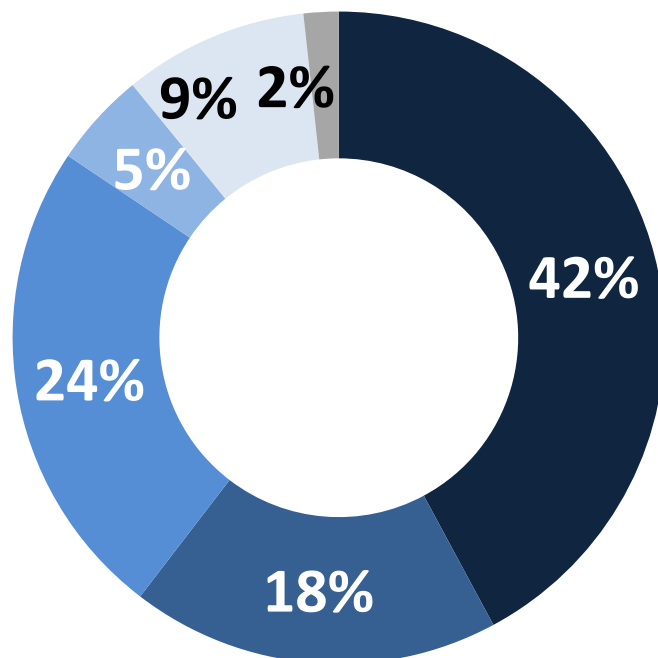


QUESTION – [IF DELAYED CARE] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice?



“ Over three in five British Columbia residents are comfortable or somewhat comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party ”

Preferred mode virtual of communication with a healthcare provider



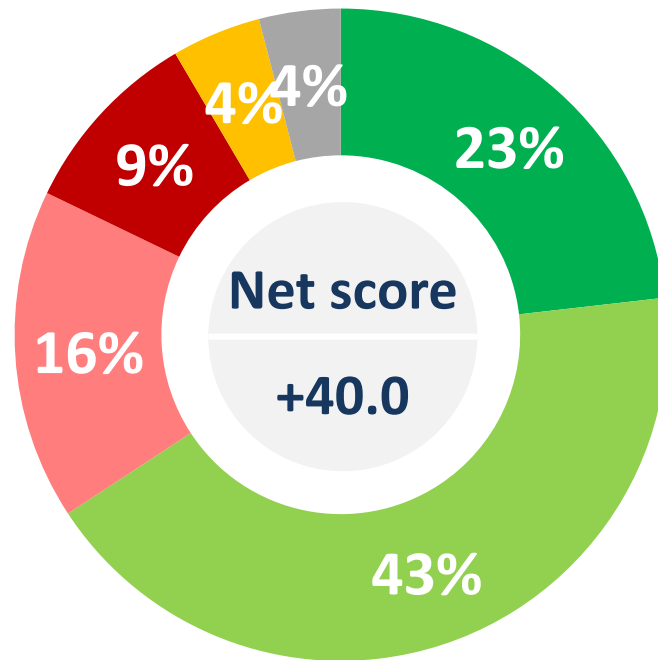
- In-person
- By phone call
- By video chat
- By secure chat/text messaging
- No preference
- I don't know / I prefer not to answer

| | In-person | By video chat |
|---|-----------|---------------|
| City of Vancouver (n=131) | 49.3% | 27.0% |
| Interior (n=130) | 42.9% | 21.5% |
| Suburban Vancouver/Shore/Vancouver Island (n=242) | 38.1% | 23.9% |
| Male (n=247) | 42.5% | 29.2% |
| Female (n=255) | 41.9% | 19.0% |
| 18 to 34 (n=101) | 29.9% | 37.6% |
| 35 to 54 (n=160) | 36.5% | 28.1% |
| 55 plus (n=242) | 55.0% | 13.3% |

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – [ASK ALL] Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments? Select one. [RANDOMIZE]

Impact of virtual care on ease of consulting with a doctor



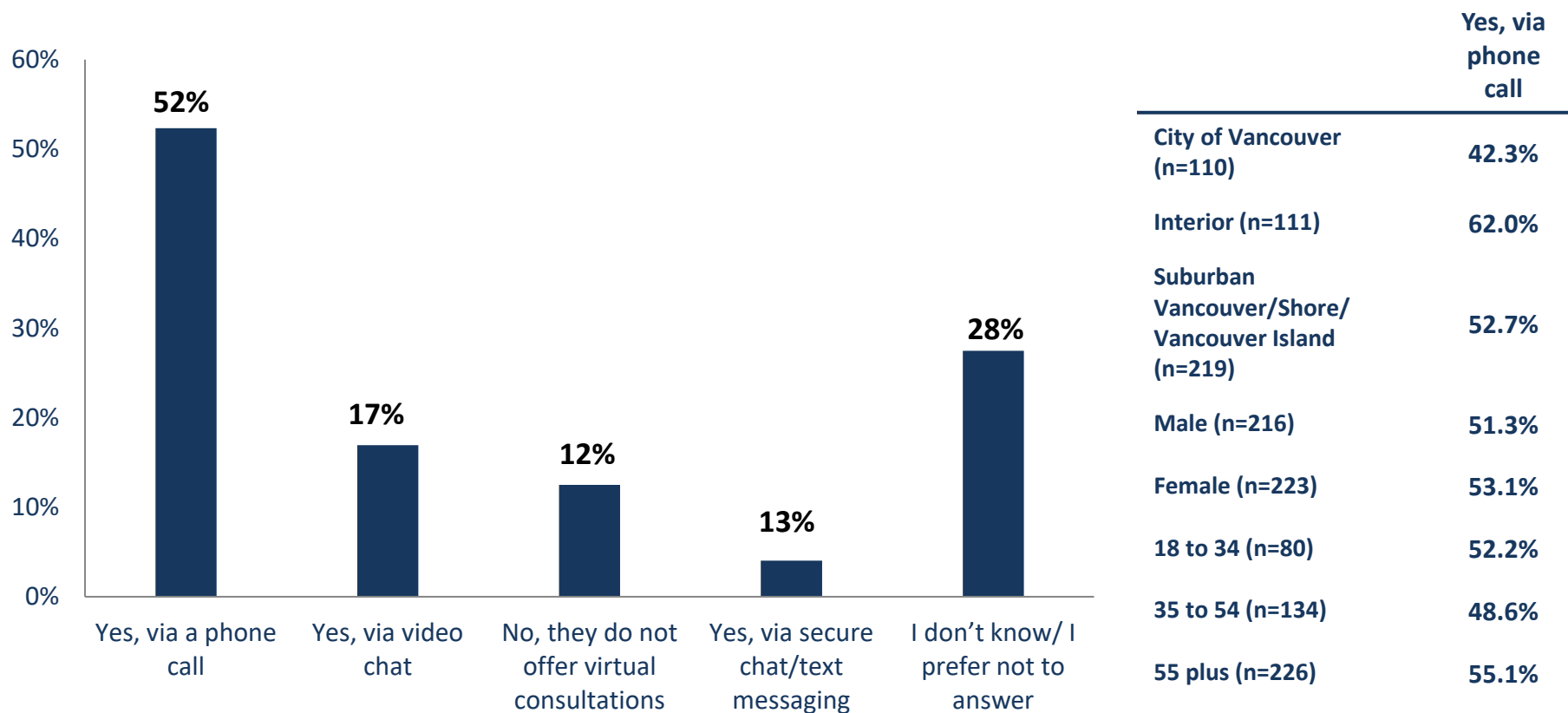
- Easier
- Somewhat easier
- Somewhat difficult
- Difficult
- No difference
- I don't know/ I prefer not to answer.

| | Easier/ Somewhat easier |
|---|-------------------------------|
| City of Vancouver (n=70) | 59.3% |
| Interior (n=59) | 69.2% |
| Suburban Vancouver/Shore/ Vancouver Island (n=140) | 67.1% |
| Male (n=134) | 63.0% |
| Female (n=135) | 68.5% |
| 18 to 34 (n=46) | 77.2% |
| 35 to 54 (n=100) | 68.8% |
| 55 plus (n=123) | 56.1% |

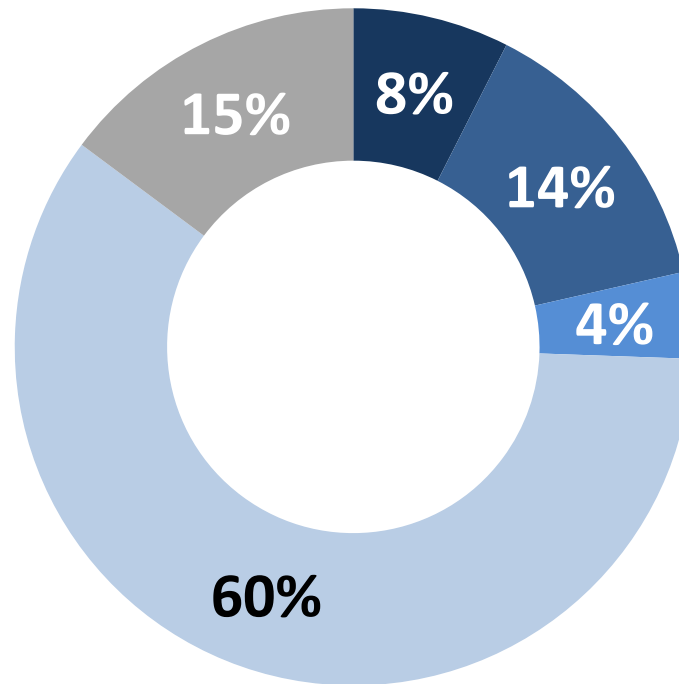
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – [IF MAKING HEALTHCARE DECISIONS FOR CHILDREN, SPOUSE, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor?

Current family doctor offering virtual consultations



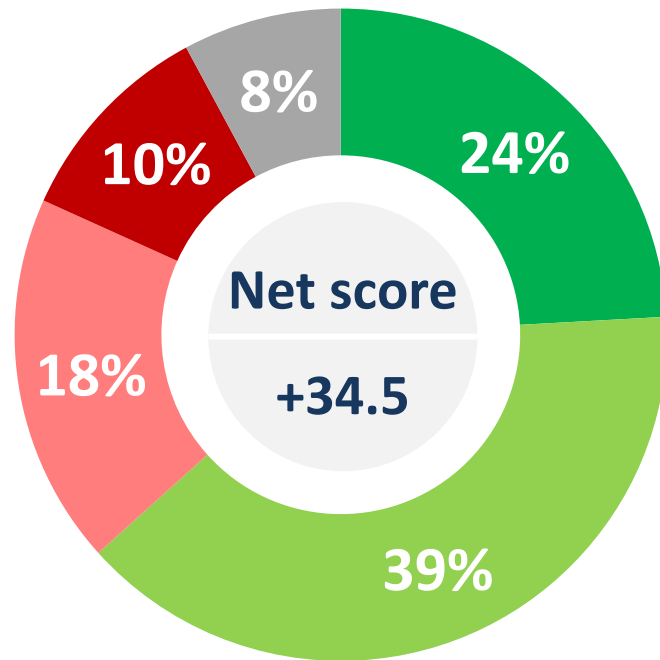
QUESTION – [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]



- Yes, through Telehealth
- Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor)
- Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor)
- No, I do not use virtual care options

QUESTION – [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?

Comfort having a virtual consultation through a MSP covered service offered by a third party



- Comfortable
- Somewhat not comfortable
- I don't know / I prefer not to answer
- Somewhat comfortable
- Not comfortable

| | Comfortable/ Somewhat comfortable |
|--|---|
| City of Vancouver (n=131) | 54.9% |
| Interior (n=130) | 57.7% |
| Suburban Vancouver/Shore/Vancouver Island (n=242) | 70.7% |
| Male (n=247) | 63.4% |
| Female (n=255) | 63.6% |
| 18 to 34 (n=101) | 72.7% |
| 35 to 54 (n=160) | 67.7% |
| 55 plus (n=242) | 53.6% |

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party?

Reason for discomfort having a virtual consultation

| | Frequency (n=146) | City of Vancouver (n=40) | Interior (n=45) | Suburban Vancouver/Shore/ Vancouver Island (n=61) |
|---|----------------------|--------------------------------|--------------------|--|
| I prefer to see a doctor in person | 61.1% | 72.3% | 56.0% | 56.1% |
| I am worried they wouldn't be able to diagnose me without seeing me in person | 50.7% | 53.1% | 54.3% | 45.8% |
| I don't want to see a doctor I do not already have a relationship with | 48.4% | 38.5% | 63.1% | 44.5% |
| I have security concerns (e.g. data privacy) | 25.1% | 23.9% | 12.1% | 36.8% |
| I do not trust it | 22.3% | 22.9% | 22.3% | 21.7% |
| I am not comfortable enough with technology | 17.2% | 22.2% | 22.5% | 8.8% |
| I don't believe in private healthcare | 9.7% | 4.8% | 4.6% | 17.9% |
| I am concerned about my mobility data usage | 5.5% | 3.4% | 10.8% | 2.9% |
| I thin it would be expensive | 4.4% | 7.9% | 4.6% | 1.5% |
| I do not need it | 4.4% | 7.6% | 2.4% | 3.4% |
| I am concerned about my home data usage | 3.5% | 1.7% | 9.5% | - |
| Other | 4.1% | 3.7% | 1.5% | 6.5% |

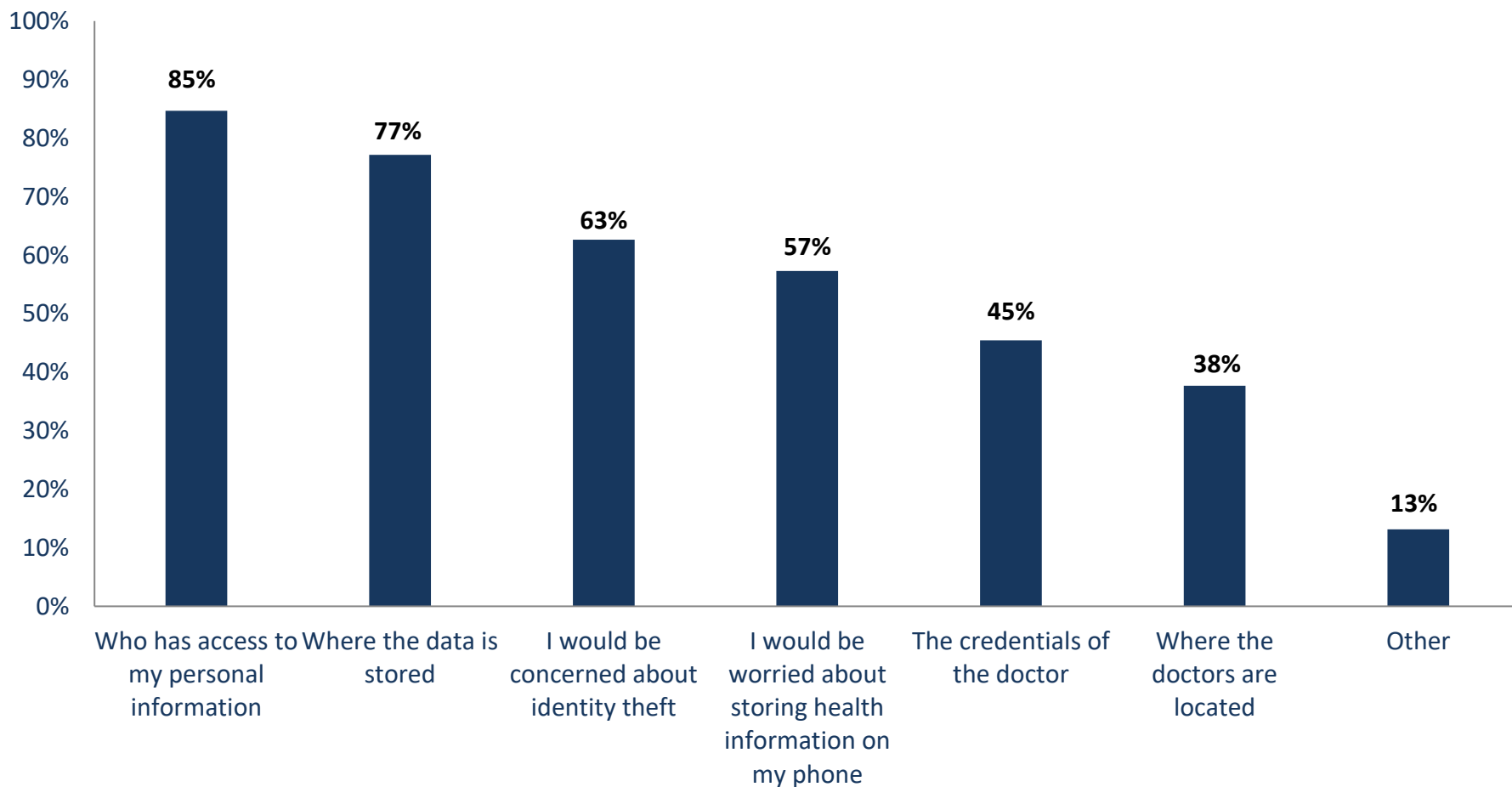
QUESTION – [ASK IF SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. **[RANDOMIZE]**

Reason for discomfort having a virtual consultation by gender and age

| | Frequency (n=146) | Male (n=71) | Female (n=74) | 18 to 34 (n=21)* | 35 to 54 (n=40) | 55 plus (n=85) |
|---|----------------------|----------------|------------------|---------------------|--------------------|-------------------|
| I prefer to see a doctor in person | 61.1% | 66.3% | 56.6% | | 59.4% | 66.4% |
| I am worried they wouldn't be able to diagnose me without seeing me in person | 50.7% | 52.7% | 49.4% | | 59.5% | 48.5% |
| I don't want to see a doctor I do not already have a relationship with | 48.4% | 35.7% | 62.1% | | 35.7% | 50.2% |
| I have security concerns (e.g. data privacy) | 25.1% | 22.3% | 28.3% | | 36.5% | 20.9% |
| I do not trust it | 22.3% | 34.6% | 10.0% | | 30.9% | 17.0% |
| I am not comfortable enough with technology | 17.2% | 13.0% | 21.8% | | 21.0% | 19.8% |
| I don't believe in private healthcare | 9.7% | 10.7% | 7.4% | | 15.4% | 7.6% |
| I am concerned about my mobility data usage | 5.5% | 5.6% | 5.4% | | 12.5% | 3.5% |
| I thin it would be expensive | 4.4% | 4.9% | 4.0% | | 3.6% | 4.6% |
| I do not need it | 4.4% | 7.0% | 1.8% | | 6.2% | 4.2% |
| I am concerned about my home data usage | 3.5% | 0.7% | 6.3% | | 9.1% | 1.6% |
| Other | 4.1% | 1.3% | 5.6% | | 4.6% | 5.2% |

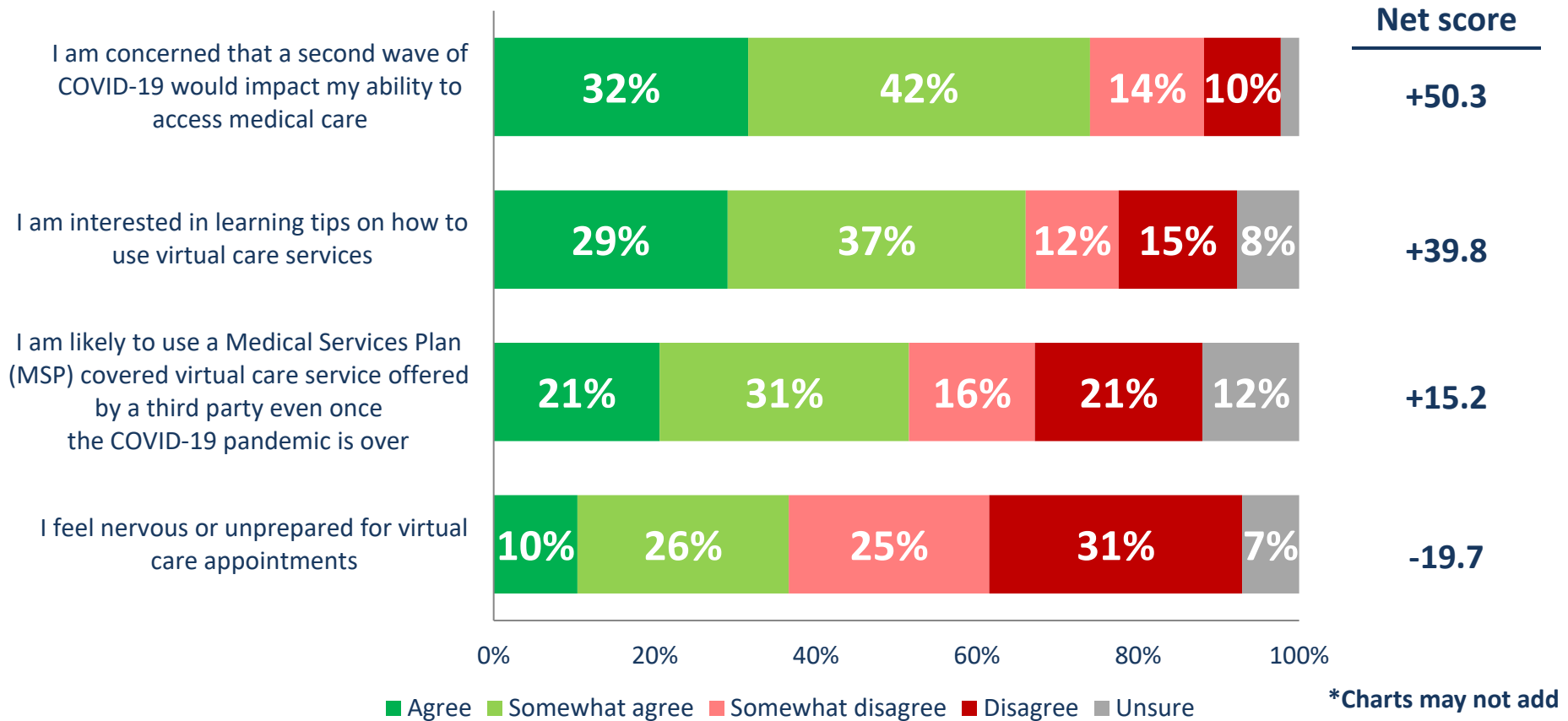
QUESTION – [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE]

Security concerns related to virtual video consultations from a doctor



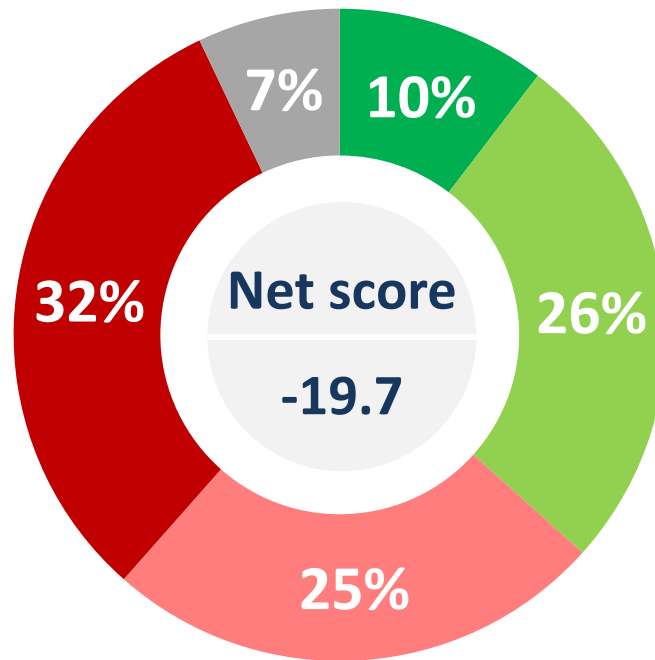
QUESTION – [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]

Views on virtual care services offered by a third party



QUESTION – [ASK ALL] Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

Nervousness towards virtual care appointments



- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- I don't know/I prefer not to answer

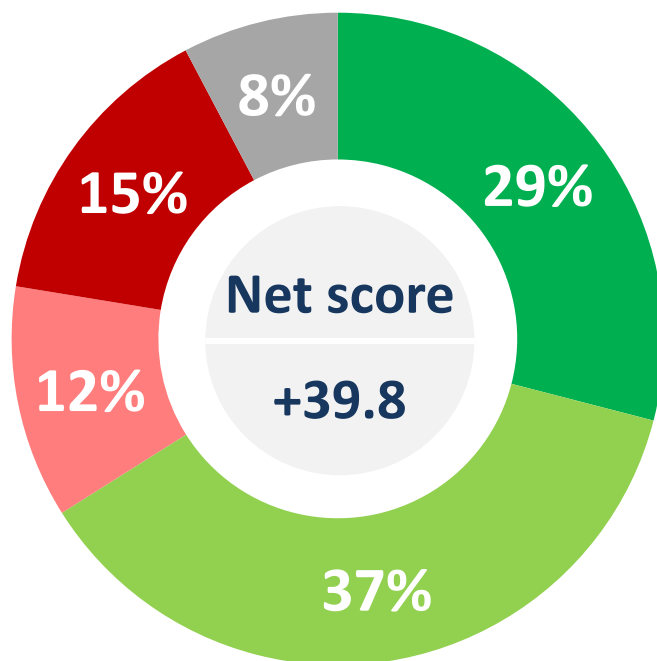
| | Disagree/ Somewhat disagree |
|---|-----------------------------------|
| City of Vancouver (n=131) | 47.8% |
| Interior (n=130) | 56.3% |
| Suburban Vancouver/Shore/ Vancouver Island (n=241) | 60.5% |
| Male (n=246) | 57.3% |
| Female (n=255) | 55.1% |
| 18 to 34 (n=101) | 46.2% |
| 35 to 54 (n=160) | 62.1% |
| 55 plus (n=241) | 58.1% |

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – [ASK ALL] Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

I feel nervous or unprepared for virtual care appointments.

Interest in learning tips on use of virtual care services



■ Agree
■ Somewhat disagree
■ I don't know/I prefer not to answer
■ Somewhat agree
■ Disagree

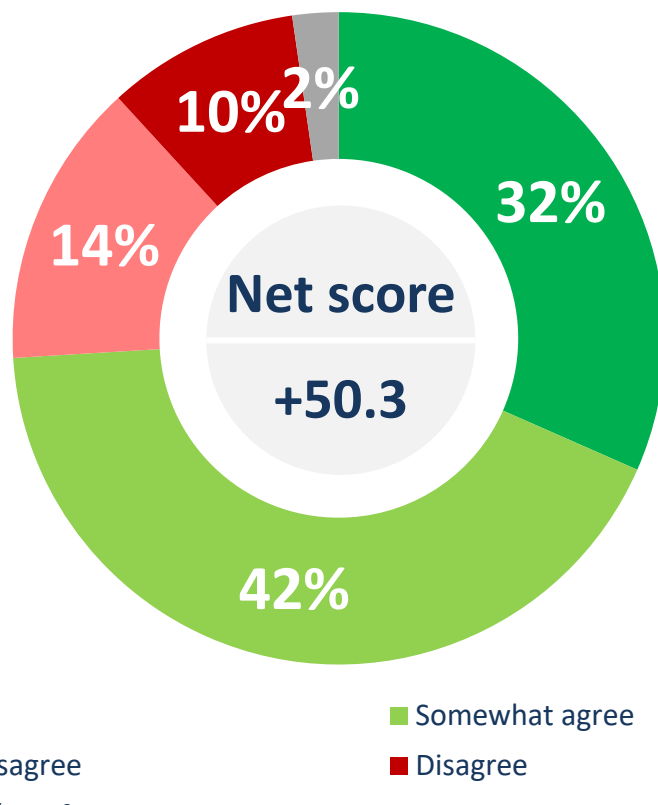
| | Agree/ Somewhat agree |
|---|-----------------------------|
| City of Vancouver (n=130) | 68.6% |
| Interior (n=130) | 58.6% |
| Suburban Vancouver/Shore/ Vancouver Island (n=241) | 68.9% |
| Male (n=247) | 69.3% |
| Female (n=253) | 62.7% |
| 18 to 34 (n=101) | 68.3% |
| 35 to 54 (n=160) | 71.4% |
| 55 plus (n=240) | 60.0% |

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

QUESTION – [ASK ALL] Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

I am interested in learning tips on how to use virtual care services.

Concern for second wave of COVID-19 and access to medical care



- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- I don't know/I prefer not to answer

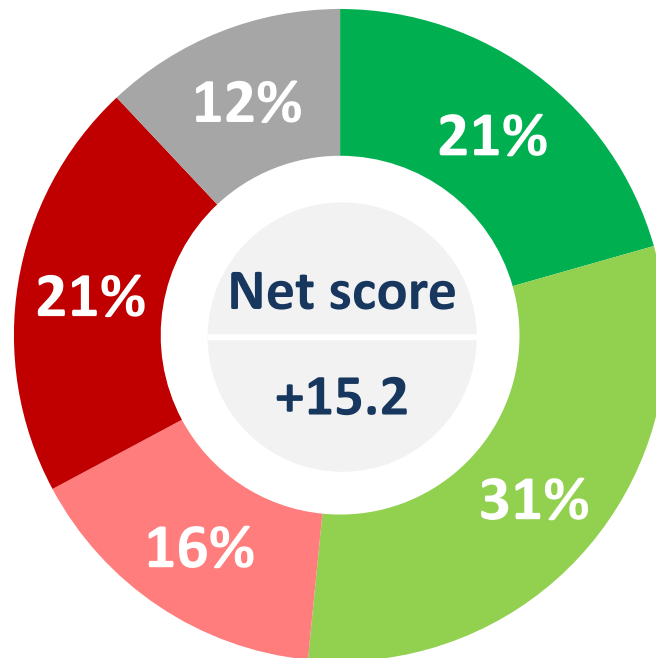
| | Agree/ Somewhat agree |
|---|-----------------------------|
| City of Vancouver (n=130) | 82.8% |
| Interior (n=130) | 58.0% |
| Suburban Vancouver/Shore/ Vancouver Island (n=242) | 78.7% |
| Male (n=247) | 71.4% |
| Female (n=254) | 76.5% |
| 18 to 34 (n=101) | 73.2% |
| 35 to 54 (n=160) | 76.7% |
| 55 plus (n=242) | 72.4% |

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – [ASK ALL] Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

I am concerned that a second wave of COVID-19 would impact my ability to access medical care.

Likelihood of using MSP-covered virtual care service once pandemic is over



■ Agree
■ Somewhat disagree
■ I don't know/I prefer not to answer
■ Somewhat agree
■ Disagree

| | Agree/ Somewhat agree |
|--|-----------------------------|
| City of Vancouver (n=131) | 46.3% |
| Interior (n=130) | 49.9% |
| Suburban Vancouver/Shore/ Vancouver Island (n=242) | 55.1% |
| Male (n=247) | 56.1% |
| Female (n=255) | 47.4% |
| 18 to 34 (n=101) | 65.8% |
| 35 to 54 (n=160) | 57.2% |
| 55 plus (n=242) | 37.5% |

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

QUESTION – [ASK ALL] Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

I am likely to use a Medical Services Plan (MSP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over.

| Top Mentions | Frequency (n=388) |
|--|----------------------|
| Scheduling/access and types of services available | 20.2% |
| Nothing | 19.0% |
| How it works/all aspects (not specified) | 10.1% |
| The logistics (internet connection, platform required, etc.) | 9.7% |
| How assessments/diagnostics will work | 7.8% |
| Qualifications of doctors/choosing a doctor | 3.6% |
| Unsure | 8.4% |

QUESTION – [ASK ALL] What aspects of virtual care would you like to learn more about? [OPEN-ENDED]



Nanos conducted a representative online survey of 503 residents of British Columbia between July 8th and 11th, 2020, drawn from a non-probability panel. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified into three regions, the city of Vancouver, Interior B.C., and Suburban Vancouver/Shore/ Vancouver Island, to be representative of British Columbia.

The research was commissioned by TelusHealth and was conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding. *It is also important to note that some results have been shaded due to small sample size.

TECHNICAL NOTE – NON-PROBABILITY ONLINE SURVEY

| Element | Description |
|----------------------------------|---|
| Research sponsor | TelusHealth |
| Population and Final Sample Size | 503 residents drawn from a panel |
| Source of Sample | Prodege |
| Type of Sample | Representative non-probability |
| Margin of Error | No margin of error applies to this research. |
| Mode of Survey | Online survey |
| Sampling Method Base | Non-probability. |
| Demographics (Captured) | British Columbia residents; Men and Women; 18 years or older. Six digit postal code was used to validate geography. |
| Demographics (Other) | Age, gender, education, income |
| Field Dates | July 8 th to 11 th , 2020 |
| Language of Survey | The survey was conducted in English |
| Standards | Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. https://canadianresearchinsightscouncil.ca/standards/ |

| Element | Description |
|-----------------------------------|---|
| Weighting of Data | The results were weighted by age and gender using the latest Census information (2016) and the sample is geographically stratified to ensure a distribution across all regions of British Columbia. See tables for full weighting disclosure. |
| Screening | Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data. |
| Excluded Demographics | Individuals younger than 18 years old; individuals without internet access could not participate. |
| Stratification | By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of the province of British Columbia. |
| Estimated Response Rate | Not applicable. |
| Question Order | Question order in the preceding report reflects the order in which they appeared in the original questionnaire. |
| Question Content | All questions asked are contained in the report. |
| Question Wording | The questions in the preceding report are written exactly as they were asked to individuals. |
| Research/Data Collection Supplier | Nanos Research |
| Contact | Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com . |



As one of North America's premier market and public opinion research firms, we put strategic intelligence into the hands of decision makers. The majority of our work is for private sector and public facing organizations and ranges from market studies, managing reputation through to leveraging data intelligence. Nanos Research offers a vertically integrated full service quantitative and qualitative research practice to attain the highest standards and the greatest control over the research process.

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This international joint venture between dimap and Nanos brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion.

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TABULATIONS





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| | | | Region | | | | Gender | | | Age | | |
|---|---|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | My spouse/partner | % | 39.0 | 40.0 | 39.0 | 38.6 | 43.5 | 34.8 | | 27.4 | 39.0 | 46.8 |
| | My child/children | % | 21.7 | 17.5 | 22.3 | 23.5 | 21.5 | 22.0 | | 20.8 | 37.5 | 9.2 |
| | My parent/parents | % | 8.0 | 8.9 | 4.5 | 9.4 | 7.1 | 8.9 | | 15.7 | 7.9 | 2.9 |
| | Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin) | % | 1.6 | 2.2 | 1.8 | 1.1 | 0.6 | 2.6 | | 1.7 | 2.0 | 1.1 |
| | No one else | % | 44.3 | 45.0 | 45.4 | 43.3 | 42.7 | 45.5 | | 47.9 | 38.0 | 47.1 |
| | I don't know/I prefer not to answer | % | 1.9 | 1.4 | 4.5 | 0.6 | 3.1 | 0.7 | | 5.8 | 0.0 | 0.8 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific relation (columns exceed 100%)



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| | | | Region | | | | Gender | | | Age | | |
|---|---|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | Total | Unwgt N | 579 | 155 | 142 | 282 | 288 | 290 | 1 | 115 | 202 | 262 |
| | | Wgt N | 583 | 139 | 160 | 284 | 294 | 289 | 1 | 158 | 208 | 217 |
| | My spouse/partner | % | 33.5 | 34.7 | 33.2 | 33.1 | 36.7 | 30.4 | | 23.0 | 31.4 | 43.3 |
| | My child/children | % | 18.7 | 15.3 | 19.0 | 20.1 | 18.2 | 19.2 | | 17.5 | 30.2 | 8.5 |
| | My parent/parents | % | 6.8 | 7.8 | 3.8 | 8.1 | 6.0 | 7.7 | | 13.1 | 6.4 | 2.7 |
| | Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin) | % | 1.3 | 1.9 | 1.5 | 1.0 | 0.5 | 2.2 | | 1.4 | 1.6 | 1.0 |
| | No one else | % | 38.0 | 39.1 | 38.6 | 37.1 | 36.1 | 39.8 | | 40.1 | 30.5 | 43.6 |
| | I don't know/I prefer not to answer | % | 1.6 | 1.2 | 3.8 | 0.6 | 2.6 | 0.6 | | 4.9 | 0.0 | 0.8 |

*Multifrequency question grouped by responses. Values are based on the proportion a relation represents of all responses (columns add up to 100 percent).

| | | | Region | | | | Gender | | | Age | | |
|---|-------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 2 - [ASK ALL] Do you currently have a family doctor? | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | Yes | % | 85.5 | 87.8 | 75.9 | 89.7 | 84.0 | 86.9 | | 79.6 | 80.0 | 93.9 |
| | No | % | 14.3 | 11.6 | 23.7 | 10.3 | 15.5 | 13.1 | | 20.4 | 19.5 | 5.8 |
| | I don't know/I prefer not to answer | % | 0.2 | 0.6 | 0.4 | 0.0 | 0.5 | 0.0 | | 0.0 | 0.4 | 0.3 |

Nanos conducted an online representative non-probability survey of 503 B.C. Residents, drawn from a panel, 18 years of age or older, between July 8th and July 11th, 2020. *Note that some results have been shaded due to small sample size.

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| | | | Region | | | | Gender | | | Age | | |
|---|-------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 3 - [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital? | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | Anxious | % | 20.8 | 26.0 | 14.1 | 21.9 | 19.8 | 21.9 | | 32.9 | 22.4 | 11.4 |
| | Somewhat anxious | % | 48.5 | 51.0 | 42.2 | 50.7 | 46.4 | 50.3 | | 44.3 | 50.7 | 49.4 |
| | Somewhat not anxious | % | 13.1 | 10.4 | 20.0 | 10.5 | 14.7 | 11.5 | | 9.4 | 11.6 | 16.7 |
| | Not anxious | % | 16.1 | 11.4 | 20.3 | 16.2 | 17.9 | 14.5 | | 12.2 | 13.1 | 21.3 |
| | I don't know/I prefer not to answer | % | 1.5 | 1.2 | 3.4 | 0.6 | 1.2 | 1.9 | | 1.3 | 2.2 | 1.1 |

| | | | Region | | | | Gender | | | Age | | |
|---|-------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply) | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | Yes, for myself | % | 38.6 | 32.2 | 35.7 | 43.4 | 32.5 | 44.7 | | 36.2 | 39.3 | 39.6 |
| | Yes, for a loved one | % | 17.7 | 15.3 | 14.4 | 20.6 | 16.4 | 19.0 | | 16.2 | 25.7 | 11.9 |
| | No | % | 51.9 | 56.7 | 59.3 | 45.4 | 58.5 | 45.2 | | 56.7 | 46.9 | 52.9 |
| | I don't know/I prefer not to answer | % | 0.2 | 0.7 | 0.0 | 0.0 | 0.4 | 0.0 | | 0.7 | 0.0 | 0.0 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to medical access (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 503 B.C. Residents, drawn from a panel, 18 years of age or older, between July 8th and July 11th, 2020. *Note that some results have been shaded due to small sample size.

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| | | | Region | | | | Gender | | | Age | | |
|---|-------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply) | Total | Unwgt N | 541 | 139 | 139 | 263 | 265 | 275 | 1 | 112 | 176 | 253 |
| | | Wgt N | 542 | 127 | 149 | 267 | 267 | 274 | 1 | 146 | 187 | 210 |
| | Yes, for myself | % | 35.6 | 30.7 | 32.6 | 39.7 | 30.2 | 41.1 | | 33.0 | 35.1 | 37.9 |
| | Yes, for a loved one | % | 16.3 | 14.6 | 13.2 | 18.9 | 15.2 | 17.4 | | 14.8 | 23.0 | 11.4 |
| | No | % | 47.9 | 54.0 | 54.2 | 41.5 | 54.3 | 41.5 | | 51.6 | 41.9 | 50.7 |
| | I don't know/I prefer not to answer | % | 0.2 | 0.7 | 0.0 | 0.0 | 0.3 | 0.0 | | 0.6 | 0.0 | 0.0 |

*Multifrequency question grouped by responses. Values are based on the proportion medical access represents of all responses (columns add up to 100 percent).

| | | | Region | | | | Gender | | | Age | | |
|--|---|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 200 | 44 | 53 | 103 | 90 | 110 | 0 | 41 | 60 | 99 |
| | | Wgt N | 193 | 39 | 48 | 106 | 80 | 113 | 0 | 48 | 66 | 79 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 52.8 | 49.6 | 60.5 | 50.4 | 44.7 | 58.5 | - | 57.5 | 57.3 | 46.0 |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 25.8 | 27.8 | 25.7 | 25.1 | 26.5 | 25.3 | - | 20.3 | 23.4 | 31.1 |
| | Mental health concerns (e.g. anxiety, depression) | % | 17.2 | 22.0 | 10.3 | 18.6 | 17.2 | 17.2 | - | 26.1 | 24.8 | 5.5 |
| | Prescription renewal | % | 52.5 | 64.9 | 41.8 | 52.8 | 52.7 | 52.4 | - | 36.0 | 44.2 | 69.6 |
| | COVID or COVID-related concerns | % | 8.7 | 9.1 | 7.8 | 8.9 | 10.4 | 7.4 | - | 18.2 | 9.6 | 2.1 |
| | I don't know / I prefer not to answer | % | 0.4 | 0.0 | 0.0 | 0.8 | 0.0 | 0.7 | - | 0.0 | 0.0 | 1.0 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 503 B.C. Residents, drawn from a panel, 18 years of age or older, between July 8th and July 11th, 2020. *Note that some results have been shaded due to small sample size.

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| | | | Region | | | | Gender | | | Age | | |
|--|---|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 316 | 76 | 81 | 159 | 139 | 177 | 0 | 68 | 97 | 151 |
| | | Wgt N | 303 | 68 | 70 | 166 | 121 | 182 | 0 | 76 | 105 | 123 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 33.5 | 28.6 | 41.4 | 32.2 | 29.5 | 36.2 | - | 36.4 | 36.0 | 29.6 |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 16.4 | 16.0 | 17.6 | 16.0 | 17.5 | 15.6 | - | 12.8 | 14.7 | 20.0 |
| | Mental health concerns (e.g. anxiety, depression) | % | 10.9 | 12.7 | 7.0 | 11.9 | 11.3 | 10.7 | - | 16.5 | 15.6 | 3.5 |
| | Prescription renewal | % | 33.4 | 37.4 | 28.6 | 33.7 | 34.8 | 32.5 | - | 22.8 | 27.7 | 44.8 |
| | COVID or COVID-related concerns | % | 5.5 | 5.3 | 5.4 | 5.7 | 6.9 | 4.6 | - | 11.5 | 6.0 | 1.4 |
| | I don't know / I prefer not to answer | % | 0.3 | 0.0 | 0.0 | 0.5 | 0.0 | 0.4 | - | 0.0 | 0.0 | 0.7 |

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – STAT SHEET

| | | | Region | | | | Gender | | | Age | | |
|---|--|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 201 | 44 | 54 | 103 | 91 | 110 | 0 | 41 | 60 | 100 |
| | | Wgt N | 193 | 39 | 48 | 106 | 81 | 113 | 0 | 48 | 66 | 80 |
| | In-person at my doctor's office | % | 38.7 | 37.7 | 37.0 | 39.8 | 30.7 | 44.4 | - | 44.4 | 31.0 | 41.6 |
| | At a walk-in clinic | % | 10.9 | 18.5 | 5.2 | 10.6 | 12.4 | 9.8 | - | 10.5 | 5.0 | 15.9 |
| | At a hospital emergency room | % | 12.6 | 6.0 | 17.8 | 12.6 | 14.9 | 10.9 | - | 10.2 | 12.3 | 14.3 |
| | Phone or video call with my family doctor] | % | 61.4 | 68.3 | 78.7 | 50.9 | 58.6 | 63.3 | - | 44.1 | 61.5 | 71.7 |
| | Telehealth | % | 12.6 | 9.3 | 8.4 | 15.8 | 15.5 | 10.6 | - | 28.8 | 6.8 | 7.6 |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.7 | 11.9 | 3.6 | 15.4 | 9.2 | 13.6 | - | 13.4 | 15.9 | 7.3 |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 14.4 | 12.6 | 6.8 | 18.5 | 22.3 | 8.7 | - | 24.0 | 14.8 | 8.2 |
| | I chose not to access medical care during the pandemic | % | 5.9 | 6.0 | 9.2 | 4.3 | 10.6 | 2.5 | - | 41 | 12.4 | 4.0 |
| | I don't know / I prefer not to answer | % | 0.6 | 0.0 | 0.0 | 1.1 | 0.0 | 1.0 | - | 0.0 | 1.8 | 0.0 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



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| | | | Region | | | | Gender | | | Age | | |
|---|--|---------|-----------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 330 | 71 | 85 | 174 | 150 | 180 | 0 | 69 | 95 | 166 |
| | | Wgt N | 326 | 66 | 81 | 179 | 140 | 186 | 0 | 84 | 106 | 136 |
| | In-person at my doctor's office | % | 22.9 | 22.1 | 22.2 | 23.6 | 17.6 | 27.0 | - | 25.3 | 19.2 | 24.4 |
| | At a walk-in clinic | % | 6.4 | 10.9 | 3.1 | 6.3 | 7.1 | 5.9 | - | 6.0 | 3.1 | 9.3 |
| | At a hospital emergency room | % | 7.5 | 3.5 | 10.7 | 7.5 | 8.5 | 6.6 | - | 5.8 | 7.6 | 8.4 |
| | Phone or video call with my family doctor | % | 36.4 | 40.1 | 47.2 | 30.1 | 33.7 | 38.4 | - | 25.1 | 38.1 | 42.0 |
| | Telehealth | % | 7.5 | 5.5 | 5.0 | 9.3 | 8.9 | 6.4 | - | 16.4 | 4.2 | 4.5 |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 7.0 | 7.0 | 2.1 | 9.1 | 5.3 | 8.2 | - | 7.6 | 9.9 | 4.3 |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 8.5 | 7.4 | 4.1 | 11.0 | 12.8 | 5.3 | - | 13.7 | 9.2 | 4.8 |
| | I chose not to access medical care during the pandemic | % | 3.5 | 3.5 | 5.5 | 2.5 | 6.1 | 1.5 | - | 0.0 | 7.7 | 2.4 |
| | I don't know / I prefer not to answer | % | 0.4 | 0.0 | 0.0 | 0.6 | 0.0 | 0.6 | - | 0.0 | 1.1 | 0.0 |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – STAT SHEET

| | | | Region | | | | Gender | | | Age | | |
|---|--|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 23 | 16 | 48 | 41 | 46 | 0 | 18 | 40 | 29 |
| | | Wgt N | 88 | 19 | 20 | 50 | 41 | 48 | 0 | 22 | 43 | 24 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 57.9 | | | 50.9 | 63.5 | 53.1 | - | | 69.7 | |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 26.3 | | | 31.6 | 32.8 | 20.7 | - | | 22.1 | |
| | Mental health concerns (e.g. anxiety, depression) | % | 18.2 | | | 24.1 | 18.3 | 18.0 | - | | 14.6 | |
| | Prescription renewal | % | 55.5 | | | 67.3 | 58.0 | 53.4 | - | | 47.8 | |
| | COVID-19 or COVID-19-related concerns | % | 5.7 | | | 6.6 | 5.6 | 5.8 | - | | 1.6 | |
| | I don't know / I prefer not to answer | % | 2.0 | | | 3.5 | 2.3 | 1.7 | - | | 2.2 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)



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| | | | Region | | | | Gender | | | Age | | |
|---|--|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 146 | 33 | 25 | 88 | 74 | 72 | 0 | 33 | 63 | 50 |
| | | Wgt N | 146 | 25 | 28 | 93 | 73 | 73 | 0 | 39 | 68 | 39 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 35.0 | 39.3 | | 27.7 | 35.2 | 34.8 | - | 23.3 | 44.1 | 30.8 |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 15.9 | 13.9 | | 17.2 | 18.2 | 13.5 | - | 15.2 | 14.0 | 19.8 |
| | Mental health concerns (e.g. anxiety, depression) | % | 11.0 | 13.4 | | 13.1 | 10.1 | 11.8 | - | 17.3 | 9.3 | 7.6 |
| | Prescription renewal | % | 33.5 | 26.6 | | 36.6 | 32.1 | 35.0 | - | 33.0 | 30.3 | 39.8 |
| | COVID-19 or COVID-19-related concerns | % | 3.5 | 6.8 | | 3.6 | 3.1 | 3.8 | - | 11.1 | 1.0 | 0.0 |
| | I don't know / I prefer not to answer | % | 1.2 | 0.0 | | 1.9 | 1.3 | 1.1 | - | 0.0 | 1.4 | 2.1 |

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



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| | | | Region | | | | Gender | | | Age | | |
|---|--|---------|-----------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 23 | 16 | 48 | 41 | 46 | 0 | 18 | 40 | 29 |
| | | Wgt N | 88 | 19 | 20 | 50 | 41 | 48 | 0 | 22 | 43 | 24 |
| | In-person at my doctor's office | % | 42.5 | | | 39.8 | 38.9 | 45.6 | - | | 46.2 | |
| | At a walk-in clinic | % | 5.3 | | | 6.3 | 9.6 | 1.7 | - | | 1.6 | |
| | At a hospital emergency room | % | 23.8 | | | 20.6 | 20.5 | 26.6 | - | | 36.2 | |
| | Phone or video call with my family doctor | % | 57.9 | | | 70.6 | 56.2 | 59.3 | - | | 45.9 | |
| | Telehealth | % | 14.2 | | | 19.2 | 18.9 | 10.3 | - | | 13.2 | |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 19.6 | | | 20.3 | 23.9 | 15.9 | - | | 21.4 | |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 11.7 | | | 15.3 | 18.2 | 6.3 | - | | 8.3 | |
| | I chose not to access medical care during the pandemic | % | 0.9 | | | 1.5 | 1.9 | 0.0 | - | | 0.0 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



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| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
|---|--|---------|--------------------------|-------------------|----------|---|------|--------|-------|----------|----------|---------|
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 154 | 39 | 22 | 93 | 78 | 76 | 0 | 32 | 72 | 50 |
| | | Wgt N | 156 | 33 | 25 | 97 | 76 | 79 | 0 | 39 | 74 | 42 |
| | In-person at my doctor's office | % | 24.2 | 24.5 | | 20.6 | 20.7 | 27.5 | - | 23.2 | 26.8 | 20.5 |
| | At a walk-in clinic | % | 3.0 | 4.7 | | 3.2 | 5.1 | 1.0 | - | 6.3 | 0.9 | 3.7 |
| | At a hospital emergency room | % | 13.5 | 9.6 | | 10.7 | 10.9 | 16.0 | - | 4.1 | 20.9 | 9.2 |
| | Phone or video call with my family doctor | % | 32.9 | 31.1 | | 36.5 | 29.9 | 35.8 | - | 34.6 | 26.6 | 42.4 |
| | Telehealth | % | 8.1 | 8.9 | | 9.9 | 10.1 | 6.2 | - | 9.5 | 7.6 | 7.7 |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.1 | 14.8 | | 10.5 | 12.7 | 9.6 | - | 6.3 | 12.4 | 13.4 |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 6.7 | 6.5 | | 7.9 | 9.7 | 3.8 | - | 16.1 | 4.8 | 1.3 |
| | I chose not to access medical care during the pandemic | % | 0.5 | 0.0 | | 0.8 | 1.0 | 0.0 | - | 0.0 | 0.0 | 1.8 |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).



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| | | | Region | | | | Gender | | | Age | | |
|--|--------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | Yes, delayed care for myself | % | 28.5 | 33.3 | 21.6 | 29.9 | 28.5 | 28.6 | | 38.0 | 32.2 | 19.2 |
| | Yes, delayed care for someone else | % | 4.7 | 5.9 | 0.9 | 6.2 | 3.3 | 6.0 | | 5.9 | 6.7 | 2.1 |
| | No | % | 67.7 | 63.9 | 73.8 | 66.1 | 66.9 | 68.3 | | 54.7 | 64.9 | 78.5 |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.0 | 4.5 | 1.0 | 2.5 | 1.0 | | 4.6 | 0.0 | 1.2 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

| | | | Region | | | | Gender | | | Age | | |
|--|--------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 516 | 136 | 132 | 248 | 251 | 264 | 1 | 104 | 167 | 245 |
| | | Wgt N | 513 | 125 | 137 | 252 | 251 | 262 | 1 | 137 | 174 | 203 |
| | Yes, delayed care for myself | % | 27.8 | 32.3 | 21.4 | 29.0 | 28.1 | 27.6 | | 36.8 | 31.0 | 19.0 |
| | Yes, delayed care for someone else | % | 4.6 | 5.7 | 0.9 | 6.0 | 3.3 | 5.8 | | 5.7 | 6.5 | 2.1 |
| | No | % | 66.0 | 62.0 | 73.2 | 64.0 | 66.1 | 65.7 | | 53.0 | 62.5 | 77.7 |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.0 | 4.5 | 1.0 | 2.5 | 0.9 | | 4.5 | 0.0 | 1.2 |

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent).

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| | | | Region | | | | Gender | | | Age | | |
|--|---------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 10 - [ASK THOSE THAT SAID THEY DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice? | Total | Unwgt N | 156 | 56 | 30 | 70 | 76 | 80 | 0 | 48 | 58 | 50 |
| | | Wgt N | 153 | 44 | 29 | 80 | 76 | 77 | 0 | 54 | 59 | 41 |
| | Concerned | % | 25.8 | 24.2 | 14.5 | 30.9 | 25.0 | 26.7 | - | 39.5 | 29.2 | 2.9 |
| | Somewhat concerned | % | 40.4 | 54.0 | 28.2 | 37.5 | 44.2 | 36.7 | - | 37.8 | 38.8 | 46.1 |
| | Somewhat not concerned | % | 12.7 | 7.4 | 7.7 | 17.4 | 9.4 | 15.9 | - | 17.5 | 9.3 | 11.4 |
| | Not concerned | % | 18.1 | 9.4 | 44.4 | 13.2 | 20.4 | 15.9 | - | 4.2 | 20.1 | 33.5 |
| | I don't know / I prefer not to answer | % | 2.9 | 5.0 | 5.2 | 1.0 | 1.0 | 4.8 | - | 1.0 | 2.6 | 6.0 |

| | | | Region | | | | Gender | | | Age | | |
|---|---------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 11 - [ASK ALL] Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments? [RANDOMIZE] | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | In-person | % | 42.1 | 49.3 | 42.9 | 38.1 | 42.5 | 41.9 | | 29.9 | 36.5 | 55.0 |
| | By phone call | % | 18.3 | 13.8 | 13.3 | 23.3 | 13.4 | 22.8 | | 13.4 | 21.2 | 19.1 |
| | By video chat | % | 24.0 | 27.0 | 21.5 | 23.9 | 29.2 | 19.0 | | 37.6 | 26.1 | 13.3 |
| | By secure chat/text messaging | % | 4.7 | 2.3 | 8.8 | 3.6 | 5.0 | 4.4 | | 12.1 | 3.4 | 0.8 |
| | No preference | % | 9.2 | 7.5 | 11.3 | 8.7 | 8.6 | 9.7 | | 5.7 | 9.5 | 11.2 |
| | I don't know / I prefer not to answer | % | 1.7 | 0.0 | 2.1 | 2.4 | 1.3 | 2.2 | | 1.3 | 3.3 | 0.7 |

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| | | | Region | | | | Gender | | | Age | | |
|--|--------------------------------------|---------|-----------------------------|----------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor? | Total | Unwgt N | 269 | 70 | 59 | 140 | 134 | 135 | 0 | 46 | 100 | 123 |
| | | Wgt N | 270 | 65 | 68 | 137 | 134 | 136 | 0 | 61 | 104 | 104 |
| | Easier | % | 23.2 | 22.1 | 22.2 | 24.2 | 21.9 | 24.5 | - | 24.2 | 26.1 | 19.7 |
| | Somewhat easier | % | 42.6 | 37.3 | 47.0 | 42.9 | 41.1 | 44.1 | - | 53.1 | 42.7 | 36.3 |
| | Somewhat difficult | % | 16.4 | 15.7 | 16.3 | 16.7 | 17.7 | 15.1 | - | 13.4 | 16.9 | 17.6 |
| | Difficult | % | 9.4 | 12.5 | 7.8 | 8.7 | 9.7 | 9.1 | - | 5.4 | 7.9 | 13.2 |
| | No difference | % | 4.4 | 4.9 | 5.6 | 3.6 | 5.7 | 3.2 | - | 1.7 | 3.0 | 7.4 |
| | I don't know/ I prefer not to answer | % | 4.0 | 7.6 | 1.0 | 3.9 | 4.0 | 4.1 | - | 2.3 | 3.3 | 5.8 |

| | | | Region | | | | Gender | | | Age | | |
|---|---|---------|-----------------------------|----------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 13 - [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] | Total | Unwgt N | 440 | 110 | 111 | 219 | 216 | 223 | 1 | 80 | 134 | 226 |
| | | Wgt N | 428 | 106 | 103 | 219 | 208 | 219 | 1 | 106 | 134 | 189 |
| | Yes, via a phone call | % | 52.3 | 42.3 | 62.0 | 52.7 | 51.3 | 53.1 | | 52.2 | 48.6 | 55.1 |
| | Yes, via video chat | % | 16.9 | 17.3 | 14.2 | 18.0 | 17.8 | 16.1 | | 20.7 | 22.8 | 10.6 |
| | Yes, via secure chat/text messaging | % | 4.0 | 1.8 | 3.7 | 5.2 | 4.2 | 3.9 | | 2.0 | 5.9 | 3.8 |
| | No, they do not offer virtual consultations | % | 12.5 | 13.0 | 13.3 | 11.9 | 15.8 | 9.4 | | 21.1 | 13.9 | 6.6 |
| | I don't know/ I prefer not to answer | % | 27.5 | 34.2 | 21.0 | 27.3 | 25.0 | 29.9 | | 19.0 | 24.3 | 34.4 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)

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| | | | Region | | | | Gender | | | Age | | |
|---|--|---------|-----------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] | Total | Unwgt N | 497 | 121 | 125 | 251 | 245 | 251 | 1 | 93 | 152 | 252 |
| | | Wgt N | 485 | 115 | 118 | 252 | 238 | 246 | 1 | 121 | 155 | 209 |
| | Yes, via a phone call | % | 46.2 | 39.0 | 54.3 | 45.8 | 44.9 | 47.3 | | 45.4 | 42.1 | 49.8 |
| | Yes, via video chat | % | 14.9 | 15.9 | 12.5 | 15.7 | 15.6 | 14.4 | | 18.0 | 19.7 | 9.6 |
| | Yes, via secure chat/text messaging | % | 3.5 | 1.7 | 3.3 | 4.5 | 3.7 | 3.4 | | 1.7 | 5.1 | 3.5 |
| | No, they do not offer virtual consultations | % | 11.0 | 12.0 | 11.6 | 10.3 | 13.9 | 8.3 | | 18.3 | 12.1 | 6.0 |
| | I don't know/ I prefer not to answer | % | 24.3 | 31.5 | 18.4 | 23.7 | 21.9 | 26.6 | | 16.5 | 21.1 | 31.1 |

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).



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| | | | Region | | | | Gender | | | Age | | |
|--|---|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 20 | 18 | 23 | 29 | 32 | 0 | 21 | 25 | 15 |
| | | Wgt N | 71 | 14 | 32 | 25 | 38 | 33 | 0 | 27 | 33 | 12 |
| | Yes, through Telehealth | % | 7.5 | | | | | 0.0 | - | | | |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | | | | | 27.6 | - | | | |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | | | | | 6.8 | - | | | |
| | No, I do not use virtual care options | % | 59.6 | | | | | 65.6 | - | | | |
| | I don't know / I prefer not to answer | % | 14.8 | | | | | 0.0 | - | | | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)



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| | | | Region | | | | Gender | | | Age | | |
|--|---|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 20 | 18 | 23 | 29 | 32 | 0 | 21 | 25 | 15 |
| | | Wgt N | 71 | 14 | 32 | 25 | 38 | 33 | 0 | 27 | 33 | 12 |
| | Yes, through Telehealth | % | 7.5 | | | | | 0.0 | - | | | |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | | | | | 27.6 | - | | | |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | | | | | 6.8 | - | | | |
| | No, I do not use virtual care options | % | 59.6 | | | | | 65.6 | - | | | |
| | I don't know / I prefer not to answer | % | 14.8 | | | | | 0.0 | - | | | |

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).



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For the next set of questions, we would like you to think specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor.

| | | | Region | | | | Gender | | | Age | | |
|--|---------------------------------------|---------|-----------------------------|----------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party? | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | Comfortable | % | 24.1 | 19.1 | 25.3 | 25.9 | 29.0 | 19.4 | | 25.4 | 28.7 | 19.5 |
| | Somewhat comfortable | % | 39.2 | 35.8 | 32.4 | 44.7 | 34.3 | 44.2 | | 47.3 | 39.0 | 34.0 |
| | Somewhat not comfortable | % | 18.4 | 20.5 | 21.1 | 15.9 | 17.4 | 19.5 | | 12.8 | 17.2 | 23.2 |
| | Not comfortable | % | 10.4 | 16.4 | 11.8 | 6.6 | 11.9 | 8.6 | | 6.6 | 8.0 | 14.9 |
| | I don't know / I prefer not to answer | % | 7.9 | 8.3 | 9.4 | 6.8 | 7.4 | 8.3 | | 7.9 | 7.2 | 8.4 |

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| | | | Region | | | | Gender | | | Age | | |
|---|---|---------|-----------------------------|----------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 16 - ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 146 | 40 | 45 | 61 | 71 | 74 | 1 | 21 | 40 | 85 |
| | | Wgt N | 144 | 45 | 45 | 55 | 72 | 71 | 1 | 26 | 42 | 76 |
| | I have security concerns (e.g. data privacy) | % | 25.1 | 23.9 | 12.1 | 36.8 | 22.3 | 28.3 | | | 36.5 | 20.9 |
| | I prefer to see a doctor in person | % | 61.1 | 72.3 | 56.0 | 56.1 | 66.3 | 56.6 | | | 59.4 | 66.4 |
| | I don't believe in private healthcare | % | 9.7 | 4.8 | 4.6 | 17.9 | 10.7 | 7.4 | | | 15.4 | 7.6 |
| | I think it would be expensive | % | 4.4 | 7.9 | 4.6 | 1.5 | 4.9 | 4.0 | | | 3.6 | 4.6 |
| | I do not need it | % | 4.4 | 7.6 | 2.4 | 3.4 | 7.0 | 1.8 | | | 6.2 | 4.2 |
| | I am concerned about my mobility data usage | % | 5.5 | 3.4 | 10.8 | 2.9 | 5.6 | 5.4 | | | 12.5 | 3.5 |
| | I am concerned about my home data usage | % | 3.5 | 1.7 | 9.5 | 0.0 | 0.7 | 6.3 | | | 9.1 | 1.6 |
| | I do not trust it | % | 22.3 | 22.9 | 22.3 | 21.7 | 34.6 | 10.0 | | | 30.9 | 17.0 |
| | I don't want to see a doctor I do not already have a relationship with | % | 48.4 | 38.5 | 63.1 | 44.5 | 35.7 | 62.1 | | | 35.7 | 50.2 |
| | I am not comfortable enough with technology | % | 17.2 | 22.2 | 22.5 | 8.8 | 13.0 | 21.8 | | | 21.0 | 19.8 |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 50.7 | 53.1 | 54.3 | 45.8 | 52.7 | 49.4 | | | 59.5 | 48.5 |
| | Other | % | 4.1 | 3.7 | 1.5 | 6.5 | 1.3 | 5.6 | | | 4.6 | 5.2 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)

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| | | | Region | | | | Gender | | | Age | | |
|--|---|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 16 - ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 377 | 108 | 118 | 151 | 186 | 189 | 2 | 48 | 114 | 215 |
| | | Wgt N | 370 | 117 | 118 | 135 | 185 | 183 | 2 | 55 | 124 | 191 |
| | I have security concerns (e.g. data privacy) | % | 9.8 | 9.1 | 4.6 | 14.9 | 8.8 | 10.9 | | 8.8 | 12.4 | 8.4 |
| | I prefer to see a doctor in person | % | 23.8 | 27.6 | 21.2 | 22.8 | 26.0 | 21.9 | | 22.4 | 20.2 | 26.6 |
| | I don't believe in private healthcare | % | 3.8 | 1.8 | 1.8 | 7.3 | 4.2 | 2.9 | | 3.1 | 5.2 | 3.0 |
| | I think it would be expensive | % | 1.7 | 3.0 | 1.8 | 0.6 | 1.9 | 1.6 | | 2.5 | 1.2 | 1.8 |
| | I do not need it | % | 1.7 | 2.9 | 0.9 | 1.4 | 2.8 | 0.7 | | 0.9 | 2.1 | 1.7 |
| | I am concerned about my mobility data usage | % | 2.1 | 1.3 | 4.1 | 1.2 | 2.2 | 2.1 | | 0.0 | 4.2 | 1.4 |
| | I am concerned about my home data usage | % | 1.4 | 0.6 | 3.6 | 0.0 | 0.3 | 2.4 | | 0.0 | 3.1 | 0.6 |
| | I do not trust it | % | 8.7 | 8.7 | 8.5 | 8.8 | 13.6 | 3.9 | | 11.0 | 10.5 | 6.8 |
| | I don't want to see a doctor I do not already have a relationship with | % | 18.9 | 14.7 | 23.9 | 18.1 | 14.0 | 24.0 | | 29.8 | 12.1 | 20.1 |
| | I am not comfortable enough with technology | % | 6.7 | 8.5 | 8.5 | 3.6 | 5.1 | 8.4 | | 1.6 | 7.1 | 7.9 |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 19.8 | 20.2 | 20.6 | 18.6 | 20.7 | 19.1 | | 19.9 | 20.2 | 19.5 |
| | Other | % | 1.6 | 1.4 | 0.6 | 2.6 | 0.5 | 2.2 | | 0.0 | 1.6 | 2.1 |

*Multifrequency question grouped by responses. Values are based on the proportion a reason for discomfort represents of all responses (columns add up to 100 percent).

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| | | | Region | | | | Gender | | | Age | | |
|---|---|---------|-----------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 44 | 14 | 8 | 22 | 21 | 23 | 0 | 6 | 17 | 21 |
| | | Wgt N | 36 | 11 | 5 | 20 | 16 | 20 | 0 | 5 | 15 | 16 |
| | Where the data is stored | % | 77.1 | | | | | | | | | |
| | Where the doctors are located | % | 37.7 | | | | | | | | | |
| | Who has access to my personal information | % | 84.7 | | | | | | | | | |
| | I would be worried about storing health information on my phone | % | 57.3 | | | | | | | | | |
| | The credentials of the doctor | % | 45.4 | | | | | | | | | |
| | I would be concerned about identity theft | % | 62.7 | | | | | | | | | |
| | Other | % | 13.1 | | | | | | | | | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern (columns exceed 100%)



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| | | | Region | | | | Gender | | | Age | | |
|---|---|---------|-----------------------------|----------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 163 | 66 | 18 | 79 | 72 | 91 | 0 | 27 | 66 | 70 |
| | | Wgt N | 137 | 51 | 13 | 73 | 58 | 79 | 0 | 22 | 57 | 58 |
| | Where the data is stored | % | 20.4 | 20.7 | | 18.6 | 20.5 | 20.3 | | | 23.6 | 16.6 |
| | Where the doctors are located | % | 10.0 | 11.6 | | 9.2 | 12.9 | 7.8 | | | 8.3 | 10.3 |
| | Who has access to my personal information | % | 22.4 | 18.0 | | 24.3 | 21.9 | 22.8 | | | 25.3 | 22.1 |
| | I would be worried about storing health information on my phone | % | 15.2 | 16.4 | | 16.3 | 14.5 | 15.6 | | | 12.9 | 16.3 |
| | The credentials of the doctor | % | 12.0 | 15.1 | | 10.3 | 13.1 | 11.2 | | | 12.0 | 11.8 |
| | I would be concerned about identity theft. | % | 16.6 | 14.9 | | 17.9 | 14.5 | 18.1 | | | 16.3 | 16.3 |
| | Other | % | 3.5 | 3.3 | | 3.5 | 2.5 | 4.2 | | | 1.6 | 6.6 |

*Multifrequency question grouped by responses. Values are based on the proportion a security concern represents of all responses (columns add up to 100 percent).



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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Region | | | | Gender | | | Age | | |
|---|-------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 18 - [ASK ALL] I feel nervous or unprepared for virtual care appointment | Total | Unwgt N | 502 | 131 | 130 | 241 | 246 | 255 | 1 | 101 | 160 | 241 |
| | | Wgt N | 500 | 121 | 136 | 243 | 247 | 252 | 1 | 133 | 167 | 200 |
| | Agree | % | 10.4 | 11.4 | 12.0 | 9.0 | 9.9 | 10.9 | | 12.9 | 10.2 | 8.9 |
| | Somewhat agree | % | 26.2 | 32.1 | 22.0 | 25.8 | 26.5 | 26.1 | | 33.3 | 23.9 | 23.5 |
| | Somewhat disagree | % | 24.9 | 20.9 | 22.3 | 28.3 | 21.4 | 28.0 | | 21.1 | 29.9 | 23.2 |
| | Disagree | % | 31.4 | 26.8 | 34.0 | 32.2 | 35.9 | 27.1 | | 25.2 | 32.1 | 34.9 |
| | I don't know/I prefer not to answer | % | 7.1 | 8.8 | 9.7 | 4.7 | 6.3 | 7.9 | | 7.5 | 3.8 | 9.5 |

Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Region | | | | Gender | | | Age | | |
|--|-------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 19 - [ASK ALL] I am interested in learning tips on how to use virtual care services | Total | Unwgt N | 501 | 130 | 130 | 241 | 247 | 253 | 1 | 101 | 160 | 240 |
| | | Wgt N | 498 | 119 | 136 | 243 | 248 | 250 | 1 | 133 | 167 | 198 |
| | Agree | % | 29.0 | 28.6 | 26.0 | 30.9 | 34.5 | 23.7 | | 34.6 | 31.2 | 23.5 |
| | Somewhat agree | % | 37.0 | 40.0 | 32.5 | 38.1 | 34.8 | 39.0 | | 33.8 | 40.2 | 36.5 |
| | Somewhat disagree | % | 11.5 | 9.9 | 10.1 | 13.1 | 7.5 | 15.6 | | 12.6 | 11.3 | 11.0 |
| | Disagree | % | 14.7 | 16.8 | 21.6 | 9.8 | 15.7 | 13.8 | | 11.4 | 13.0 | 18.3 |
| | I don't know/I prefer not to answer | % | 7.7 | 4.7 | 9.7 | 8.1 | 7.5 | 8.0 | | 7.7 | 4.3 | 10.6 |

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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Region | | | | Gender | | | Age | | |
|--|-------------------------------------|---------|--------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 20 - [ASK ALL] I am concerned that a second wave of COVID-19 would impact my ability to access medical care | Total | Unwgt N | 502 | 130 | 130 | 242 | 247 | 254 | 1 | 100 | 160 | 242 |
| | | Wgt N | 500 | 120 | 136 | 244 | 248 | 251 | 1 | 132 | 167 | 201 |
| | Agree | % | 31.6 | 33.8 | 21.1 | 36.4 | 27.3 | 35.6 | | 44.8 | 31.6 | 23.0 |
| | Somewhat agree | % | 42.4 | 49.1 | 36.9 | 42.3 | 44.1 | 41.0 | | 28.5 | 45.1 | 49.4 |
| | Somewhat disagree | % | 14.1 | 8.1 | 25.9 | 10.5 | 16.9 | 11.5 | | 19.5 | 11.9 | 12.5 |
| | Disagree | % | 9.5 | 7.3 | 15.6 | 7.2 | 10.8 | 8.3 | | 6.9 | 10.6 | 10.4 |
| | I don't know/I prefer not to answer | % | 2.3 | 1.7 | 0.5 | 3.6 | 0.9 | 3.6 | | 0.4 | 0.9 | 4.7 |

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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Region | | | | Gender | | | Age | | |
|--|-------------------------------------|---------|-----------------------------|----------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 21 - [ASK ALL] I am likely to use a Medical Services Plan (MSP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over | Total | Unwgt N | 503 | 131 | 130 | 242 | 247 | 255 | 1 | 101 | 160 | 242 |
| | | Wgt N | 501 | 121 | 136 | 244 | 248 | 252 | 1 | 133 | 167 | 201 |
| | Agree | % | 20.6 | 17.5 | 20.0 | 22.5 | 22.9 | 18.4 | | 30.3 | 23.2 | 12.0 |
| | Somewhat agree | % | 31.0 | 28.8 | 29.9 | 32.7 | 33.2 | 28.9 | | 35.5 | 34.1 | 25.4 |
| | Somewhat disagree | % | 15.6 | 19.5 | 14.6 | 14.2 | 15.1 | 16.2 | | 11.4 | 16.1 | 18.0 |
| | Disagree | % | 20.8 | 21.4 | 26.2 | 17.5 | 18.5 | 22.8 | | 7.7 | 17.8 | 32.0 |
| | I don't know/I prefer not to answer | % | 12.0 | 12.8 | 9.3 | 13.1 | 10.4 | 13.7 | | 15.1 | 8.8 | 12.6 |

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| | | | Region | | | | Gender | | | Age | | |
|--|--|---------|-----------------------------|-------------------|----------|---|--------|--------|-------|----------|----------|---------|
| | | | British Columbia 2020-07 | City of Vancouver | Interior | Suburban Vancouver/Shore/Vancouver Island | Male | Female | Other | 18 to 34 | 35 to 54 | 55 plus |
| Question 22 – [ASK ALL] What aspects of virtual care would you like to learn more about? [OPEN] | Total | Unwgt N | 388 | 107 | 95 | 186 | 193 | 194 | 1 | 79 | 127 | 182 |
| | | Wgt N | 383 | 97 | 95 | 190 | 191 | 191 | 1 | 102 | 131 | 151 |
| | Privacy/security | % | 5.5 | 5.6 | 0.7 | 7.9 | 6.3 | 4.8 | | 10.7 | 3.8 | 3.6 |
| | The logistics (internet connection, platform required, etc.) | % | 9.7 | 9.8 | 7.3 | 10.9 | 10.4 | 8.6 | | 8.6 | 10.9 | 9.5 |
| | How assessments/diagnostics will work | % | 7.8 | 11.4 | 7.6 | 6.0 | 8.9 | 6.7 | | 4.5 | 8.5 | 9.3 |
| | Scheduling/access and types of services available | % | 20.2 | 19.9 | 17.7 | 21.6 | 20.4 | 20.0 | | 16.7 | 24.7 | 18.6 |
| | How it works/all aspects (not specified) | % | 10.1 | 7.0 | 13.3 | 10.0 | 8.5 | 11.8 | | 11.7 | 9.7 | 9.3 |
| | Nothing | % | 19.0 | 15.0 | 19.9 | 20.7 | 15.8 | 22.4 | | 14.9 | 18.1 | 22.6 |
| | Payment/coverage | % | 2.3 | 0.8 | 2.3 | 3.1 | 4.3 | 0.4 | | 3.1 | 4.4 | 0.0 |
| | Third party involved | % | 1.7 | 3.4 | 2.3 | 0.5 | 1.7 | 1.8 | | 0.0 | 2.4 | 2.2 |
| | Prescriptions | % | 2.5 | 3.6 | 1.1 | 2.7 | 3.2 | 1.9 | | 1.4 | 5.6 | 0.7 |
| | Qualifications of doctors/choosing a doctor | % | 3.6 | 1.7 | 7.6 | 2.6 | 4.3 | 3.0 | | 6.0 | 0.7 | 4.5 |
| | Benefits of doing it virtually | % | 1.9 | 3.1 | 2.5 | 1.0 | 0.9 | 3.0 | | 3.1 | 0.9 | 2.1 |
| | How to prepare | % | 1.7 | 0.0 | 2.2 | 2.4 | 1.1 | 2.3 | | 3.3 | 2.1 | 0.4 |
| | Other | % | 5.5 | 6.8 | 10.1 | 2.5 | 9.0 | 1.9 | | 8.5 | 1.1 | 7.2 |
| | Unsure | % | 8.4 | 11.7 | 5.4 | 8.1 | 5.4 | 11.3 | | 7.6 | 7.1 | 10.0 |

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | Total | Unwgt N | 503 | 440 | 61 | 2 |
| | | Wgt N | 501 | 428 | 71 | 1 |
| | My spouse/partner | % | 39.0 | 41.0 | 27.0 | |
| | My child/children | % | 21.7 | 22.8 | 16.0 | |
| | My parent/parents | % | 8.0 | 8.8 | 3.2 | |
| | Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin) | % | 1.6 | 1.3 | 3.4 | |
| | No one else | % | 44.3 | 43.4 | 49.5 | |
| | I don't know/I prefer not to answer | % | 1.9 | 0.4 | 10.8 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific relation (columns exceed 100%)

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | Total | Unwgt N | 579 | 509 | 68 | 2 |
| | | Wgt N | 583 | 503 | 79 | 1 |
| | My spouse/partner | % | 33.5 | 34.9 | 24.6 | |
| | My child/children | % | 18.7 | 19.4 | 14.5 | |
| | My parent/parents | % | 6.8 | 7.5 | 2.9 | |
| | Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin) | % | 1.3 | 1.1 | 3.1 | |
| | No one else | % | 38.0 | 36.9 | 45.0 | |
| | I don't know/I prefer not to answer | % | 1.6 | 0.3 | 9.8 | |

*Multifrequency question grouped by responses. Values are based on the proportion a relation represents of all responses (columns add up to 100 percent).

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|-------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 3 – [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital? | Total | Unwgt N | 503 | 440 | 61 | 2 |
| | | Wgt N | 501 | 428 | 71 | 1 |
| | Anxious | % | 20.8 | 21.2 | 18.5 | |
| | Somewhat anxious | % | 48.5 | 48.1 | 49.9 | |
| | Somewhat not anxious | % | 13.1 | 14.2 | 6.8 | |
| | Not anxious | % | 16.1 | 15.4 | 20.7 | |
| | I don't know/I prefer not to answer | % | 1.5 | 1.1 | 4.2 | |

| | | | Do you currently have a family doctor? | | | |
|---|-------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | Total | Unwgt N | 503 | 440 | 61 | 2 |
| | | Wgt N | 501 | 428 | 71 | 1 |
| | Yes, for myself | % | 38.6 | 40.7 | 26.7 | |
| | Yes, for a loved one | % | 17.7 | 19.1 | 9.5 | |
| | No | % | 51.9 | 48.9 | 69.0 | |
| | I don't know/I prefer not to answer | % | 0.2 | 0.2 | 0.0 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to medical access (columns exceed 100%)



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|-------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | Total | Unwgt N | 541 | 476 | 63 | 2 |
| | | Wgt N | 542 | 466 | 75 | 1 |
| | Yes, for myself | % | 35.6 | 37.4 | 25.4 | |
| | Yes, for a loved one | % | 16.3 | 17.5 | 9.1 | |
| | No | % | 47.9 | 44.9 | 65.5 | |
| | I don't know/I prefer not to answer | % | 0.2 | 0.2 | 0.0 | |

*Multifrequency question grouped by responses. Values are based on the proportion medical access represents of all responses (columns add up to 100 percent).

| | | | Do you currently have a family doctor? | | | |
|--|---|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 200 | 183 | 17 | 0 |
| | | Wgt N | 193 | 174 | 19 | 0 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 52.8 | 52.9 | | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 25.8 | 25.4 | | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 17.2 | 18.1 | | - |
| | Prescription renewal | % | 52.5 | 53.5 | | - |
| | COVID or COVID-related concerns | % | 8.7 | 8.0 | | - |
| | I don't know / I prefer not to answer | % | 0.4 | 0.5 | | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|--|---|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 316 | 292 | 24 | 0 |
| | | Wgt N | 303 | 275 | 28 | 0 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 33.5 | 33.4 | | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 16.4 | 16.0 | | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 10.9 | 11.4 | | - |
| | Prescription renewal | % | 33.4 | 33.8 | | - |
| | COVID or COVID-related concerns | % | 5.5 | 5.1 | | - |
| | I don't know / I prefer not to answer | % | 0.3 | 0.3 | | - |

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|--|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 201 | 184 | 17 | 0 |
| | | Wgt N | 193 | 174 | 19 | 0 |
| | In-person at my doctor's office | % | 38.7 | 41.5 | | - |
| | At a walk-in clinic | % | 10.9 | 9.1 | | - |
| | At a hospital emergency room | % | 12.6 | 12.7 | | - |
| | Phone or video call with my family doctor | % | 61.4 | 63.4 | | - |
| | Telehealth | % | 12.6 | 11.7 | | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.7 | 10.3 | | - |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 14.4 | 13.7 | | - |
| | I chose not to access medical care during the pandemic | % | 5.9 | 5.2 | | - |
| | I don't know / I prefer not to answer | % | 0.6 | 0.7 | | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|--|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 330 | 303 | 27 | 0 |
| | | Wgt N | 326 | 293 | 33 | 0 |
| | In-person at my doctor's office | % | 22.9 | 24.7 | | - |
| | At a walk-in clinic | % | 6.4 | 5.4 | | - |
| | At a hospital emergency room | % | 7.5 | 7.5 | | - |
| | Phone or video call with my family doctor | % | 36.4 | 37.7 | | - |
| | Telehealth | % | 7.5 | 6.9 | | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 7.0 | 6.1 | | - |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 8.5 | 8.1 | | - |
| | I chose not to access medical care during the pandemic | % | 3.5 | 3.1 | | - |
| I don't know / I prefer not to answer | | | 0.4 | 0.4 | | - |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).

| | | | Do you currently have a family doctor? | | | |
|---|--|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 82 | 5 | 0 |
| | | Wgt N | 88 | 82 | 7 | 0 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 57.9 | 55.3 | | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 26.3 | 26.6 | | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 18.2 | 19.7 | | - |
| | Prescription renewal | % | 55.5 | 57.3 | | - |
| | COVID-19 or COVID-19-related concerns | % | 5.7 | 6.2 | | - |
| | I don't know / I prefer not to answer | % | 2.0 | 2.1 | | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|--|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 146 | 139 | 7 | 0 |
| | | Wgt N | 146 | 136 | 10 | 0 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 35.0 | 33.1 | | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 15.9 | 15.9 | | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 11.0 | 11.8 | | - |
| | Prescription renewal | % | 33.5 | 34.3 | | - |
| | COVID-19 or COVID-19-related concerns | % | 3.5 | 3.7 | | - |
| | I don't know / I prefer not to answer | % | 1.2 | 1.3 | | - |

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|--|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 82 | 5 | 0 |
| | | Wgt N | 88 | 82 | 7 | 0 |
| | In-person at my doctor's office | % | 42.5 | 44.2 | | - |
| | At a walk-in clinic | % | 5.3 | 5.8 | | - |
| | At a hospital emergency room | % | 23.8 | 18.4 | | - |
| | Phone or video call with my family doctor | % | 57.9 | 61.8 | | - |
| | Telehealth | % | 14.2 | 15.4 | | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 19.6 | 21.2 | | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 11.7 | 12.7 | | - |
| | I chose not to access medical care during the pandemic | % | 0.9 | 0.9 | | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|--|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 154 | 148 | 6 | 0 |
| | | Wgt N | 156 | 147 | 8 | 0 |
| | In-person at my doctor's office | % | 24.2 | 24.5 | | - |
| | At a walk-in clinic | % | 3.0 | 3.2 | | - |
| | At a hospital emergency room | % | 13.5 | 10.2 | | - |
| | Phone or video call with my family doctor | % | 32.9 | 34.2 | | - |
| | Telehealth | % | 8.1 | 8.5 | | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.1 | 11.8 | | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 6.7 | 7.1 | | - |
| | I chose not to access medical care during the pandemic | % | 0.5 | 0.5 | | - |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).

| | | | Do you currently have a family doctor? | | | |
|--|--------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 503 | 440 | 61 | 2 |
| | | Wgt N | 501 | 428 | 71 | 1 |
| | Yes, delayed care for myself | % | 28.5 | 29.4 | 22.4 | |
| | Yes, delayed care for someone else | % | 4.7 | 5.1 | 2.0 | |
| | No | % | 67.7 | 67.6 | 68.1 | |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.6 | 8.6 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|--|--------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 516 | 452 | 62 | 2 |
| | | Wgt N | 513 | 440 | 72 | 1 |
| | Yes, delayed care for myself | % | 27.8 | 28.6 | 22.1 | |
| | Yes, delayed care for someone else | % | 4.6 | 5.0 | 2.0 | |
| | No | % | 66.0 | 65.8 | 67.4 | |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.6 | 8.5 | |

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent).

| | | | Do you currently have a family doctor? | | | |
|--|---------------------------------------|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 10 - [ASK THOSE THAT SAID THEY DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice? | Total | Unwgt N | 156 | 138 | 17 | 1 |
| | | Wgt N | 153 | 136 | 17 | 1 |
| | Concerned | % | 25.8 | 25.3 | | |
| | Somewhat concerned | % | 40.4 | 43.0 | | |
| | Somewhat not concerned | % | 12.7 | 13.1 | | |
| | Not concerned | % | 18.1 | 16.4 | | |
| | I don't know / I prefer not to answer | % | 2.9 | 2.2 | | |

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 11 - [ASK ALL] Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments? Select one. [RANDOMIZE] | Total | Unwgt N | 503 | 440 | 61 | 2 |
| | | Wgt N | 501 | 428 | 71 | 1 |
| | In-person | % | 42.1 | 43.4 | 33.7 | |
| | By phone call | % | 18.3 | 20.1 | 7.9 | |
| | By video chat | % | 24.0 | 22.8 | 31.9 | |
| | By secure chat/text messaging | % | 4.7 | 4.0 | 9.1 | |
| | No preference | % | 9.2 | 8.5 | 13.0 | |
| | I don't know / I prefer not to answer | % | 1.7 | 1.3 | 4.4 | |

| | | | Do you currently have a family doctor? | | | |
|--|--------------------------------------|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor? | Total | Unwgt N | 269 | 243 | 25 | 1 |
| | | Wgt N | 270 | 241 | 28 | 1 |
| | Easier | % | 23.2 | 22.3 | | |
| | Somewhat easier | % | 42.6 | 44.7 | | |
| | Somewhat difficult | % | 16.4 | 15.4 | | |
| | Difficult | % | 9.4 | 9.2 | | |
| | No difference | % | 4.4 | 3.8 | | |
| | I don't know/ I prefer not to answer | % | 4.0 | 4.5 | | |

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 13 - [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] | Total | Unwgt N | 440 | 440 | 0 | 0 |
| | | Wgt N | 428 | 428 | 0 | 0 |
| | Yes, via a phone call | % | 52.3 | 52.3 | - | - |
| | Yes, via video chat | % | 16.9 | 16.9 | - | - |
| | Yes, via secure chat/text messaging | % | 4.0 | 4.0 | - | - |
| | No, they do not offer virtual consultations | % | 12.5 | 12.5 | - | - |
| | I don't know/ I prefer not to answer | % | 27.5 | 27.5 | - | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 13 - [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] | Total | Unwgt N | 497 | 497 | 0 | 0 |
| | | Wgt N | 485 | 485 | 0 | 0 |
| | Yes, via a phone call | % | 46.2 | 46.2 | - | - |
| | Yes, via video chat | % | 14.9 | 14.9 | - | - |
| | Yes, via secure chat/text messaging | % | 3.5 | 3.5 | - | - |
| | No, they do not offer virtual consultations | % | 11.0 | 11.0 | - | - |
| | I don't know/ I prefer not to answer | % | 24.3 | 24.3 | - | - |

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|-----|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 0 | 61 | 0 |
| | | Wgt N | 71 | 0 | 71 | 0 |
| | Yes, through Telehealth | % | 7.5 | - | 7.5 | - |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | - | 14.0 | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | - | 4.1 | - |
| | No, I do not use virtual care options | % | 59.6 | - | 59.6 | - |
| | I don't know / I prefer not to answer | % | 14.8 | - | 14.8 | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|-----|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 0 | 61 | 0 |
| | | Wgt N | 71 | 0 | 71 | 0 |
| | Yes, through Telehealth | % | 7.5 | - | 7.5 | - |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | - | 14.0 | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | - | 4.1 | - |
| | No, I do not use virtual care options | % | 59.6 | - | 59.6 | - |
| | I don't know / I prefer not to answer | % | 14.8 | - | 14.8 | - |

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).

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For the next set of questions, we would like you to think specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor.

| | | | Do you currently have a family doctor? | | | |
|--|---------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party? | Total | Unwgt N | 503 | 440 | 61 | 2 |
| | | Wgt N | 501 | 428 | 71 | 1 |
| | Comfortable | % | 24.1 | 23.8 | 26.6 | |
| | Somewhat comfortable | % | 39.2 | 38.4 | 43.9 | |
| | Somewhat not comfortable | % | 18.4 | 19.7 | 9.8 | |
| | Not comfortable | % | 10.4 | 10.8 | 8.1 | |
| | I don't know / I prefer not to answer | % | 7.9 | 7.2 | 11.7 | |

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 16 - ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 146 | 132 | 13 | 1 |
| | | Wgt N | 144 | 131 | 13 | 1 |
| | I have security concerns (e.g. data privacy) | % | 25.1 | 24.9 | | |
| | I prefer to see a doctor in person | % | 61.1 | 59.5 | | |
| | I don't believe in private healthcare | % | 9.7 | 10.7 | | |
| | I think it would be expensive | % | 4.4 | 3.7 | | |
| | I do not need it | % | 4.4 | 4.1 | | |
| | I am concerned about my mobility data usage | % | 5.5 | 4.9 | | |
| | I am concerned about my home data usage | % | 3.5 | 2.7 | | |
| | I do not trust it | % | 22.3 | 22.5 | | |
| | I don't want to see a doctor I do not already have a relationship with | % | 48.4 | 51.8 | | |
| | I am not comfortable enough with technology | % | 17.2 | 14.8 | | |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 50.7 | 50.8 | | |
| | Other | % | 4.1 | 4.5 | | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 16 - ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 377 | 342 | 31 | 4 |
| | | Wgt N | 370 | 333 | 34 | 3 |
| | I have security concerns (e.g. data privacy) | % | 9.8 | 9.8 | 8.7 | |
| | I prefer to see a doctor in person | % | 23.8 | 23.3 | 28.4 | |
| | I don't believe in private healthcare | % | 3.8 | 4.2 | 0.0 | |
| | I think it would be expensive | % | 1.7 | 1.5 | 4.5 | |
| | I do not need it | % | 1.7 | 1.6 | 2.8 | |
| | I am concerned about my mobility data usage | % | 2.1 | 1.9 | 4.5 | |
| | I am concerned about my home data usage | % | 1.4 | 1.0 | 4.5 | |
| | I do not trust it | % | 8.7 | 8.8 | 6.1 | |
| | I don't want to see a doctor I do not already have a relationship with | % | 18.9 | 20.3 | 4.4 | |
| | I am not comfortable enough with technology | % | 6.7 | 5.8 | 16.1 | |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 19.8 | 19.9 | 19.9 | |
| | Other | % | 1.6 | 1.8 | 0.0 | |

*Multifrequency question grouped by responses. Values are based on the proportion a reason for discomfort represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 44 | 39 | 4 | 1 |
| | | Wgt N | 36 | 33 | 3 | 1 |
| | Where the data is stored | % | 77.1 | 77.4 | | |
| | Where the doctors are located | % | 37.7 | 39.8 | | |
| | Who has access to my personal information | % | 84.7 | 84.6 | | |
| | I would be worried about storing health information on my phone | % | 57.3 | 54.6 | | |
| | The credentials of the doctor | % | 45.4 | 43.8 | | |
| | I would be concerned about identity theft | % | 62.7 | 60.6 | | |
| | Other | % | 13.1 | 14.6 | | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern (columns exceed 100%)



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|---|---------|--|------|----|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 163 | 143 | 15 | 5 |
| | | Wgt N | 137 | 122 | 11 | 3 |
| | Where the data is stored | % | 20.4 | 20.6 | | |
| | Where the doctors are located | % | 10.0 | 10.6 | | |
| | Who has access to my personal information | % | 22.4 | 22.5 | | |
| | I would be worried about storing health information on my phone | % | 15.2 | 14.6 | | |
| | The credentials of the doctor | % | 12.0 | 11.7 | | |
| | I would be concerned about identity theft | % | 16.6 | 16.1 | | |
| | Other | % | 3.5 | 3.9 | | |

*Multifrequency question grouped by responses. Values are based on the proportion a security concern represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Do you currently have a family doctor? | | | |
|---|-------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 18 - [ASK ALL] I feel nervous or unprepared for virtual care appointment | Total | Unwgt N | 502 | 439 | 61 | 2 |
| | | Wgt N | 500 | 427 | 71 | 1 |
| | Agree | % | 10.4 | 10.8 | 7.2 | |
| | Somewhat agree | % | 26.2 | 24.9 | 34.6 | |
| | Somewhat disagree | % | 24.9 | 24.8 | 25.2 | |
| | Disagree | % | 31.4 | 33.6 | 19.0 | |
| | I don't know/I prefer not to answer | % | 7.1 | 6.0 | 13.9 | |

Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Do you currently have a family doctor? | | | |
|--|-------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 19 - [ASK ALL] I am interested in learning tips on how to use virtual care services | Total | Unwgt N | 501 | 439 | 60 | 2 |
| | | Wgt N | 498 | 426 | 71 | 1 |
| | Agree | % | 29.0 | 30.8 | 19.0 | |
| | Somewhat agree | % | 37.0 | 35.1 | 47.4 | |
| | Somewhat disagree | % | 11.5 | 12.0 | 8.8 | |
| | Disagree | % | 14.7 | 16.0 | 7.1 | |
| | I don't know/I prefer not to answer | % | 7.7 | 6.1 | 17.7 | |

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Do you currently have a family doctor? | | | |
|--|-------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 20 - [ASK ALL] I am concerned that a second wave of COVID-19 would impact my ability to access medical care | Total | Unwgt N | 502 | 440 | 60 | 2 |
| | | Wgt N | 500 | 428 | 71 | 1 |
| | Agree | % | 31.6 | 32.5 | 25.6 | |
| | Somewhat agree | % | 42.4 | 43.4 | 36.9 | |
| | Somewhat disagree | % | 14.1 | 11.8 | 28.7 | |
| | Disagree | % | 9.5 | 9.8 | 7.8 | |
| | I don't know/I prefer not to answer | % | 2.3 | 2.5 | 1.1 | |

Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Do you currently have a family doctor? | | | |
|--|-------------------------------------|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 21 - [ASK ALL] I am likely to use a Medical Services Plan (MSP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over | Total | Unwgt N | 503 | 440 | 61 | 2 |
| | | Wgt N | 501 | 428 | 71 | 1 |
| | Agree | % | 20.6 | 21.9 | 13.3 | |
| | Somewhat agree | % | 31.0 | 29.8 | 38.7 | |
| | Somewhat disagree | % | 15.6 | 15.7 | 13.6 | |
| | Disagree | % | 20.8 | 22.6 | 10.1 | |
| | I don't know/I prefer not to answer | % | 12.0 | 10.0 | 24.2 | |

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2020-1672 – TelusHealth BC – By individuals with or without a family doctor – STAT SHEET

| | | | Do you currently have a family doctor? | | | |
|---|--|---------|--|------|------|-------------------------------------|
| | | | British Columbia 2020-07 | Yes | No | I don't know/I prefer not to answer |
| Question 22 - What aspects of virtual care would you like to learn more about? [OPEN] | Total | Unwgt N | 388 | 339 | 47 | 2 |
| | | Wgt N | 383 | 331 | 51 | 1 |
| | Privacy/security | % | 5.5 | 5.9 | 3.0 | |
| | The logistics (internet connection, platform required, etc.) | % | 9.7 | 10.9 | 2.5 | |
| | How assessments/diagnostics will work | % | 7.8 | 8.1 | 6.0 | |
| | Scheduling/access and types of services available | % | 20.2 | 18.4 | 30.6 | |
| | How it works/all aspects (not specified) | % | 10.1 | 9.5 | 14.2 | |
| | Nothing | % | 19.0 | 18.2 | 23.9 | |
| | Payment/coverage | % | 2.3 | 1.8 | 6.2 | |
| | Third party involved | % | 1.7 | 1.3 | 4.4 | |
| | Prescriptions | % | 2.5 | 2.0 | 5.8 | |
| | Qualifications of doctors/choosing a doctor | % | 3.6 | 3.7 | 3.4 | |
| | Benefits of doing it virtually | % | 1.9 | 2.2 | 0.0 | |
| | How to prepare | % | 1.7 | 2.0 | 0.0 | |
| | Other | % | 5.5 | 6.3 | 0.0 | |
| | Unsure | % | 8.4 | 9.7 | 0.0 | |

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2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | |
|---|-------------------------------------|---------|--------------------------|--|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 2 – [ASK ALL] Do you currently have a family doctor? | Total | Unwgt N | 503 | 269 | 231 | 3 |
| | | Wgt N | 501 | 270 | 222 | 9 |
| | Yes | % | 85.5 | 89.3 | 83.7 | |
| | No | % | 14.3 | 10.5 | 16.0 | |
| | I don't know/I prefer not to answer | % | 0.2 | 0.2 | 0.3 | |

| | | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | |
|---|-------------------------------------|---------|--------------------------|--|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 3 – [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital? | Total | Unwgt N | 503 | 269 | 231 | 3 |
| | | Wgt N | 501 | 270 | 222 | 9 |
| | Anxious | % | 20.8 | 17.7 | 22.7 | |
| | Somewhat anxious | % | 48.5 | 54.6 | 42.3 | |
| | Somewhat not anxious | % | 13.1 | 13.1 | 13.5 | |
| | Not anxious | % | 16.1 | 14.0 | 18.7 | |
| | I don't know/I prefer not to answer | % | 1.5 | 0.5 | 2.8 | |

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2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|-------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply) | Total | Unwgt N | 503 | 269 | 231 | 3 |
| | | Wgt N | 501 | 270 | 222 | 9 |
| | Yes, for myself | % | 38.6 | 37.1 | 41.3 | 17.8 |
| | Yes, for a loved one | % | 17.7 | 27.8 | 6.0 | 0.0 |
| | No | % | 51.9 | 47.1 | 56.4 | 82.2 |
| | I don't know/I prefer not to answer | % | 0.2 | 0.3 | 0.0 | 0.0 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to medical access (columns exceed 100%)

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|-------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply) | Total | Unwgt N | 541 | 300 | 238 | 3 |
| | | Wgt N | 542 | 303 | 230 | 9 |
| | Yes, for myself | % | 35.6 | 33.0 | 39.8 | |
| | Yes, for a loved one | % | 16.3 | 24.7 | 5.8 | |
| | No | % | 47.9 | 42.0 | 54.3 | |
| | I don't know/I prefer not to answer | % | 0.2 | 0.3 | 0.0 | |

*Multifrequency question grouped by responses. Values are based on the proportion medical access represents of all responses (columns add up to 100 percent).

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2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 200 | 106 | 93 | 1 |
| | | Wgt N | 193 | 100 | 91 | 2 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 52.8 | 56.0 | 50.2 | |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 25.8 | 25.2 | 26.8 | |
| | Mental health concerns (e.g. anxiety, depression) | % | 17.2 | 17.0 | 17.8 | |
| | Prescription renewal | % | 52.5 | 53.9 | 50.2 | |
| | COVID or COVID-related concerns | % | 8.7 | 5.3 | 12.5 | |
| | I don't know / I prefer not to answer | % | 0.4 | 0.8 | 0.0 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)



2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 316 | 170 | 145 | 1 |
| | | Wgt N | 303 | 158 | 143 | 2 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 33.5 | 35.4 | 31.9 | |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 16.4 | 16.0 | 17.1 | |
| | Mental health concerns (e.g. anxiety, depression) | % | 10.9 | 10.7 | 11.3 | |
| | Prescription renewal | % | 33.4 | 34.0 | 31.9 | |
| | COVID or COVID-related concerns | % | 5.5 | 3.4 | 7.9 | |
| | I don't know / I prefer not to answer | % | 0.3 | 0.5 | 0.0 | |

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|--|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 201 | 106 | 94 | 1 |
| | | Wgt N | 193 | 100 | 92 | 2 |
| | In-person at my doctor's office | % | 38.7 | 41.1 | 36.8 | |
| | At a walk-in clinic | % | 10.9 | 8.5 | 13.7 | |
| | At a hospital emergency room | % | 12.6 | 10.4 | 15.2 | |
| | Phone or video call with my family doctor | % | 61.4 | 62.1 | 59.9 | |
| | Telehealth | % | 12.6 | 17.5 | 7.5 | |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.7 | 15.2 | 8.1 | |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 14.4 | 13.9 | 15.2 | |
| | I chose not to access medical care during the pandemic | % | 5.9 | 2.6 | 9.6 | |
| | I don't know / I prefer not to answer | % | 0.6 | 0.0 | 1.3 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)

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2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|--|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 330 | 175 | 154 | 1 |
| | | Wgt N | 326 | 171 | 153 | 2 |
| | In-person at my doctor's office | % | 22.9 | 24.0 | 22.0 | |
| | At a walk-in clinic | % | 6.4 | 4.9 | 8.2 | |
| | At a hospital emergency room | % | 7.5 | 6.1 | 9.1 | |
| | Phone or video call with my family doctor | % | 36.4 | 36.2 | 35.8 | |
| | Telehealth | % | 7.5 | 10.2 | 4.5 | |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 7.0 | 8.9 | 4.9 | |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 8.5 | 8.1 | 9.1 | |
| | I chose not to access medical care during the pandemic | % | 3.5 | 1.5 | 5.7 | |
| | I don't know / I prefer not to answer | % | 0.4 | 0.0 | 0.8 | |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|--|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 74 | 13 | 0 |
| | | Wgt N | 88 | 75 | 13 | 0 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 57.9 | 56.9 | | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 26.3 | 24.0 | | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 18.2 | 20.2 | | - |
| | Prescription renewal | % | 55.5 | 57.9 | | - |
| | COVID-19 or COVID-19-related concerns | % | 5.7 | 3.7 | | - |
| | I don't know / I prefer not to answer | % | 2.0 | 2.3 | | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|--|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 146 | 124 | 22 | 0 |
| | | Wgt N | 146 | 124 | 23 | 0 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 35.0 | 34.5 | | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 15.9 | 14.5 | | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 11.0 | 12.2 | | - |
| | Prescription renewal | % | 33.5 | 35.1 | | - |
| | COVID-19 or COVID-19-related concerns | % | 3.5 | 2.2 | | - |
| | I don't know / I prefer not to answer | % | 1.2 | 1.4 | | - |

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2020-1672 – TelusHealth BC – By caregiver status – STAT SHEET

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|--|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-06 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 74 | 13 | 0 |
| | | Wgt N | 88 | 75 | 13 | 0 |
| | In-person at my doctor's office | % | 42.5 | 45.5 | | - |
| | At a walk-in clinic | % | 5.3 | 4.2 | | - |
| | At a hospital emergency room | % | 23.8 | 23.9 | | - |
| | Phone or video call with my family doctor | % | 57.9 | 59.3 | | - |
| | Telehealth | % | 14.2 | 14.7 | | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 19.6 | 20.1 | | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 11.7 | 10.0 | | - |
| | I chose not to access medical care during the pandemic | % | 0.9 | 1.0 | | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|--|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 154 | 132 | 22 | 0 |
| | | Wgt N | 156 | 134 | 22 | 0 |
| | In-person at my doctor's office | % | 24.2 | 25.4 | | - |
| | At a walk-in clinic | % | 3.0 | 2.3 | | - |
| | At a hospital emergency room | % | 13.5 | 13.4 | | - |
| | Phone or video call with my family doctor | % | 32.9 | 33.2 | | - |
| | Telehealth | % | 8.1 | 8.2 | | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.1 | 11.2 | | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 6.7 | 5.6 | | - |
| | I chose not to access medical care during the pandemic | % | 0.5 | 0.6 | | - |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).



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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|--------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 503 | 269 | 231 | 3 |
| | | Wgt N | 501 | 270 | 222 | 9 |
| | Yes, delayed care for myself | % | 28.5 | 25.9 | 32.9 | 0.0 |
| | Yes, delayed care for someone else | % | 4.7 | 7.0 | 2.0 | 0.0 |
| | No | % | 67.7 | 70.7 | 65.4 | 34.6 |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.6 | 0.4 | 65.4 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|--------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 516 | 280 | 233 | 3 |
| | | Wgt N | 513 | 281 | 223 | 9 |
| | Yes, delayed care for myself | % | 27.8 | 24.9 | 32.7 | |
| | Yes, delayed care for someone else | % | 4.6 | 6.7 | 2.0 | |
| | No | % | 66.0 | 67.8 | 65.0 | |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.6 | 0.4 | |

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent).

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Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
|---|---------------------------------------|---------|--------------------------|-----------|-----------------|-----------------------------------|
| Question 10 - [ASK THOSE THAT SAID THEY DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice | Total | Unwgt N | 156 | 82 | 74 | 0 |
| | | Wgt N | 153 | 77 | 76 | 0 |
| | Concerned | % | 25.8 | 23.4 | 28.3 | - |
| | Somewhat concerned | % | 40.4 | 41.5 | 39.3 | - |
| | Somewhat not concerned | % | 12.7 | 12.4 | 13.1 | - |
| | Not concerned | % | 18.1 | 19.9 | 16.3 | - |
| | I don't know / I prefer not to answer | % | 2.9 | 2.8 | 3.0 | - |

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
|---|---------------------------------------|---------|--------------------------|-----------|-----------------|-----------------------------------|
| Question 11 - [ASK ALL] Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments? Select one. [RANDOMIZE] | Total | Unwgt N | 503 | 269 | 231 | 3 |
| | | Wgt N | 501 | 270 | 222 | 9 |
| | In-person | % | 42.1 | 41.8 | 43.6 | |
| | By phone call | % | 18.3 | 21.1 | 15.7 | |
| | By video chat | % | 24.0 | 22.6 | 23.9 | |
| | By secure chat/text messaging | % | 4.7 | 4.9 | 4.7 | |
| | No preference | % | 9.2 | 9.0 | 9.0 | |
| | I don't know / I prefer not to answer | % | 1.7 | 0.7 | 3.1 | |

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Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
|---|--------------------------------------|---------|--------------------------|-----------|-----------------|-----------------------------------|
| Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor? | Total | Unwgt N | 269 | 269 | 0 | 0 |
| | | Wgt N | 270 | 270 | 0 | 0 |
| | Easier | % | 23.2 | 23.2 | - | - |
| | Somewhat easier | % | 42.6 | 42.6 | - | - |
| | Somewhat difficult | % | 16.4 | 16.4 | - | - |
| | Difficult | % | 9.4 | 9.4 | - | - |
| | No difference | % | 4.4 | 4.4 | - | - |
| | I don't know/ I prefer not to answer | % | 4.0 | 4.0 | - | - |

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
|--|---|---------|--------------------------|-----------|-----------------|-----------------------------------|
| Question 13 - [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] | Total | Unwgt N | 440 | 243 | 196 | 1 |
| | | Wgt N | 428 | 241 | 186 | 2 |
| | Yes, via a phone call | % | 52.3 | 60.1 | 42.8 | |
| | Yes, via video chat) | % | 16.9 | 17.3 | 16.5 | |
| | Yes, via secure chat/text messaging | % | 4.0 | 3.8 | 4.4 | |
| | No, they do not offer virtual consultations | % | 12.5 | 9.3 | 16.7 | |
| | I don't know/ I prefer not to answer | % | 27.5 | 22.6 | 33.2 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)

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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 13 - [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] | Total | Unwgt N | 497 | 274 | 222 | 1 |
| | | Wgt N | 485 | 272 | 211 | 2 |
| | Yes, via a phone call | % | 46.2 | 53.1 | 37.7 | |
| | Yes, via video chat | % | 14.9 | 15.3 | 14.6 | |
| | Yes, via secure chat/text messaging | % | 3.5 | 3.3 | 3.9 | |
| | No, they do not offer virtual consultations | % | 11.0 | 8.3 | 14.7 | |
| | I don't know/ I prefer not to answer | % | 24.3 | 20.0 | 29.2 | |

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).



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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 25 | 34 | 2 |
| | | Wgt N | 71 | 28 | 35 | 8 |
| | Yes, through Telehealth | % | 7.5 | | 0.0 | |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | | 15.6 | |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | | 6.4 | |
| | No, I do not use virtual care options | % | 59.6 | | 71.7 | |
| | I don't know / I prefer not to answer | % | 14.8 | | 6.3 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)



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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 25 | 34 | 2 |
| | | Wgt N | 71 | 28 | 35 | 8 |
| | Yes, through Telehealth | % | 7.5 | | 0.0 | |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | | 15.6 | |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | | 6.4 | |
| | No, I do not use virtual care options | % | 59.6 | | 71.7 | |
| | I don't know / I prefer not to answer | % | 14.8 | | 6.3 | |

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).



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For the next set of questions, we would like you to think specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|---------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party? | Total | Unwgt N | 503 | 269 | 231 | 3 |
| | | Wgt N | 501 | 270 | 222 | 9 |
| | Comfortable | % | 24.1 | 25.1 | 23.9 | |
| | Somewhat comfortable | % | 39.2 | 38.6 | 40.9 | |
| | Somewhat not comfortable | % | 18.4 | 21.6 | 14.6 | |
| | Not comfortable | % | 10.4 | 8.9 | 12.6 | |
| | I don't know / I prefer not to answer | % | 7.9 | 5.7 | 8.0 | |

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 16 - ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 146 | 81 | 64 | 1 |
| | | Wgt N | 144 | 82 | 60 | 2 |
| | I have security concerns (e.g. data privacy) | % | 25.1 | 25.2 | 25.8 | |
| | I prefer to see a doctor in person | % | 61.1 | 60.8 | 60.4 | |
| | I don't believe in private healthcare | % | 9.7 | 7.6 | 12.8 | |
| | I think it would be expensive | % | 4.4 | 4.9 | 4.0 | |
| | I do not need it | % | 4.4 | 4.4 | 4.6 | |
| | I am concerned about my mobility data usage | % | 5.5 | 3.2 | 8.8 | |
| | I am concerned about my home data usage | % | 3.5 | 1.6 | 6.2 | |
| | I do not trust it | % | 22.3 | 26.3 | 17.4 | |
| | I don't want to see a doctor I do not already have a relationship with | % | 48.4 | 44.9 | 54.6 | |
| | I am not comfortable enough with technology | % | 17.2 | 15.6 | 19.9 | |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 50.7 | 56.5 | 44.2 | |
| | Other | % | 4.1 | 4.1 | 4.1 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)

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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 16 - ASK IF Q15 RESPONSE | Total | Unwgt N | 377 | 212 | 164 | 1 |
| SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] | | Wgt N | 370 | 210 | 158 | 2 |
| | I have security concerns (e.g. data privacy) | % | 9.8 | 9.9 | 9.8 | |
| | I prefer to see a doctor in person | % | 23.8 | 23.8 | 23.0 | |
| | I don't believe in private healthcare | % | 3.8 | 3.0 | 4.9 | |
| | I think it would be expensive | % | 1.7 | 1.9 | 1.5 | |
| | I do not need it | % | 1.7 | 1.7 | 1.7 | |
| | I am concerned about my mobility data usage | % | 2.1 | 1.3 | 3.3 | |
| | I am concerned about my home data usage | % | 1.4 | 0.6 | 2.4 | |
| | I do not trust it | % | 8.7 | 10.3 | 6.6 | |
| | I don't want to see a doctor I do not already have a relationship with | % | 18.9 | 17.6 | 20.8 | |
| | I am not comfortable enough with technology | % | 6.7 | 6.1 | 7.6 | |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 19.8 | 22.2 | 16.8 | |
| | Other | % | 1.6 | 1.6 | 1.6 | |

*Multifrequency question grouped by responses. Values are based on the proportion a reason for discomfort represents of all responses (columns add up to 100 percent).



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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 44 | 27 | 17 | 0 |
| | | Wgt N | 36 | 21 | 16 | 0 |
| | Where the data is stored | % | 77.1 | | | - |
| | Where the doctors are located | % | 37.7 | | | - |
| | Who has access to my personal information | % | 84.7 | | | - |
| | I would be worried about storing health information on my phone | % | 57.3 | | | - |
| | The credentials of the doctor | % | 45.4 | | | - |
| | I would be concerned about identity theft | % | 62.7 | | | - |
| | Other | % | 13.1 | | | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern (columns exceed 100%)

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|---|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 163 | 99 | 64 | 0 |
| | | Wgt N | 137 | 78 | 59 | 0 |
| | Where the data is stored | % | 20.4 | 16.9 | 25.1 | - |
| | Where the doctors are located | % | 10.0 | 9.3 | 10.9 | - |
| | Who has access to my personal information | % | 22.4 | 21.7 | 23.3 | - |
| | I would be worried about storing health information on my phone | % | 15.2 | 15.4 | 14.8 | - |
| | The credentials of the doctor | % | 12.0 | 14.2 | 9.1 | - |
| | I would be concerned about identity theft | % | 16.6 | 16.4 | 16.8 | - |
| | Other | % | 3.5 | 6.1 | 0.0 | - |

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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|-------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 18 - [ASK ALL] I feel nervous or unprepared for virtual care appointment | Total | Unwgt N | 502 | 268 | 231 | 3 |
| | | Wgt N | 500 | 269 | 222 | 9 |
| | Agree | % | 10.4 | 10.0 | 11.3 | |
| | Somewhat agree | % | 26.2 | 28.0 | 25.3 | |
| | Somewhat disagree | % | 24.9 | 24.3 | 26.6 | |
| | Disagree | % | 31.4 | 32.1 | 31.9 | |
| | I don't know/I prefer not to answer | % | 7.1 | 5.6 | 4.9 | |

Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|-------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 19 - [ASK ALL] I am interested in learning tips on how to use virtual care services | Total | Unwgt N | 501 | 267 | 231 | 3 |
| | | Wgt N | 498 | 267 | 222 | 9 |
| | Agree | % | 29.0 | 30.6 | 28.4 | |
| | Somewhat agree | % | 37.0 | 39.2 | 36.0 | |
| | Somewhat disagree | % | 11.5 | 11.2 | 11.7 | |
| | Disagree | % | 14.7 | 13.6 | 15.9 | |
| | I don't know/I prefer not to answer | % | 7.7 | 5.4 | 8.1 | |

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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|-------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 20 - [ASK ALL] I am concerned that a second wave of COVID-19 would impact my ability to access medical care | Total | Unwgt N | 502 | 269 | 230 | 3 |
| | | Wgt N | 500 | 270 | 221 | 9 |
| | Agree | % | 31.6 | 31.0 | 33.7 | |
| | Somewhat agree | % | 42.4 | 47.1 | 37.9 | |
| | Somewhat disagree | % | 14.1 | 12.0 | 13.8 | |
| | Disagree | % | 9.5 | 7.1 | 12.9 | |
| | I don't know/I prefer not to answer | % | 2.3 | 2.8 | 1.7 | |

Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|--|-------------------------------------|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 21 - [ASK ALL] I am likely to use a Medical Services Plan (MSP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over | Total | Unwgt N | 503 | 269 | 231 | 3 |
| | | Wgt N | 501 | 270 | 222 | 9 |
| | Agree | % | 20.6 | 21.1 | 20.8 | 0.0 |
| | Somewhat agree | % | 31.0 | 36.0 | 26.2 | 0.0 |
| | Somewhat disagree | % | 15.6 | 14.8 | 17.3 | 0.0 |
| | Disagree | % | 20.8 | 18.0 | 24.3 | 17.8 |
| | I don't know/I prefer not to answer | % | 12.0 | 10.1 | 11.4 | 82.2 |

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| | | | Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | | | |
|---|--|---------|--|-----------|-----------------|-----------------------------------|
| | | | British Columbia 2020-07 | Caregiver | Not a caregiver | I don't know/prefer not to answer |
| Question 22 – [ASK ALL] What aspects of virtual care would you like to learn more about? [OPEN] | Total | Unwgt N | 388 | 211 | 177 | 0 |
| | | Wgt N | 383 | 215 | 168 | 0 |
| | Privacy/security | % | 5.5 | 3.6 | 8.0 | - |
| | The logistics (internet connection, platform required, etc.) | % | 9.7 | 6.6 | 13.7 | - |
| | How assessments/diagnostics will work | % | 7.8 | 9.6 | 5.4 | - |
| | Scheduling/access and types of services available | % | 20.2 | 18.4 | 22.4 | - |
| | How it works/all aspects (not specified) | % | 10.1 | 10.9 | 9.0 | - |
| | Nothing | % | 19.0 | 20.0 | 17.8 | - |
| | Payment/coverage | % | 2.3 | 2.3 | 2.4 | - |
| | Third party involved | % | 1.7 | 1.0 | 2.5 | - |
| | Prescriptions | % | 2.5 | 3.2 | 1.6 | - |
| | Qualifications of doctors/choosing a doctor | % | 3.6 | 5.1 | 1.8 | - |
| | Benefits of doing it virtually | % | 1.9 | 3.4 | 0.0 | - |
| | How to prepare | % | 1.7 | 2.0 | 1.4 | - |
| | Other | % | 5.5 | 6.7 | 3.8 | - |
| | Unsure | % | 8.4 | 7.0 | 10.1 | - |

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2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | | | |
|--|---|---------|--------------------------|-----------------|----------------------|-------------------------------------|
| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No |
| | | | | | | I don't know/I prefer not to answer |
| Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | Total | Unwgt N | 503 | 201 | 87 | 252 |
| | | Wgt N | 501 | 193 | 88 | 260 |
| | My spouse/partner | % | 39.0 | 37.2 | 59.0 | 37.5 |
| | My child/children | % | 21.7 | 19.5 | 40.7 | 17.7 |
| | My parent/parents. | % | 8.0 | 6.3 | 22.7 | 6.1 |
| | | % | 1.6 | 2.0 | 3.0 | 1.3 |
| | Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin) | | | | | |
| | No one else | % | 44.3 | 47.4 | 15.2 | 48.1 |
| | I don't know/I prefer not to answer | % | 1.9 | 0.9 | 0.0 | 3.0 |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific relation (columns exceed 100%)



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|---|---|--|-----------------|----------------------|------|-------------------------------------|
| | | British Columbia 2020- | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| | | 06 | | | | |
| Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply. | Total | Unwgt N | 579 | 230 | 123 | 277 |
| | | Wgt N | 583 | 219 | 124 | 295 |
| | My spouse/partner | % | 33.5 | 32.9 | 42.0 | 33.0 |
| | My child/children | % | 18.7 | 17.2 | 29.0 | 15.6 |
| | My parent/parents. | % | 6.8 | 5.6 | 16.1 | 5.4 |
| | Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin) | % | 1.3 | 1.7 | 2.1 | 1.1 |
| | No one else | % | 38.0 | 41.8 | 10.8 | 42.3 |
| | I don't know/I prefer not to answer | % | 1.6 | 0.8 | 0.0 | 2.6 |

*Multifrequency question grouped by responses. Values are based on the proportion a relation represents of all responses (columns add up to 100 percent).

| | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|---|-------------------------------------|--|-----------------|----------------------|------|-------------------------------------|
| | | British Columbia 2020- | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| | | 06 | | | | |
| Question 2 - [ASK ALL] Do you currently have a family doctor? | Total | Unwgt N | 503 | 201 | 87 | 252 |
| | | Wgt N | 501 | 193 | 88 | 260 |
| | Yes | % | 85.5 | 90.1 | 92.3 | 80.6 |
| | No | % | 14.3 | 9.9 | 7.7 | 19.0 |
| | I don't know/I prefer not to answer | % | 0.2 | 0.0 | 0.0 | 0.5 |

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2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|---|-------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 3 - [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital? | Total | Unwgt N | 503 | 201 | 87 | 252 | 1 |
| | | Wgt N | 501 | 193 | 88 | 260 | 1 |
| | Anxious | % | 20.8 | 21.5 | 32.7 | 20.1 | |
| | Somewhat anxious | % | 48.5 | 50.7 | 49.9 | 45.4 | |
| | Somewhat not anxious | % | 13.1 | 9.8 | 5.5 | 16.1 | |
| | Not anxious | % | 16.1 | 16.4 | 11.9 | 16.7 | |
| | I don't know/I prefer not to answer | % | 1.5 | 1.5 | 0.0 | 1.8 | |

Nanos conducted an online representative non-probability survey of 503 B.C. Residents, drawn from a panel, 18 years of age or older, between July 8th and July 11th, 2020. *Note that some results have been shaded due to small sample size.



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|---|---------|--|-----------------|----------------------|----|-------------------------------------|
| | | | British Columbia 2020- | | | | |
| | | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 200 | 200 | 38 | 0 | 0 |
| | | Wgt N | 193 | 193 | 42 | 0 | 0 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 52.8 | 52.8 | 51.9 | - | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 25.8 | 25.8 | 28.9 | - | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 17.2 | 17.2 | 29.3 | - | - |
| | Prescription renewal | % | 52.5 | 52.5 | 57.6 | - | - |
| | COVID or COVID-related concerns | % | 8.7 | 8.7 | 17.1 | - | - |
| | I don't know / I prefer not to answer | % | 0.4 | 0.4 | 0.0 | - | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|---|---------|--|-----------------|----------------------|----|-------------------------------------|
| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE] | Total | Unwgt N | 316 | 316 | 72 | 0 | 0 |
| | | Wgt N | 303 | 303 | 77 | 0 | 0 |
| | New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 33.5 | 33.5 | 28.1 | - | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 16.4 | 16.4 | 15.7 | - | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 10.9 | 10.9 | 15.8 | - | - |
| | Prescription renewal | % | 33.4 | 33.4 | 31.2 | - | - |
| | COVID or COVID-related concerns | % | 5.5 | 5.5 | 9.3 | - | - |
| | I don't know / I prefer not to answer | % | 0.3 | 0.3 | 0.0 | - | - |

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | | |
|---|--|--|-----------------|----------------------|------|-------------------------------------|---|
| | | British Columbia 2020- | | | | | |
| | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer | |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 201 | 201 | 38 | 0 | 0 |
| | | Wgt N | 193 | 193 | 42 | 0 | 0 |
| | In-person at my doctor's office | % | 38.7 | 38.7 | 46.6 | - | - |
| | At a walk-in clinic | % | 10.9 | 10.9 | 5.7 | - | - |
| | At a hospital emergency room | % | 12.6 | 12.6 | 7.9 | - | - |
| | Phone or video call with my family doctor | % | 61.4 | 61.4 | 69.4 | - | - |
| | Telehealth | % | 12.6 | 12.6 | 26.8 | - | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.7 | 11.7 | 16.8 | - | - |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 14.4 | 14.4 | 14.3 | - | - |
| | I chose not to access medical care during the pandemic | % | 5.9 | 5.9 | 8.1 | - | - |
| | I don't know / I prefer not to answer | % | 0.6 | 0.6 | 0.0 | - | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|---|--|---------|--|-----------------|----------------------|----|-------------------------------------|
| | | | British Columbia 2020- | | | | |
| | | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed medical care for yourself or a loved one since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE] | Total | Unwgt N | 330 | 330 | 73 | 0 | 0 |
| | | Wgt N | 326 | 326 | 81 | 0 | 0 |
| | In-person at my doctor's office | % | 22.9 | 22.9 | 23.8 | - | - |
| | At a walk-in clinic] | % | 6.4 | 6.4 | 2.9 | - | - |
| | At a hospital emergency room | % | 7.5 | 7.5 | 4.0 | - | - |
| | Phone or video call with my family doctor | % | 36.4 | 36.4 | 35.5 | - | - |
| | Telehealth | % | 7.5 | 7.5 | 13.7 | - | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 7.0 | 7.0 | 8.6 | - | - |
| | Virtual care service (i.e. video chat with a local doctor other than your family doctor) | % | 8.5 | 8.5 | 7.3 | - | - |
| | I chose not to access medical care during the pandemic | % | 3.5 | 3.5 | 4.2 | - | - |
| I don't know / I prefer not to answer | | | 0.4 | 0.4 | 0.0 | - | - |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|--|---------|--|-----------------|----------------------|----|-------------------------------------|
| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 38 | 87 | 0 | 0 |
| | | Wgt N | 88 | 42 | 88 | 0 | 0 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 57.9 | 49.3 | 57.9 | - | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 26.3 | 28.7 | 26.3 | - | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 18.2 | 21.6 | 18.2 | - | - |
| | Prescription renewal | % | 55.5 | 53.0 | 55.5 | - | - |
| | COVID-19 or COVID-19-related concerns | % | 5.7 | 9.2 | 5.7 | - | - |
| | I don't know / I prefer not to answer | % | 2.0 | 1.9 | 2.0 | - | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | | |
|---|--|--|-----------------|----------------------|------|-------------------------------------|---|
| | | British Columbia 2020- | | | | | |
| | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer | |
| Question 7 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 146 | 65 | 146 | 0 | 0 |
| | | Wgt N | 146 | 68 | 146 | 0 | 0 |
| | New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies) | % | 35.0 | 30.1 | 35.0 | - | - |
| | Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease) | % | 15.9 | 17.5 | 15.9 | - | - |
| | Mental health concerns (e.g. anxiety, depression) | % | 11.0 | 13.2 | 11.0 | - | - |
| | Prescription renewal | % | 33.5 | 32.4 | 33.5 | - | - |
| | COVID-19 or COVID-19-related concerns. | % | 3.5 | 5.6 | 3.5 | - | - |
| | I don't know / I prefer not to answer | % | 1.2 | 1.2 | 1.2 | - | - |

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | | |
|---|--|--|-----------------|----------------------|------|-------------------------------------|---|
| | | British Columbia 2020- | | | | | |
| | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer | |
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 87 | 38 | 87 | 0 | 0 |
| | | Wgt N | 88 | 42 | 88 | 0 | 0 |
| | In-person at my doctor's office | % | 42.5 | 46.4 | 42.5 | - | - |
| | At a walk-in clinic | % | 5.3 | 5.5 | 5.3 | - | - |
| | At a hospital emergency room | % | 23.8 | 20.7 | 23.8 | - | - |
| | Phone or video call with my family doctor | % | 57.9 | 48.7 | 57.9 | - | - |
| | Telehealth | % | 14.2 | 9.7 | 14.2 | - | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 19.6 | 17.5 | 19.6 | - | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 11.7 | 8.8 | 11.7 | - | - |
| | I chose not to access medical care during the pandemic | % | 0.9 | 0.0 | 0.9 | - | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|--|---------|--|-----------------|----------------------|----|-------------------------------------|
| | | | British Columbia 2020- | | | | |
| | | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 8 - [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE] [Rank 2] | Total | Unwgt N | 154 | 60 | 154 | 0 | 0 |
| | | Wgt N | 156 | 65 | 156 | 0 | 0 |
| | In-person at my doctor's office | % | 24.2 | 29.5 | 24.2 | - | - |
| | At a walk-in clinic | % | 3.0 | 3.5 | 3.0 | - | - |
| | At a hospital emergency room | % | 13.5 | 13.2 | 13.5 | - | - |
| | Phone or video call with my family doctor | % | 32.9 | 31.0 | 32.9 | - | - |
| | Telehealth | % | 8.1 | 6.2 | 8.1 | - | - |
| | Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than my family doctor) | % | 11.1 | 11.1 | 11.1 | - | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 6.7 | 5.6 | 6.7 | - | - |
| | I chose not to access medical care during the pandemic | % | 0.5 | 0.0 | 0.5 | - | - |

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|--------------------------------------|---------|--|--|--|---|---|
| | | | British Columbia 2020-06 | [Yes, for myself] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | [Yes, for a loved one] Have you needed to access non- emergency medical care for yourself or a loved one since March of this year? | [No] Have you needed to access non- emergency medical care for yourself or a loved one since March of this year? | [I don't know/I prefer not to answer] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 503 | 201 | 87 | 252 | 1 |
| | | Wgt N | 501 | 193 | 88 | 260 | 1 |
| | Yes, delayed care for myself | % | 28.5 | 33.5 | 43.0 | 21.6 | |
| | Yes, delayed care for someone else | % | 4.7 | 4.7 | 15.1 | 2.7 | |
| | No | % | 67.7 | 65.1 | 51.7 | 73.2 | |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.4 | 0.9 | 3.0 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|--------------------------------------|---------|--|-----------------|----------------------|------|-------------------------------------|
| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 9 - [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply) | Total | Unwgt N | 516 | 208 | 96 | 254 | 1 |
| | | Wgt N | 513 | 200 | 98 | 261 | 1 |
| | Yes, delayed care for myself | % | 27.8 | 32.3 | 38.9 | 21.5 | |
| | Yes, delayed care for someone else | % | 4.6 | 4.5 | 13.6 | 2.7 | |
| | No | % | 66.0 | 62.8 | 46.7 | 72.8 | |
| | I don't know/ I prefer not to answer | % | 1.7 | 0.4 | 0.8 | 3.0 | |

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent).



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|--|---------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 10 - [ASK THOSE THAT SAID THEY DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice? | Total | Unwgt N | 156 | 67 | 41 | 63 | 1 |
| | | Wgt N | 153 | 67 | 42 | 62 | 1 |
| | Concerned | % | 25.8 | 34.9 | 20.1 | 23.3 | |
| | Somewhat concerned | % | 40.4 | 38.0 | 48.8 | 33.8 | |
| | Somewhat not concerned | % | 12.7 | 7.2 | 12.5 | 16.8 | |
| | Not concerned | % | 18.1 | 16.5 | 18.6 | 22.4 | |
| | I don't know / I prefer not to answer | % | 2.9 | 3.3 | 0.0 | 3.7 | |

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|---|---------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 11 - [ASK ALL] Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments? | Total | Unwgt N | 503 | 201 | 87 | 252 | 1 |
| | | Wgt N | 501 | 193 | 88 | 260 | 1 |
| | In-person | % | 42.1 | 53.1 | 39.9 | 33.9 | |
| | By phone call | % | 18.3 | 15.6 | 18.8 | 19.5 | |
| | By video chat | % | 24.0 | 19.8 | 31.6 | 26.4 | |
| | By secure chat/text messaging | % | 4.7 | 3.1 | 4.2 | 6.1 | |
| | No preference | % | 9.2 | 7.3 | 5.5 | 11.7 | |
| | I don't know / I prefer not to answer | % | 1.7 | 1.2 | 0.0 | 2.5 | |

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2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|--|--------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor? | Total | Unwgt N | 269 | 106 | 74 | 119 | 1 |
| | | Wgt N | 270 | 100 | 75 | 127 | 1 |
| | Easier | % | 23.2 | 26.5 | 31.7 | 21.3 | |
| | Somewhat easier | % | 42.6 | 39.9 | 37.3 | 43.0 | |
| | Somewhat difficult | % | 16.4 | 21.2 | 21.7 | 11.9 | |
| | Difficult | % | 9.4 | 7.6 | 6.3 | 11.4 | |
| | No difference | % | 4.4 | 3.3 | 0.0 | 6.8 | |
| | I don't know/ I prefer not to answer | % | 4.0 | 1.5 | 3.0 | 5.6 | |

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|---|---|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 13 - [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] | Total | Unwgt N | 440 | 184 | 82 | 209 | 1 |
| | | Wgt N | 428 | 174 | 82 | 209 | 1 |
| | Yes, via a phone call | % | 52.3 | 59.8 | 63.7 | 45.4 | |
| | Yes, via video chat | % | 16.9 | 19.6 | 26.2 | 13.5 | |
| | Yes, via secure chat/text messaging | % | 4.0 | 3.0 | 5.5 | 4.1 | |
| | No, they do not offer virtual consultations | % | 12.5 | 11.2 | 12.0 | 13.3 | |
| | I don't know/ I prefer not to answer | % | 27.5 | 21.0 | 15.0 | 33.7 | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)



2020-1672 – TelusHealth BC – By need for non-emergency medical care – STAT SHEET

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|---|---------|--|-----------------|----------------------|------|-------------------------------------|
| | | | British Columbia 2020- | | | | |
| | | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 13 - [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE] [Rank 2] | Total | Unwgt N | 497 | 211 | 99 | 229 | 1 |
| | | Wgt N | 485 | 200 | 100 | 230 | 1 |
| | Yes, via a phone call | % | 46.2 | 52.2 | 52.1 | 41.2 | |
| | Yes, via video chat | % | 14.9 | 17.1 | 21.4 | 12.3 | |
| | Yes, via secure chat/text messaging | % | 3.5 | 2.6 | 4.5 | 3.7 | |
| | No, they do not offer virtual consultations | % | 11.0 | 9.8 | 9.8 | 12.1 | |
| | I don't know/ I prefer not to answer | % | 24.3 | 18.3 | 12.2 | 30.7 | |

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|---|---|---------|--|-----------------|----------------------|------|-------------------------------------|
| | | | British Columbia 2020- | | | | |
| | | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 17 | 5 | 41 | 0 |
| | | Wgt N | 71 | 19 | 7 | 49 | 0 |
| | Yes, through Telehealth | % | 7.5 | | | 0.0 | - |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | | | 10.5 | - |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | | | 1.4 | - |
| | No, I do not use virtual care options | % | 59.6 | | | 71.1 | - |
| | I don't know / I prefer not to answer | % | 14.8 | | | 17.0 | - |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)



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| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | |
|---|---|---------|--|-----------------|----------------------|-------------------------------------|
| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No |
| | | | | | | I don't know/I prefer not to answer |
| Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care? | Total | Unwgt N | 61 | 17 | 5 | 41 |
| | | Wgt N | 71 | 19 | 7 | 49 |
| | Yes, through Telehealth | % | 7.5 | | | 0.0 |
| | Yes, through a Medical Services Plan (MSP) covered virtual care service offered by a third party (i.e. allows video appointments with a BC-licensed local doctor other than my family doctor) | % | 14.0 | | | 10.5 |
| | Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor) | % | 4.1 | | | 1.4 |
| | No, I do not use virtual care options | % | 59.6 | | | 71.1 |
| | I don't know / I prefer not to answer | % | 14.8 | | | 17.0 |

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).



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For the next set of questions, we would like you to think specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor.

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|---|---------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party | Total | Unwgt N | 503 | 201 | 87 | 252 | 1 |
| | | Wgt N | 501 | 193 | 88 | 260 | 1 |
| | Comfortable | % | 24.1 | 24.6 | 28.8 | 24.6 | |
| | Somewhat comfortable | % | 39.2 | 41.9 | 43.9 | 35.2 | |
| | Somewhat not comfortable | % | 18.4 | 18.2 | 21.5 | 17.9 | |
| | Not comfortable | % | 10.4 | 8.3 | 2.8 | 12.5 | |
| | I don't know / I prefer not to answer | % | 7.9 | 7.0 | 3.0 | 9.7 | |

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| | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | | | |
|---|---|--|-----------------|----------------------|----|-------------------------------------|--|---|
| | | British Columbia 2020- | | | | | | |
| | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer | | |
| Question 16 - ASK IF Q15 RESPONSE | Total | Unwgt N | 146 | 56 | 21 | 76 | | 1 |
| SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] | | Wgt N | 144 | 51 | 21 | 79 | | 1 |
| Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] | I have security concerns (e.g. data privacy) | % | 25.1 | 26.8 | | 22.0 | | |
| | I prefer to see a doctor in person | % | 61.1 | 66.8 | | 55.1 | | |
| | I don't believe in private healthcare | % | 9.7 | 14.5 | | 7.1 | | |
| | I think it would be expensive | % | 4.4 | 1.0 | | 7.4 | | |
| | I do not need it | % | 4.4 | 1.0 | | 7.4 | | |
| | I am concerned about my mobility data usage | % | 5.5 | 3.0 | | 5.4 | | |
| | I am concerned about my home data usage | % | 3.5 | 6.8 | | 1.9 | | |
| | I do not trust it | % | 22.3 | 15.5 | | 23.8 | | |
| | I don't want to see a doctor I do not already have a relationship with | % | 48.4 | 63.5 | | 39.7 | | |
| | I am not comfortable enough with technology | % | 17.2 | 11.3 | | 19.5 | | |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 50.7 | 45.4 | | 48.6 | | |
| | Other | % | 4.1 | 2.9 | | 3.5 | | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)



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| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|--|---|---------|--|-----------------|----------------------|------|-------------------------------------|
| | | | British Columbia 2020- | | | | |
| | | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 16 - ASK IF Q15 RESPONSE | Total | Unwgt N | 377 | 149 | 62 | 182 | 3 |
| SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] | | Wgt N | 370 | 133 | 61 | 191 | 3 |
| Why are you not comfortable with the idea of having a virtual consultation with a doctor through a Medical Services Plan (MSP) covered service offered by a third party? Select all that apply. [RANDOMIZE] [Rank 2] | I have security concerns (e.g. data privacy) | % | 9.8 | 10.4 | 10.7 | 9.1 | |
| | I prefer to see a doctor in person | % | 23.8 | 25.9 | 21.3 | 22.8 | |
| | I don't believe in private healthcare | % | 3.8 | 5.6 | 1.5 | 3.0 | |
| | I think it would be expensive | % | 1.7 | 0.4 | 0.0 | 3.1 | |
| | I do not need it | % | 1.7 | 0.4 | 0.0 | 3.0 | |
| | I am concerned about my mobility data usage | % | 2.1 | 1.1 | 3.4 | 2.2 | |
| | I am concerned about my home data usage | % | 1.4 | 2.6 | 0.0 | 0.8 | |
| | I do not trust it | % | 8.7 | 6.0 | 11.0 | 9.8 | |
| | I don't want to see a doctor I do not already have a relationship with | % | 18.9 | 24.6 | 17.7 | 16.4 | |
| | I am not comfortable enough with technology | % | 6.7 | 4.4 | 9.5 | 8.1 | |
| | I am worried they wouldn't be able to diagnose me without seeing me in person | % | 19.8 | 17.6 | 22.1 | 20.1 | |
| | Other | % | 1.6 | 1.1 | 2.7 | 1.4 | |

*Multifrequency question grouped by responses. Values are based on the proportion a reason for discomfort represents of all responses (columns add up to 100 percent).



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| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|---|---|---------|--|-------------------------------------|----------------------|----|---|
| | | | British Columbia | I don't know/I prefer not to answer | | | |
| | | | 2020-06 | Yes, for myself | Yes, for a loved one | No | |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 44 | 17 | 7 | 22 | 0 |
| | | Wgt N | 36 | 14 | 7 | 17 | 0 |
| | Where the data is stored | % | 77.1 | | | | |
| | Where the doctors are located | % | 37.7 | | | | |
| | Who has access to my personal information | % | 84.7 | | | | |
| | I would be worried about storing health information on my phone | % | 57.3 | | | | |
| | The credentials of the doctor | % | 45.4 | | | | |
| | I would be concerned about identity theft | % | 62.7 | | | | |
| | Other | % | 13.1 | | | | |

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern (columns exceed 100%)

| | | | [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? | | | | |
|---|---|---------|--|-------------------------------------|----------------------|------|---|
| | | | British Columbia 2020-06 | I don't know/I prefer not to answer | | | |
| | | | 06 | Yes, for myself | Yes, for a loved one | No | |
| Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE] | Total | Unwgt N | 163 | 65 | 28 | 77 | 0 |
| | | Wgt N | 137 | 52 | 27 | 63 | 0 |
| | Where the data is stored | % | 20.4 | 21.0 | | 19.2 | - |
| | Where the doctors are located | % | 10.0 | 9.6 | | 9.9 | - |
| | Who has access to my personal information | % | 22.4 | 22.5 | | 23.7 | - |
| | I would be worried about storing health information on my phone | % | 15.2 | 15.0 | | 15.6 | - |
| | The credentials of the doctor | % | 12.0 | 12.4 | | 10.6 | - |
| | I would be concerned about identity theft | % | 16.6 | 17.9 | | 17.4 | - |
| | Other | % | 3.5 | 1.6 | | 3.6 | - |

*Multifrequency question grouped by responses. Values are based on the proportion a security concern represents of all responses (columns add up to 100 percent).



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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|---|-------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 18 - [ASK ALL] I feel nervous or unprepared for virtual care appointment | Total | Unwgt N | 502 | 201 | 86 | 252 | 1 |
| | | Wgt N | 500 | 193 | 88 | 260 | 1 |
| | Agree | % | 10.4 | 10.4 | 10.6 | 10.8 | |
| | Somewhat agree | % | 26.2 | 26.0 | 28.8 | 24.6 | |
| | Somewhat disagree | % | 24.9 | 23.6 | 24.1 | 25.8 | |
| | Disagree | % | 31.4 | 34.9 | 31.0 | 30.2 | |
| | I don't know/I prefer not to answer | % | 7.1 | 5.1 | 5.4 | 8.6 | |



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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|--|-------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 19 - [ASK ALL] I am interested in learning tips on how to use virtual care services | Total | Unwgt N | 501 | 200 | 87 | 251 | 1 |
| | | Wgt N | 498 | 192 | 88 | 259 | 1 |
| | Agree | % | 29.0 | 30.8 | 36.4 | 26.9 | |
| | Somewhat agree | % | 37.0 | 35.5 | 39.3 | 37.1 | |
| | Somewhat disagree | % | 11.5 | 13.7 | 7.6 | 9.9 | |
| | Disagree | % | 14.7 | 15.8 | 12.8 | 15.0 | |
| | I don't know/I prefer not to answer | % | 7.7 | 4.2 | 3.9 | 11.0 | |

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020-06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|--|-------------------------------------|---------|--------------------------|-----------------|----------------------|------|-------------------------------------|
| Question 20 - [ASK ALL] I am concerned that a second wave of COVID-19 would impact my ability to access medical care | Total | Unwgt N | 502 | 201 | 87 | 251 | 1 |
| | | Wgt N | 500 | 193 | 88 | 259 | 1 |
| | Agree | % | 31.6 | 32.7 | 34.8 | 31.8 | |
| | Somewhat agree | % | 42.4 | 40.8 | 44.7 | 40.2 | |
| | Somewhat disagree | % | 14.1 | 11.6 | 10.1 | 17.2 | |
| | Disagree | % | 9.5 | 13.8 | 10.4 | 7.2 | |
| | I don't know/I prefer not to answer | % | 2.3 | 1.1 | 0.0 | 3.6 | |

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Still thinking specifically of Medical Services Plan (MSP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with a BC-licensed doctor other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | British Columbia 2020- | | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
|--|-------------------------------------|------------------------|------|-----------------|----------------------|------|-------------------------------------|
| | | 06 | | | | | |
| Question 21 - [ASK ALL] I am likely to use a Medical Services Plan (MSP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over | Total | Unwgt N | 503 | 201 | 87 | 252 | 1 |
| | | Wgt N | 501 | 193 | 88 | 260 | 1 |
| | Agree | % | 20.6 | 22.0 | 24.4 | 20.0 | |
| | Somewhat agree | % | 31.0 | 29.1 | 34.7 | 31.0 | |
| | Somewhat disagree | % | 15.6 | 11.7 | 14.6 | 18.4 | |
| | Disagree | % | 20.8 | 26.9 | 17.0 | 17.0 | |
| | I don't know/I prefer not to answer | % | 12.0 | 10.3 | 9.3 | 13.6 | |

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[ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

| | | | British Columbia 2020- | | | | |
|---|--|---------|------------------------|-----------------|----------------------|------|-------------------------------------|
| | | | 06 | Yes, for myself | Yes, for a loved one | No | I don't know/I prefer not to answer |
| Question 22 - What aspects of virtual care would you like to learn more about? [OPEN] | Total | Unwgt N | 388 | 149 | 64 | 203 | 1 |
| | | Wgt N | 383 | 138 | 67 | 209 | 1 |
| | Privacy/security | % | 5.5 | 5.5 | 6.1 | 5.4 | |
| | The logistics (internet connection, platform required, etc.) | % | 9.7 | 10.2 | 14.4 | 8.5 | |
| | How assessments/diagnostics will work | % | 7.8 | 10.0 | 7.0 | 6.0 | |
| | Scheduling/access and types of services available | % | 20.2 | 25.6 | 19.3 | 17.7 | |
| | How it works/all aspects (not specified) | % | 10.1 | 9.1 | 13.3 | 10.6 | |
| | Nothing | % | 19.0 | 14.5 | 15.9 | 20.3 | |
| | Payment/coverage | % | 2.3 | 1.8 | 3.8 | 3.1 | |
| | Third party involved | % | 1.7 | 3.5 | 3.3 | 0.8 | |
| | Prescriptions | % | 2.5 | 2.7 | 4.5 | 2.5 | |
| | Qualifications of doctors/choosing a doctor | % | 3.6 | 1.6 | 2.5 | 4.8 | |
| | Benefits of doing it virtually | % | 1.9 | 5.4 | 3.2 | 0.0 | |
| | How to prepare | % | 1.7 | 1.6 | 1.7 | 1.5 | |
| | Other | % | 5.5 | 4.4 | 0.0 | 7.1 | |
| | Unsure | % | 8.4 | 4.1 | 4.7 | 11.9 | |

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