

Canadians are seven times more likely to want care from their own family physician rather than a family physician they do not know.

# Key Findings

1

## APPOINTMENTS WITH PHYSICIANS

Canadians are more likely to have had an appointment with their family physician (77%) in the last year than with a health care practitioner they did not know before the visit (30%). BC Residents are the most likely to have had an appointment with their family physician (85%) compared to residents of Ontario (72%), while residents of the Prairies are the most likely to have had an appointment with a health care practitioner they did not know before the visit (35%) compared to residents of Ontario (25%).

2

## APPOINTMENTS WITH FAMILY PHYSICIANS

Canadians who have had an appointment with their family physician in the last 12 months most often did so by telephone (76%), rather than in-person (66%), by email/text message (14%) or by online video (12%). BC residents who have had an appointment with their family physician in the last year are the most likely to have had a telephone appointment (85%) compared to residents of the Prairies (64%).

3

## PREFERENCE OF RECEIVING CARE

Canadians are seven times more likely to want care from their own family physician (66%) rather than a family physician they do not know (9%). Canadians aged 55 and over are more likely to want care from their own family physician (70%) than Canadians aged 18-34 (60%).

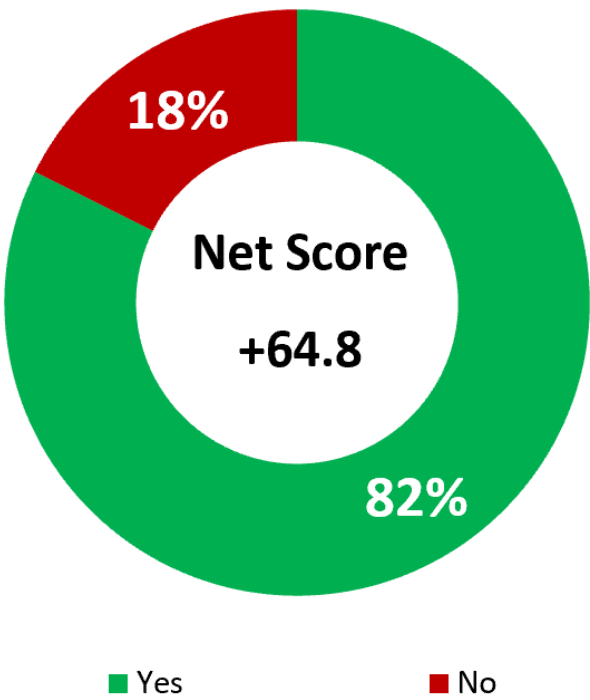
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## PREFERENCE OF RECEIVING CARE

Canadians are four times more likely to be willing to wait to see their own family physician tomorrow (63%) compared to receiving care from a family physician they do not know today (14%), while only less than half of Canadians are willing to wait four to seven days to see their own family physician (43%), compared to receiving care from a family physician they do not know today (32%).

# Having a regular Family Physician

**Q** Do you currently have a regular family physician?

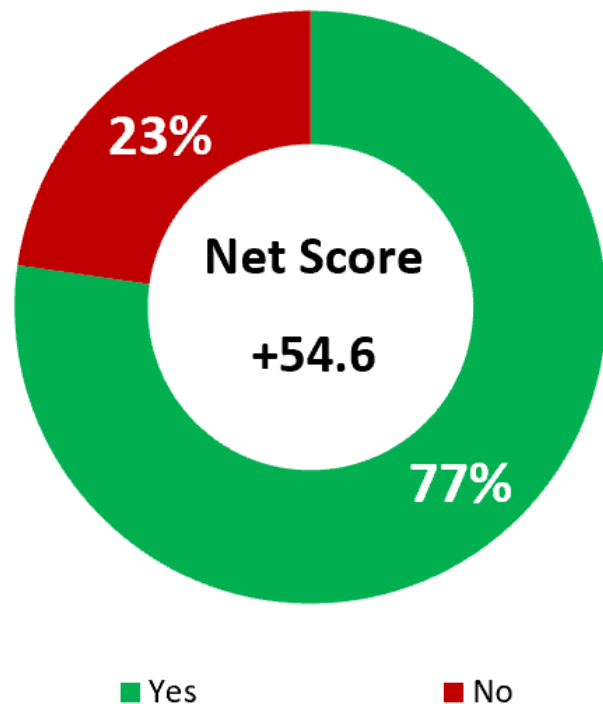


|     | Atlantic<br>(n=205) | Quebec<br>(n=505) | Ontario<br>(n=606)  | Prairies<br>(n=396) | BC<br>(n=301)      |
|-----|---------------------|-------------------|---------------------|---------------------|--------------------|
| Yes | 88.5%               | 75.2%             | 86.1%               | 80.3%               | 84.0%              |
|     | Men<br>(n=1011)     | Women<br>(n=1000) | 18 to 34<br>(n=749) | 35 to 54<br>(n=649) | 55 plus<br>(n=615) |
|     | 81.7%               | 83.0%             | 75.0%               | 81.7%               | 88.1%              |

\*Weighted to the true population proportion.  
 \*Charts may not add up to 100 due to rounding.  
 \*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

# Having an appointment with a Family Physician



Q

[THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN] In the past 12 months have you had an appointment with your family physician?

|                | Atlantic<br>(n=180) | Quebec<br>(n=378) | Ontario<br>(n=510)  | Prairies<br>(n=320) | BC<br>(n=246)      |
|----------------|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>Yes</b>     | <b>81.4%</b>        | <b>76.1%</b>      | <b>72.4%</b>        | <b>82.0%</b>        | <b>85.0%</b>       |
| Men<br>(n=823) |                     | Women<br>(n=810)  | 18 to 34<br>(n=566) | 35 to 54<br>(n=530) | 55 plus<br>(n=538) |
|                | <b>75.8%</b>        | <b>78.7%</b>      | <b>72.9%</b>        | <b>75.2%</b>        | <b>81.7%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=1,634 Canadians who have a regular family physician, 18 years of age or older

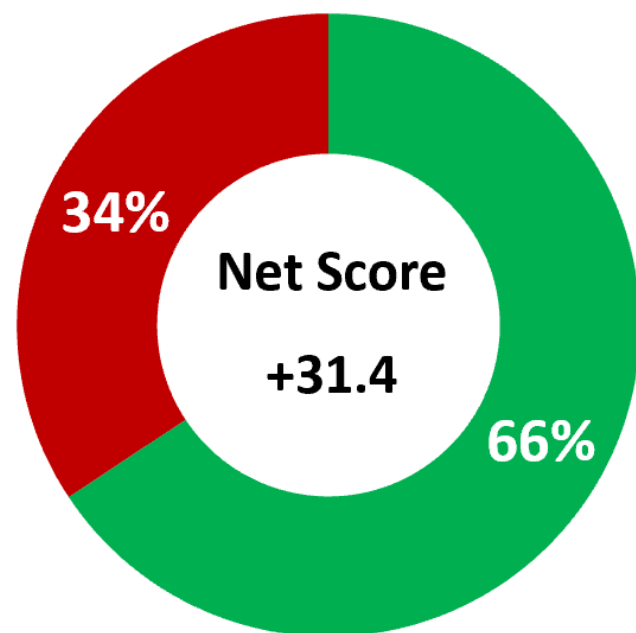
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# Having an appointment with a Family Physician in-person



■ Yes

■ No

Q

[THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician IN-PERSON?

|                | Atlantic<br>(n=144) | Quebec<br>(n=282) | Ontario<br>(n=365)  | Prairies<br>(n=262) | BC<br>(n=246)      |
|----------------|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>Yes</b>     | <b>68.3%</b>        | <b>61.1%</b>      | <b>59.2%</b>        | <b>86.5%</b>        | <b>60.7%</b>       |
| Men<br>(n=627) |                     | Women<br>(n=634)  | 18 to 34<br>(n=418) | 35 to 54<br>(n=400) | 55 plus<br>(n=443) |
|                | <b>65.6%</b>        | <b>65.8%</b>      | <b>72.7%</b>        | <b>65.2%</b>        | <b>62.3%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=1,261 Canadians who have had an appointment with their family physician in the last 12 months, 18 years of age or older

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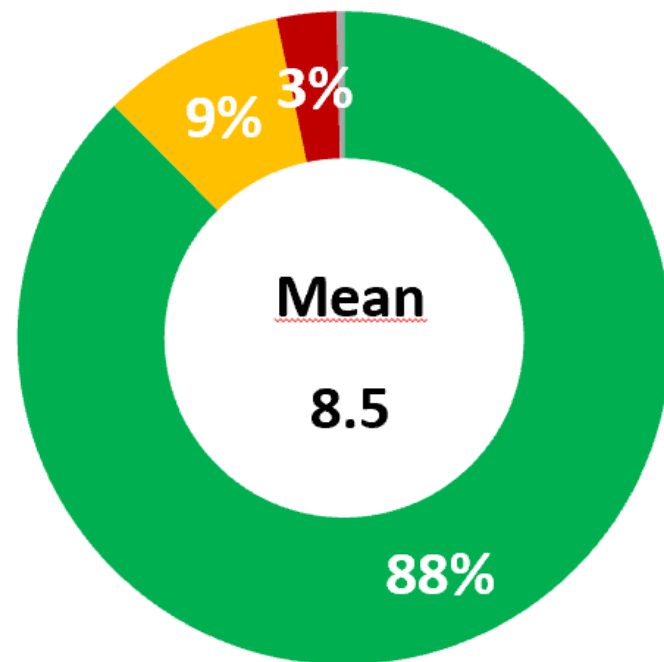
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# Satisfaction with Family Physician in-person appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your IN-PERSON appointment(s) \_\_\_\_ out of 10



■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

|                | Atlantic<br>(n=96) | Quebec<br>(n=176) | Ontario<br>(n=224)  | Prairies<br>(n=219) | BC<br>(n=131)      |
|----------------|--------------------|-------------------|---------------------|---------------------|--------------------|
| <b>Mean</b>    | <b>8.7</b>         | <b>8.9</b>        | <b>8.3</b>          | <b>8.5</b>          | <b>8.7</b>         |
| Men<br>(n=415) |                    | Women<br>(n=431)  | 18 to 34<br>(n=297) | 35 to 54<br>(n=268) | 55 plus<br>(n=281) |
|                | <b>8.5</b>         | <b>8.5</b>        | <b>8.1</b>          | <b>8.2</b>          | <b>9.0</b>         |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=846 Canadians who have had an in-person appointment with their family physician in the last 12 months, 18 years of age or older

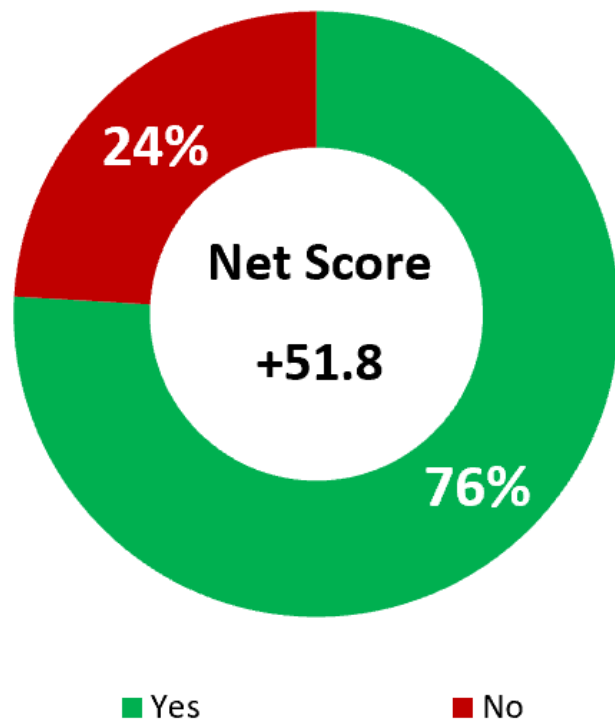
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# Having an appointment with a Family Physician by telephone



Q

[THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician by TELEPHONE?

|                | Atlantic<br>(n=146) | Quebec<br>(n=282) | Ontario<br>(n=364)  | Prairies<br>(n=263) | BC<br>(n=208)      |
|----------------|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>Yes</b>     | <b>80.2%</b>        | <b>75.0%</b>      | <b>77.8%</b>        | <b>64.1%</b>        | <b>85.5%</b>       |
| Men<br>(n=627) |                     | Women<br>(n=636)  | 18 to 34<br>(n=418) | 35 to 54<br>(n=401) | 55 plus<br>(n=444) |
|                | <b>74.6%</b>        | <b>77.1%</b>      | <b>79.1%</b>        | <b>75.7%</b>        | <b>74.4%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=1,263 Canadians who have had an appointment with their family physician in the last 12 months, 18 years of age or older

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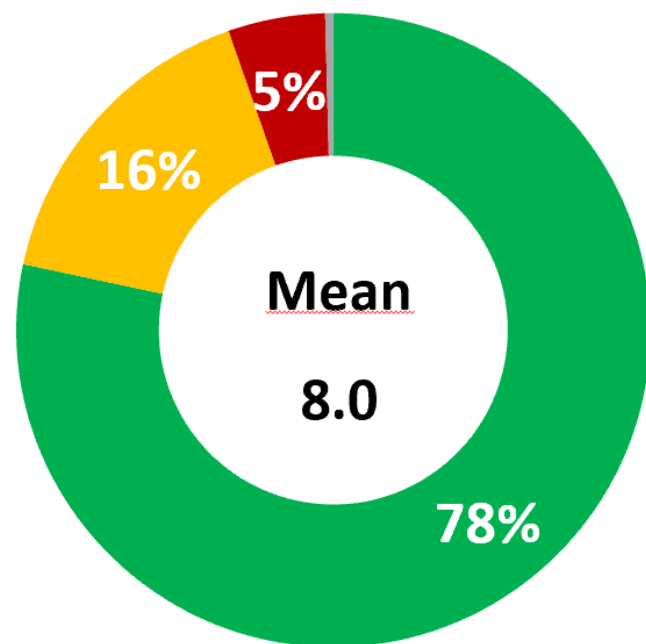




# Satisfaction with Family Physician telephone appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your TELEPHONE APPOINTMENT(s) \_\_\_\_ out of 10



■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

|                     | Atlantic<br>(n=117) | Quebec<br>(n=210) | Ontario<br>(n=287) | Prairies<br>(n=174) | BC<br>(n=177) |
|---------------------|---------------------|-------------------|--------------------|---------------------|---------------|
| <b>Mean</b>         | <b>8.3</b>          | <b>8.4</b>        | <b>7.6</b>         | <b>8.1</b>          | <b>8.0</b>    |
| Men<br>(n=467)      | 7.8                 | 8.1               | 7.5                | 7.9                 | 8.3           |
| Women<br>(n=498)    |                     |                   |                    |                     |               |
| 18 to 34<br>(n=335) |                     |                   |                    |                     |               |
| 35 to 54<br>(n=297) |                     |                   |                    |                     |               |
| 55 plus<br>(n=333)  |                     |                   |                    |                     |               |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=965 Canadians who have had a telephone appointment with their family physician in the last 12 months, 18 years of age or older

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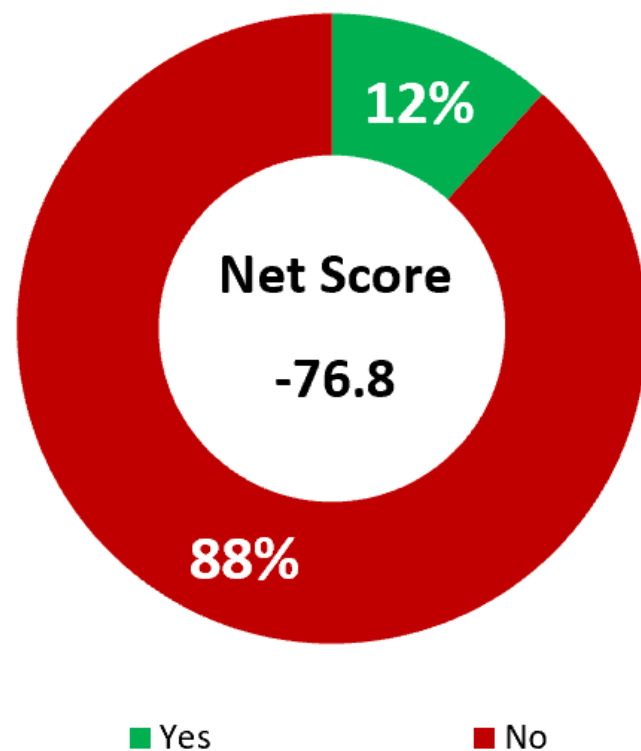


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# Having an appointment with a Family Physician online



Q

[THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician by ONLINE VIDEO?

|                | Atlantic<br>(n=146) | Quebec<br>(n=282) | Ontario<br>(n=362)  | Prairies<br>(n=262) | BC<br>(n=209)      |
|----------------|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>No</b>      | <b>97.1%</b>        | <b>92.5%</b>      | <b>88.4%</b>        | <b>88.8%</b>        | <b>77.3%</b>       |
| Men<br>(n=626) |                     | Women<br>(n=635)  | 18 to 34<br>(n=418) | 35 to 54<br>(n=401) | 55 plus<br>(n=442) |
|                | <b>87.2%</b>        | <b>89.4%</b>      | <b>81.3%</b>        | <b>85.4%</b>        | <b>94.4%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=1,261 Canadians who have had an appointment with their family physician in the last 12 months, 18 years of age or older

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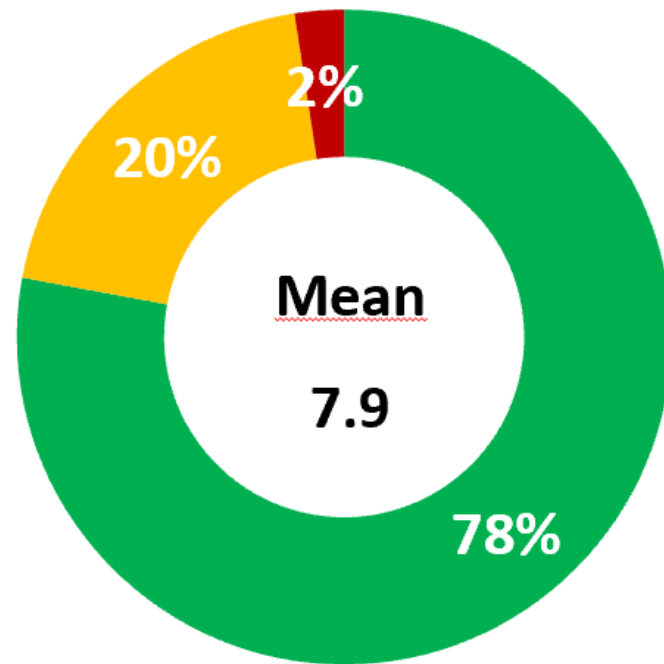
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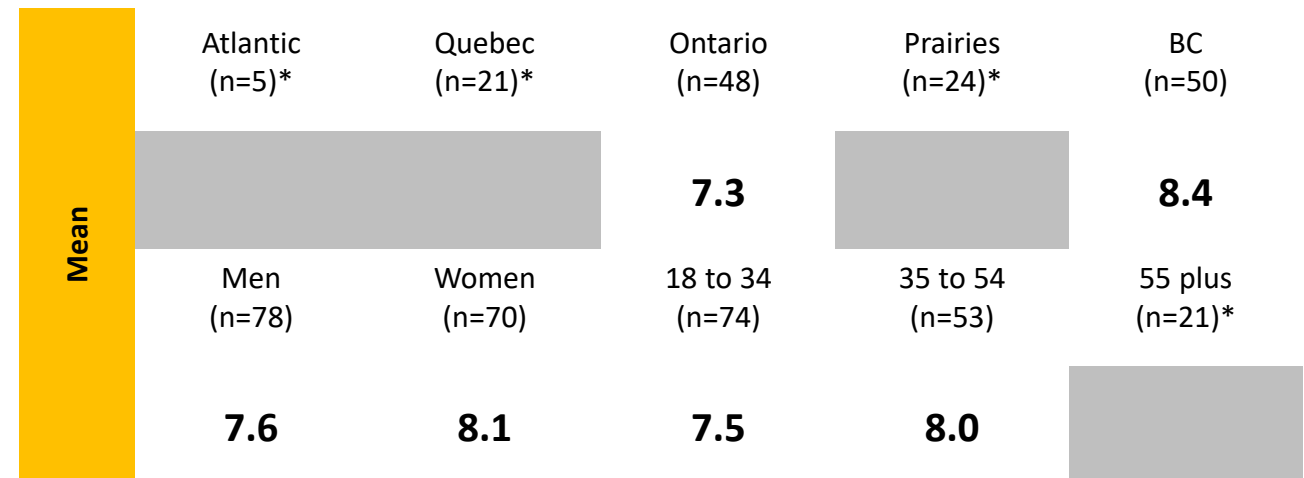
# Satisfaction with Family Physician online appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your ONLINE VIDEO appointment(s) \_\_\_\_ out of 10



■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*Shaded due to small sample size

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=148 Canadians who have had an online video appointment with their family physician in the last 12 months, 18 years of age or older

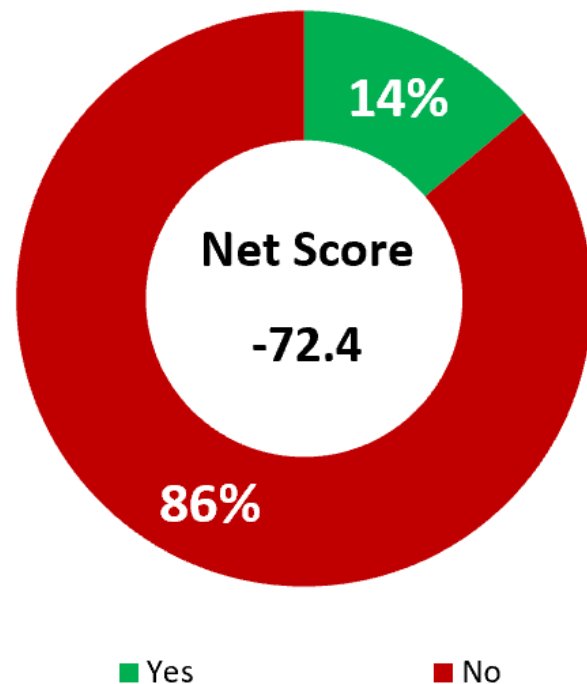
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# Having an appointment with a Family Physician by email/text message



Q

[THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician by EMAIL OR TEXT MESSAGE?

|                | Atlantic<br>(n=145) | Quebec<br>(n=279) | Ontario<br>(n=364)  | Prairies<br>(n=262) | BC<br>(n=207)      |
|----------------|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>No</b>      | <b>90.9%</b>        | <b>86.4%</b>      | <b>82.4%</b>        | <b>89.9%</b>        | <b>88.2%</b>       |
| Men<br>(n=626) |                     | Women<br>(n=631)  | 18 to 34<br>(n=417) | 35 to 54<br>(n=398) | 55 plus<br>(n=442) |
|                | <b>82.6%</b>        | <b>89.4%</b>      | <b>80.9%</b>        | <b>85.2%</b>        | <b>89.8%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=1,257 Canadians who have had an appointment with their family physician in the last 12 months, 18 years of age or older

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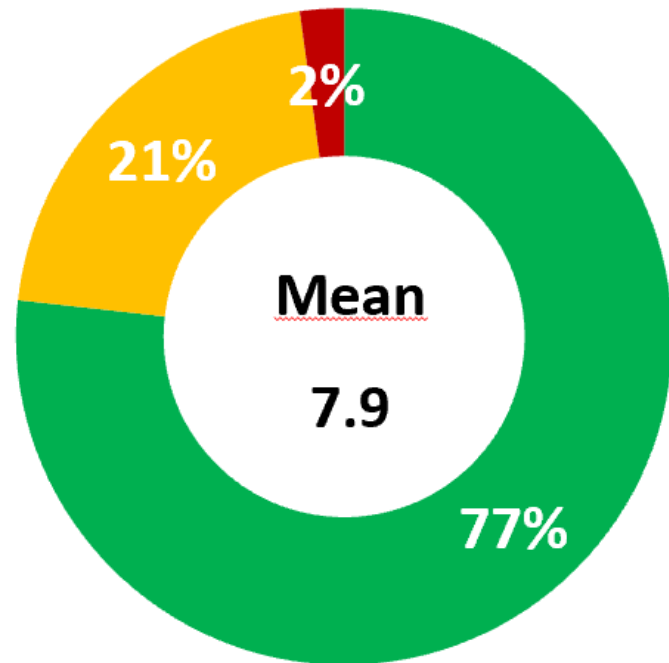
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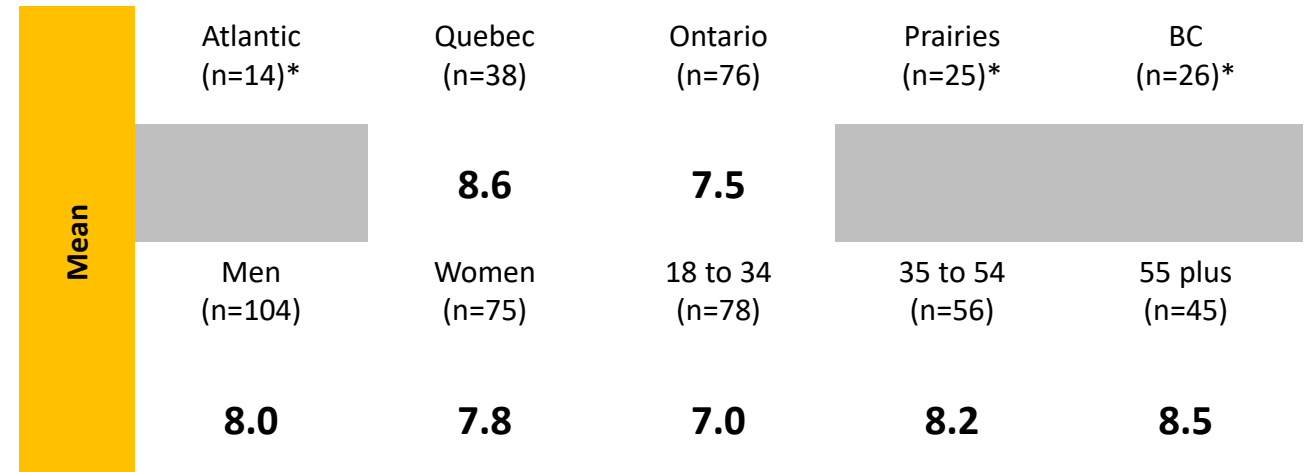
# Satisfaction with Family Physician email/text message experiences

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your EMAIL OR TEXT MESSAGE experiences with your family physician \_\_\_\_ out of 10



■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*Shaded due to small sample size

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=179 Canadians who have had an email/text message appointment with their family physician in the last 12 months, 18 years of age or older

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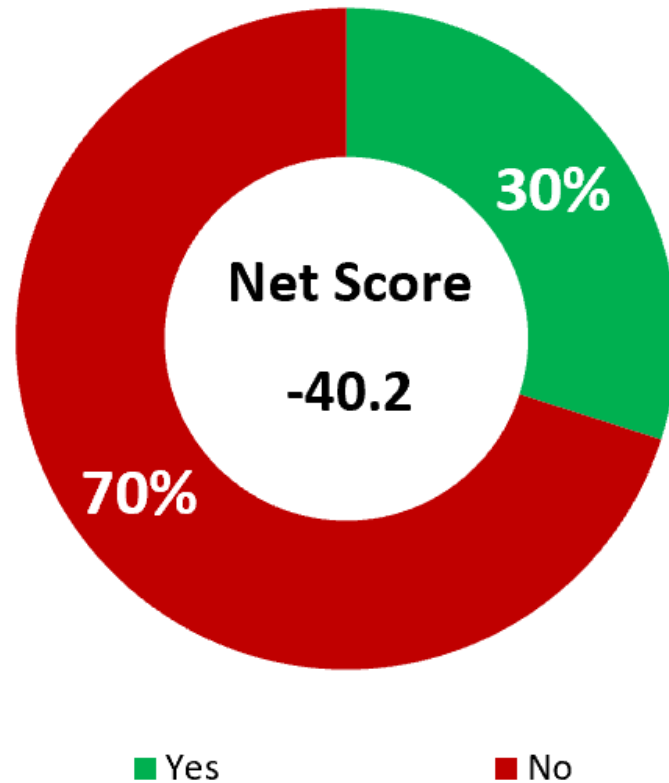
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# Appointment with healthcare practitioner for non-emergency

Q

In the past 12 months have you had an appointment for something that was not a health emergency with a health care practitioner you did not know before the visit?



| No | Atlantic<br>(n=203) | Quebec<br>(n=503) | Ontario<br>(n=604)  | Prairies<br>(n=395) | BC<br>(n=301)      |
|----|---------------------|-------------------|---------------------|---------------------|--------------------|
|    | 69.7%               | 65.3%             | 74.3%               | 64.9%               | 73.5%              |
|    | Men<br>(n=1008)     | Women<br>(n=996)  | 18 to 34<br>(n=745) | 35 to 54<br>(n=647) | 55 plus<br>(n=614) |
|    | 68.3%               | 71.7%             | 65.2%               | 71.2%               | 72.5%              |

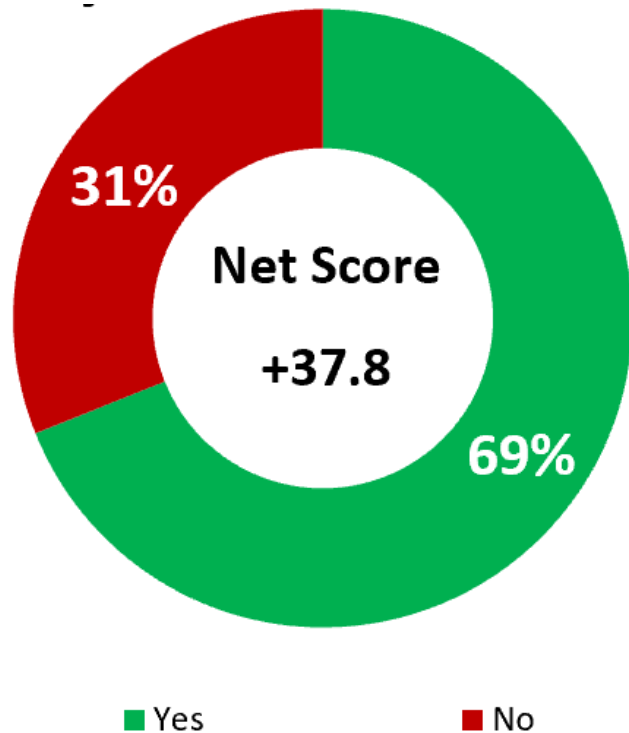
\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,006 Canadians 18 years of age or older

# In-person appointment with healthcare practitioner for a non-emergency



Q

[FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit IN-PERSON?

|                | Atlantic<br>(n=60) | Quebec<br>(n=178) | Ontario<br>(n=156)  | Prairies<br>(n=139) | BC<br>(n=83)       |
|----------------|--------------------|-------------------|---------------------|---------------------|--------------------|
| <b>Yes</b>     | <b>80.6%</b>       | <b>73.7%</b>      | <b>57.9%</b>        | <b>74.8%</b>        | <b>71.3%</b>       |
| Men<br>(n=324) |                    | Women<br>(n=291)  | 18 to 34<br>(n=248) | 35 to 54<br>(n=194) | 55 plus<br>(n=174) |
|                | <b>71.6%</b>       | <b>65.9%</b>      | <b>70.9%</b>        | <b>67.2%</b>        | <b>68.7%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=616 Canadians who have had an appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

# Satisfaction with in-person appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with the IN-PERSON appointment(s) \_\_\_\_ out of 10

Mean

Your family Physician

88%

9% 3%

8.5

Health care practitioner you did not know before the visit

83%

14% 3%

8.1

■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=432 Canadians who have had an in-person appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

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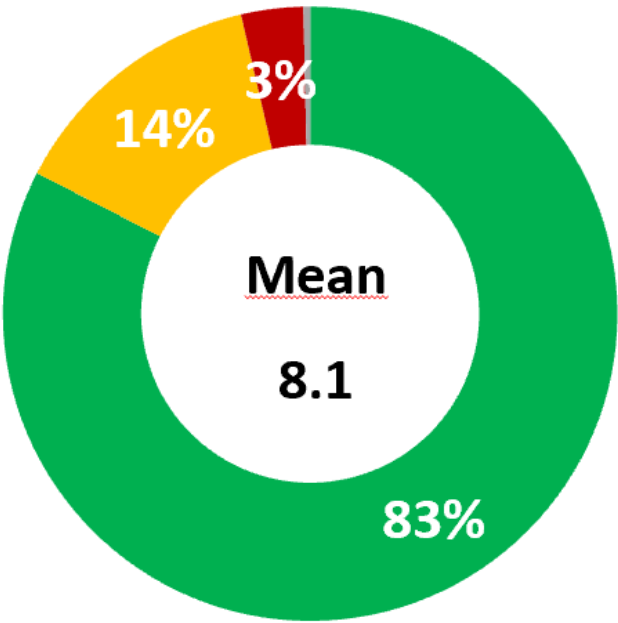
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# Satisfaction with in-person appointment

**Q** [IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with the IN-PERSON appointment(s) \_\_\_\_ out of 10



■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

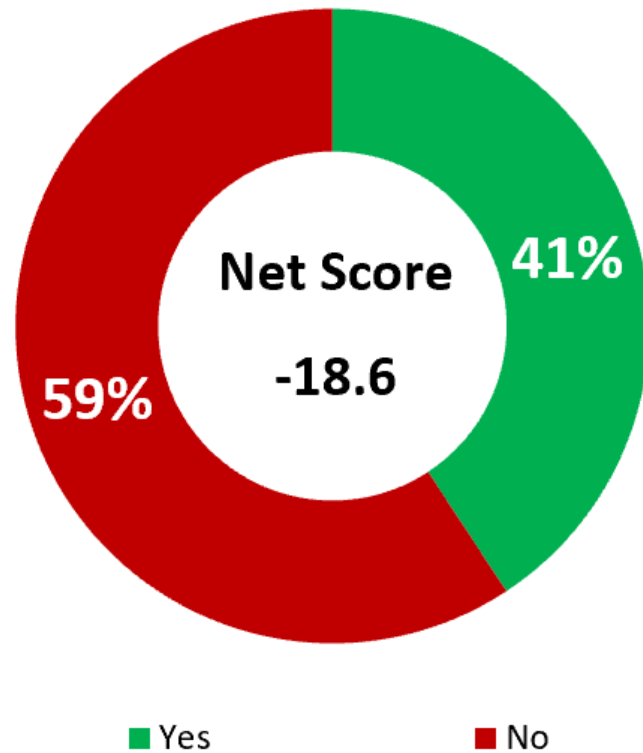


|                    |                   |                     |                     |                    |
|--------------------|-------------------|---------------------|---------------------|--------------------|
| Atlantic<br>(n=48) | Quebec<br>(n=132) | Ontario<br>(n=92)   | Prairies<br>(n=101) | BC<br>(n=59)       |
| 9.1                | 8.2               | 7.8                 | 8.0                 | 8.3                |
| Men<br>(n=234)     | Women<br>(n=197)  | 18 to 34<br>(n=174) | 35 to 54<br>(n=132) | 55 plus<br>(n=126) |
| 8.2                | 8.0               | 7.8                 | 7.9                 | 8.7                |

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

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=432 Canadians who have had an in-person appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

# Appointment with healthcare practitioner for non-emergency by telephone



Q

[FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit by TELEPHONE?

No

| Atlantic<br>(n=62) | Quebec<br>(n=179) | Ontario<br>(n=159)  | Prairies<br>(n=140) | BC<br>(n=83)       |
|--------------------|-------------------|---------------------|---------------------|--------------------|
| <b>70.9%</b>       | <b>60.9%</b>      | <b>57.0%</b>        | <b>65.0%</b>        | <b>44.4%</b>       |
| Men<br>(n=325)     | Women<br>(n=297)  | 18 to 34<br>(n=252) | 35 to 54<br>(n=195) | 55 plus<br>(n=176) |
| <b>62.0%</b>       | <b>56.2%</b>      | <b>55.7%</b>        | <b>56.0%</b>        | <b>65.5%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=623 Canadians who have had an appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

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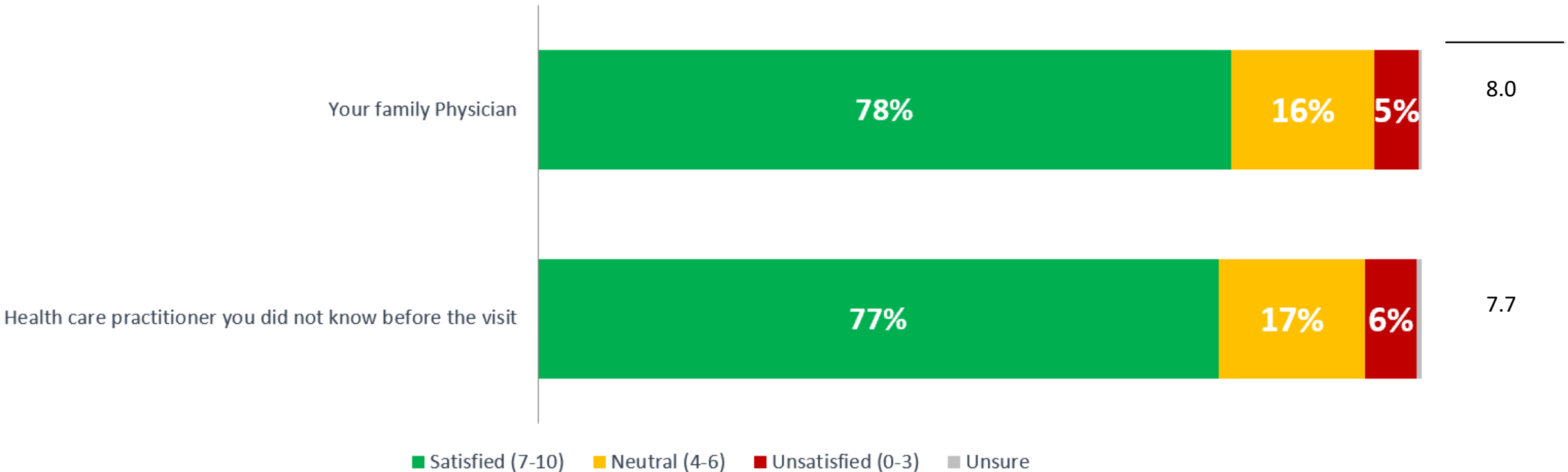
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# Satisfaction with telephone appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your TELEPHONE APPOINTMENT(s) \_\_\_\_ out of 10

Mean



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=255 Canadians who have had a telephone appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

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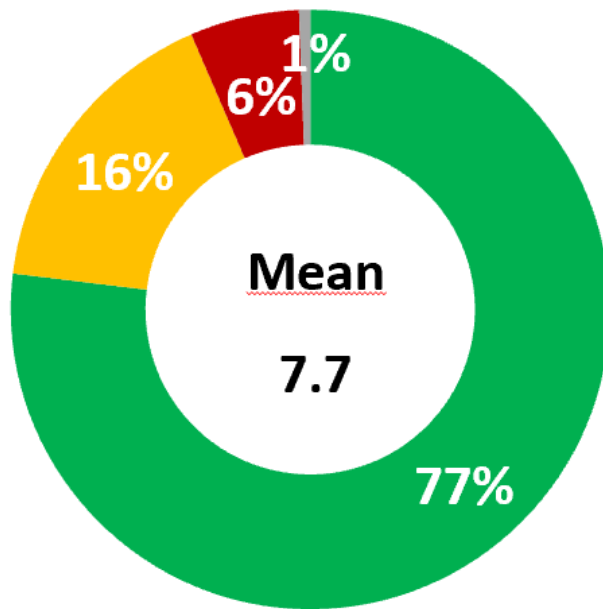
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# Satisfaction with telephone appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your TELEPHONE APPOINTMENT(s) \_\_\_\_ out of 10



■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

|                | Atlantic<br>(n=19)* | Quebec<br>(n=69) | Ontario<br>(n=72)   | Prairies<br>(n=50) | BC<br>(n=45)      |
|----------------|---------------------|------------------|---------------------|--------------------|-------------------|
| <b>Mean</b>    |                     | <b>7.3</b>       | <b>7.8</b>          | <b>7.3</b>         | <b>8.5</b>        |
| Men<br>(n=122) |                     | Women<br>(n=133) | 18 to 34<br>(n=116) | 35 to 54<br>(n=80) | 55 plus<br>(n=59) |
|                | <b>7.7</b>          | <b>7.8</b>       | <b>7.3</b>          | <b>8.0</b>         | <b>7.9</b>        |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*Shaded due to small sample size

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=255 Canadians who have had a telephone appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

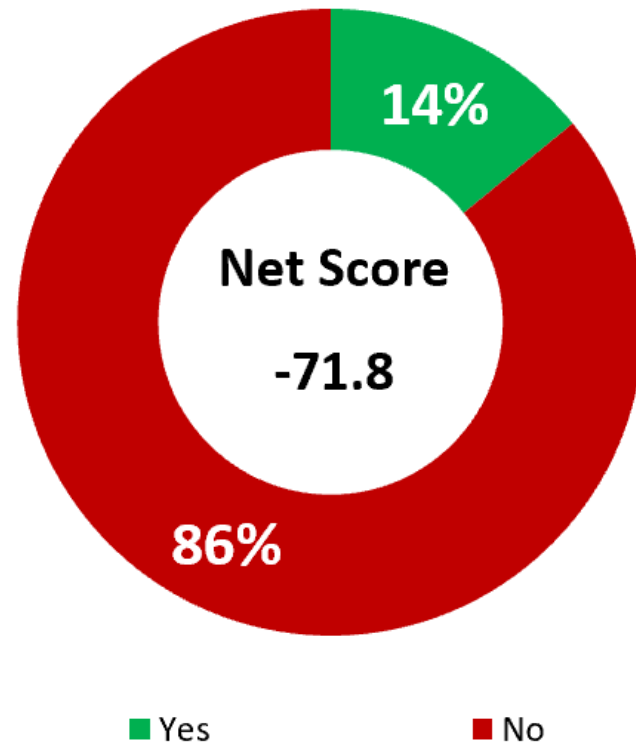
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# Appointment with healthcare practitioner for non-emergency by online video



Q

[FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit by ONLINE VIDEO?

|                | Atlantic<br>(n=62) | Quebec<br>(n=177) | Ontario<br>(n=158)  | Prairies<br>(n=138) | BC<br>(n=82)       |
|----------------|--------------------|-------------------|---------------------|---------------------|--------------------|
| <b>No</b>      | <b>87.6%</b>       | <b>88.5%</b>      | <b>83.0%</b>        | <b>90.6%</b>        | <b>78.6%</b>       |
| Men<br>(n=322) |                    | Women<br>(n=294)  | 18 to 34<br>(n=249) | 35 to 54<br>(n=193) | 55 plus<br>(n=175) |
|                | <b>84.8%</b>       | <b>87.1%</b>      | <b>81.3%</b>        | <b>79.6%</b>        | <b>95.9%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

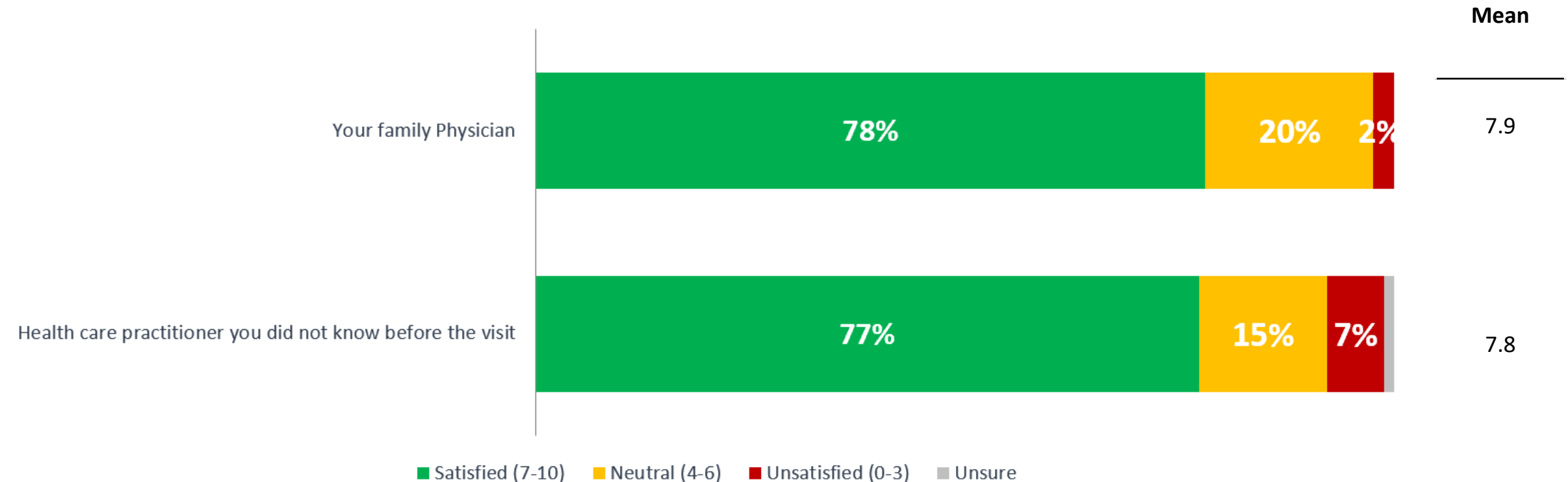
\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=617 Canadians who have had an appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

# Satisfaction with online video appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your ONLINE VIDEO appointment(s) \_\_\_\_ out of 10



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=90 Canadians who have had an online video appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

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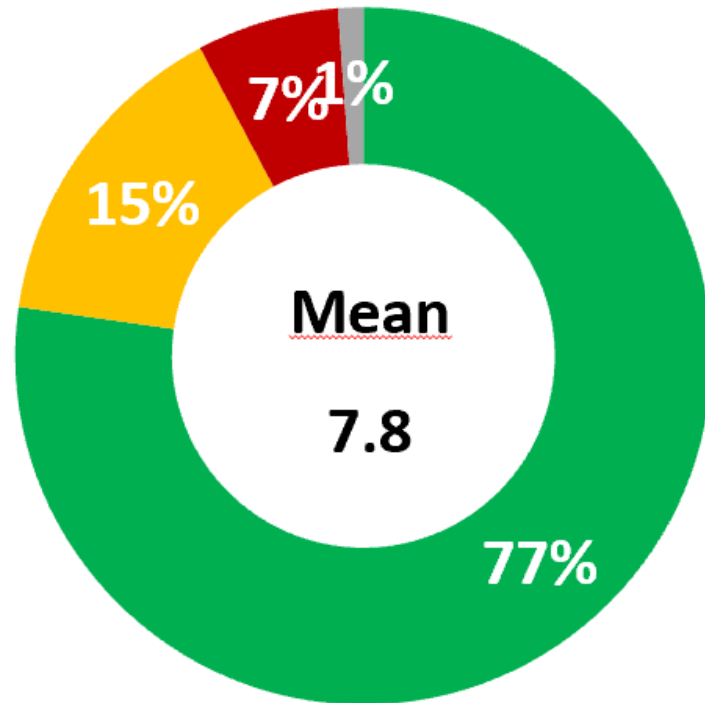
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# Satisfaction with online video appointment

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your ONLINE VIDEO appointment(s) \_\_\_\_ out of 10

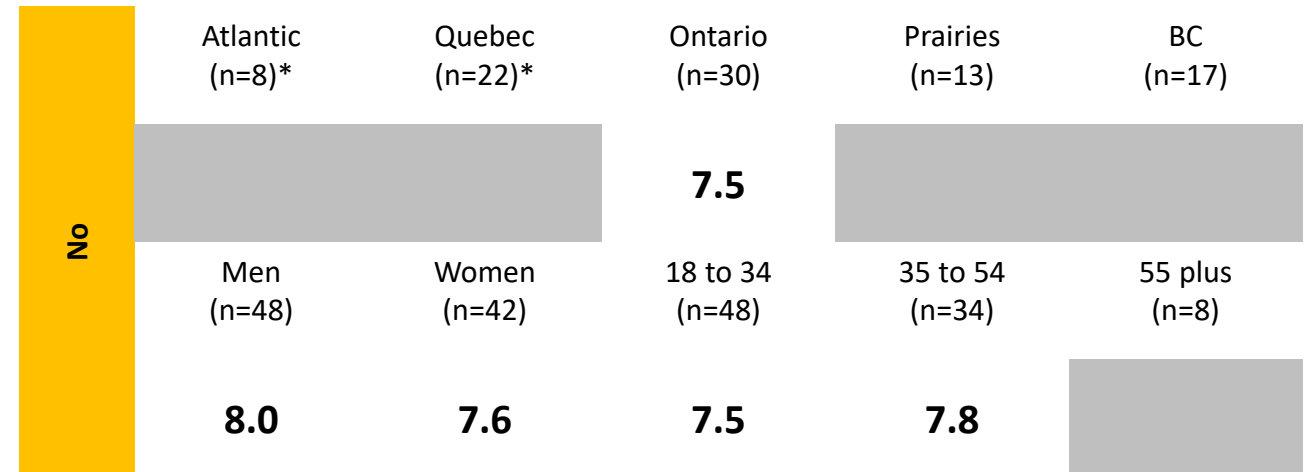


■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

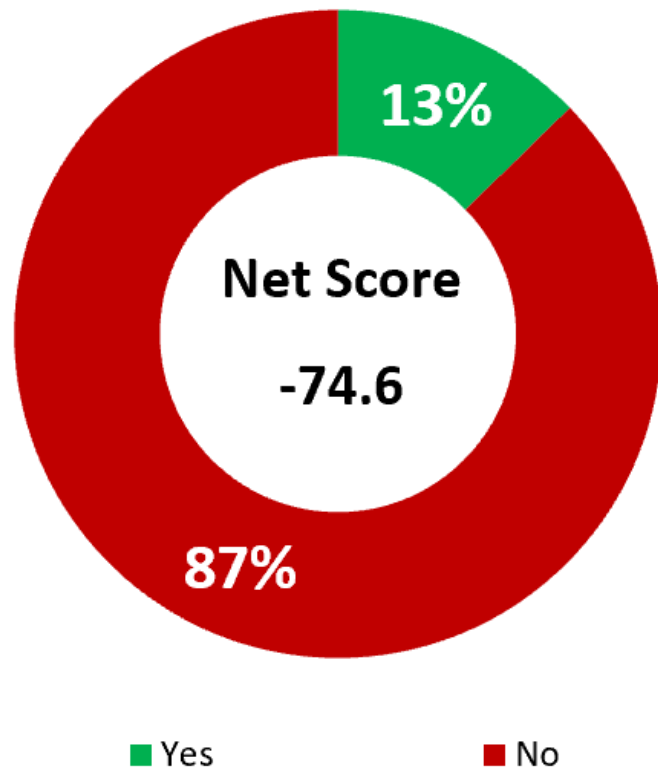
\*Shaded due to small sample size



Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=90 Canadians who have had an online video appointment for something that was not a health emergency in the last 12 months, 18 years of age or older



# Appointment with healthcare practitioner for non-emergency by email or text message



Q

[FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit by EMAIL OR TEXT MESSAGE?

No

| Atlantic<br>(n=62) | Quebec<br>(n=179) | Ontario<br>(n=158)  | Prairies<br>(n=138) | BC<br>(n=83)       |
|--------------------|-------------------|---------------------|---------------------|--------------------|
| <b>90.8%</b>       | <b>87.2%</b>      | <b>84.6%</b>        | <b>89.8%</b>        | <b>88.1%</b>       |
| Men<br>(n=324)     | Women<br>(n=295)  | 18 to 34<br>(n=252) | 35 to 54<br>(n=194) | 55 plus<br>(n=174) |
| <b>84.6%</b>       | <b>90.1%</b>      | <b>79.9%</b>        | <b>86.8%</b>        | <b>94.5%</b>       |

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

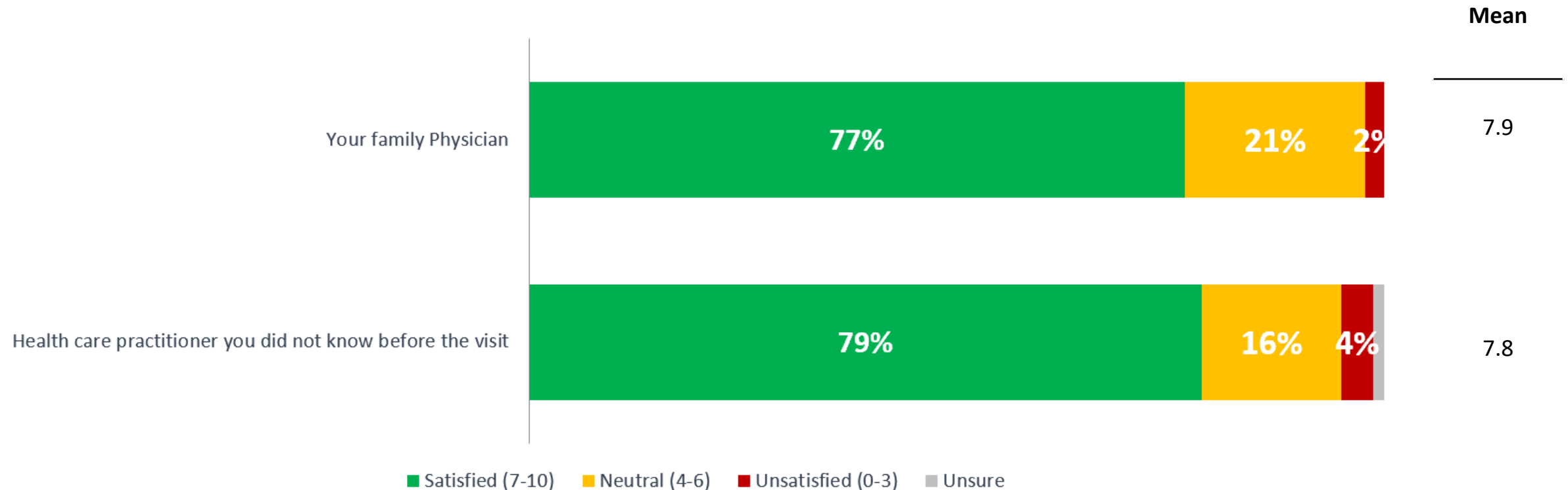
\*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians who have had an appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

# Satisfaction with email/text experience(s)

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your EMAIL OR TEXT MESSAGE experiences with your family physician \_\_\_\_ out of 10



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=79 Canadians who have had an email appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

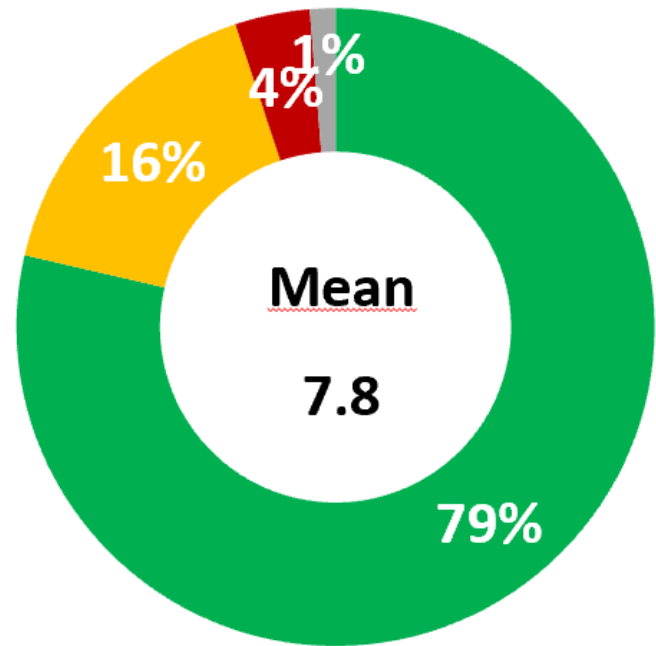
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# Satisfaction with email/text experience(s)



■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

Q

[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your EMAIL OR TEXT MESSAGE experiences with your family physician \_\_\_\_ out of 10

| No | Atlantic<br>(n=6)* | Quebec<br>(n=24)* | Ontario<br>(n=27)* | Prairies<br>(n=11)* | BC<br>(n=11)*     |
|----|--------------------|-------------------|--------------------|---------------------|-------------------|
|    | Men<br>(n=49)      | Women<br>(n=30)   | 18 to 34<br>(n=46) | 35 to 54<br>(n=24)* | 55 plus<br>(n=9)* |
|    | 7.9                | 7.6               | 7.4                |                     |                   |

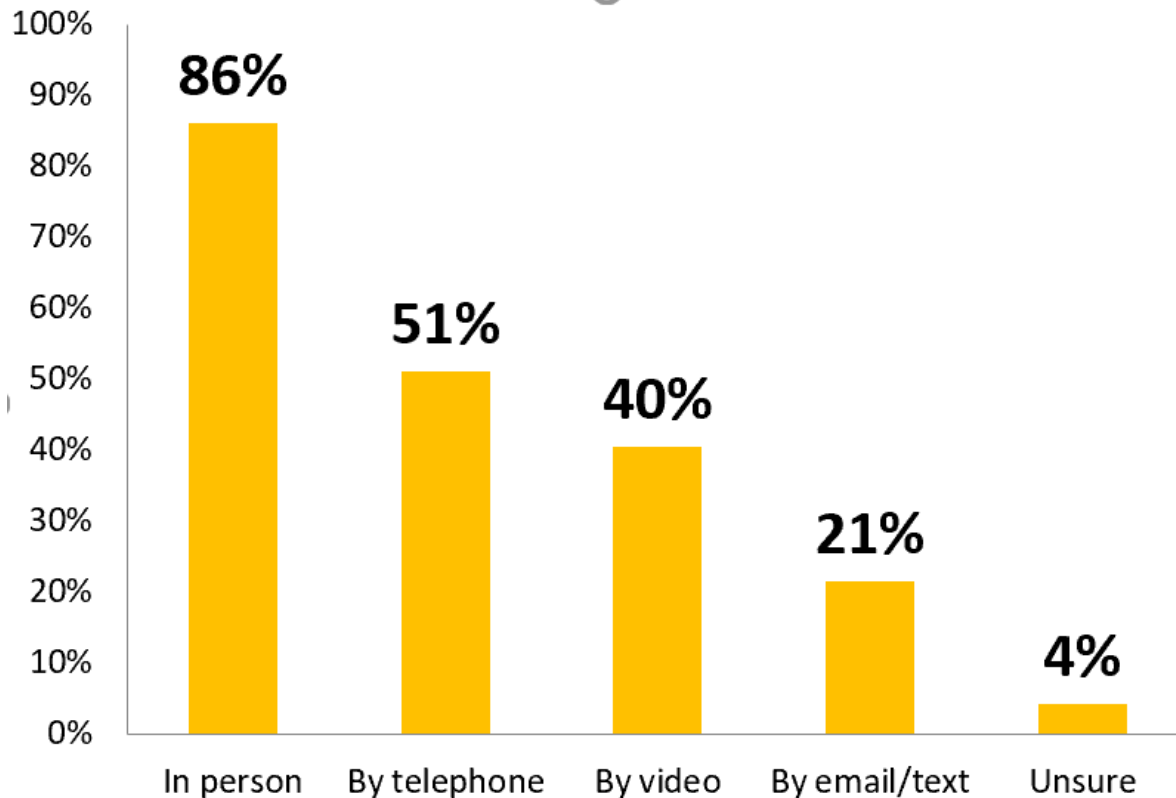
\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

\*Shaded due to small sample size

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=79 Canadians who have had an email appointment for something that was not a health emergency in the last 12 months, 18 years of age or older

# Openness to receive care or manage chronic condition after pandemic



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

Q

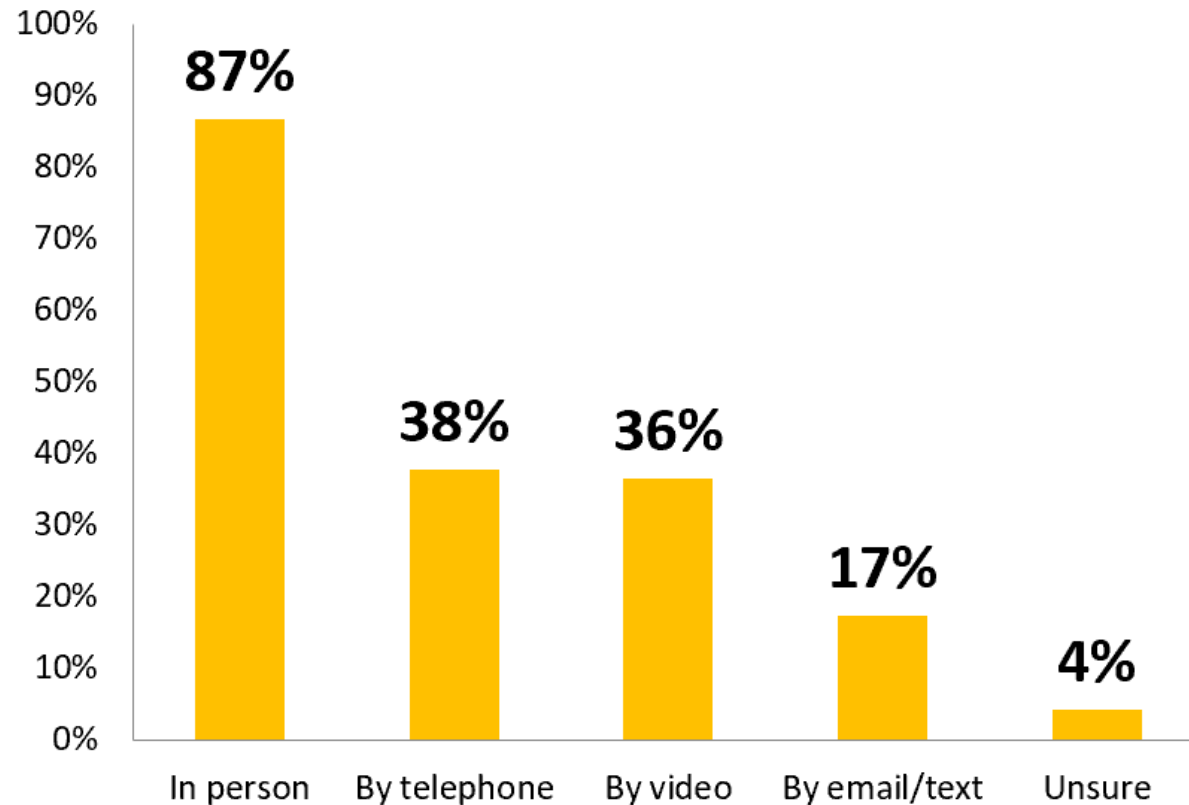
If you had the choice, would you be open to receive care to manage a chronic health condition after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE]

“

When given the choice, Canadians are most open to receiving care to manage a chronic health condition after the pandemic in person (86%), while more than half are also open to receiving care by telephone (51%) and four in ten are open to receiving care by video (40%) .

”

# Openness to diagnosis or creation of a treatment plan for new health condition after pandemic



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

Q

If you had the choice, would you be open to a diagnosis or creation of a treatment plan for a new health condition after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE]

“

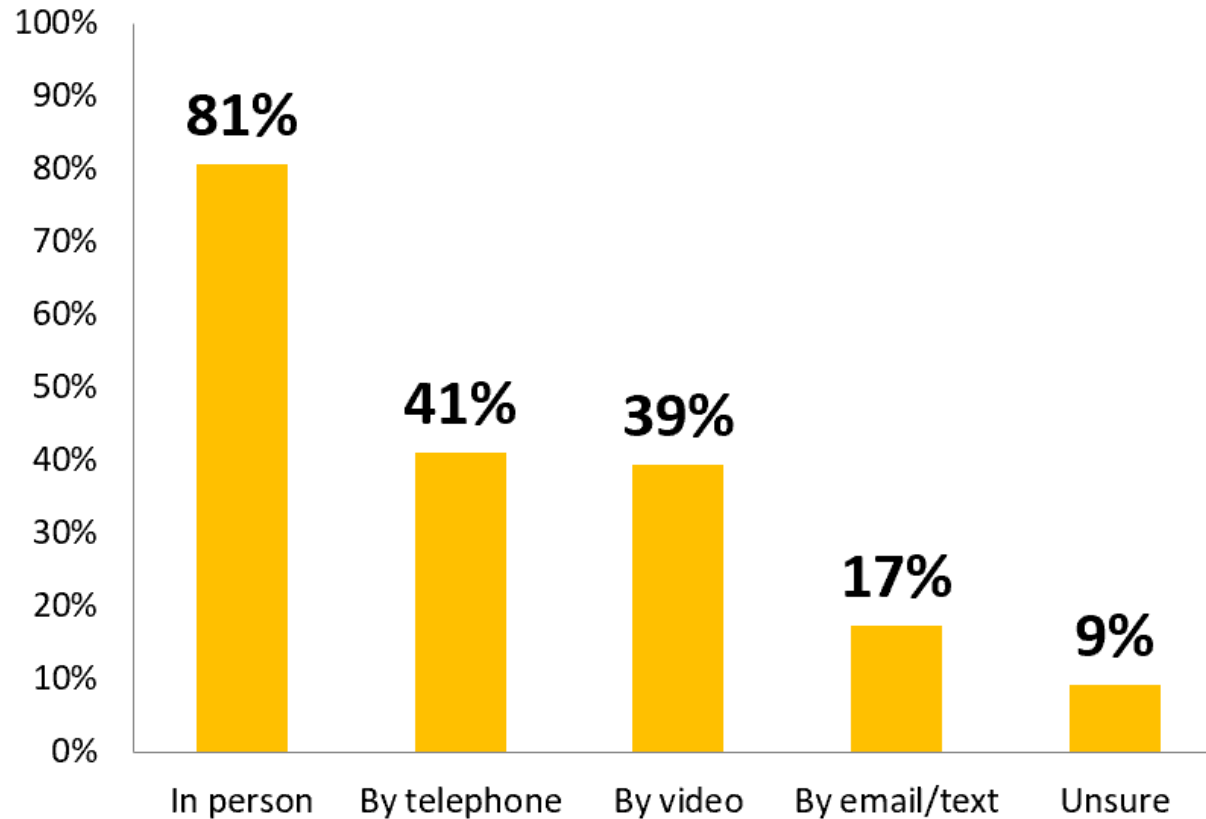
When it comes to a diagnosis or creation of a treatment plan for a new health condition after the pandemic, Canadians are most open to do it in person (87%), while over three in ten are also open to it by telephone (36%) or by video (38%) and only less than two in ten are open to it by email or text (17%)

”

# Openness to managing mental health after pandemic

Q

If you had the choice, would you be open to manage mental health after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE]



“

When given the choice, Canadians are most open to manage their mental health care after the pandemic in person (81%), while four in ten are open to receiving care by telephone (41%) and close to four in ten are open to receiving care by video (39%) .

”

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

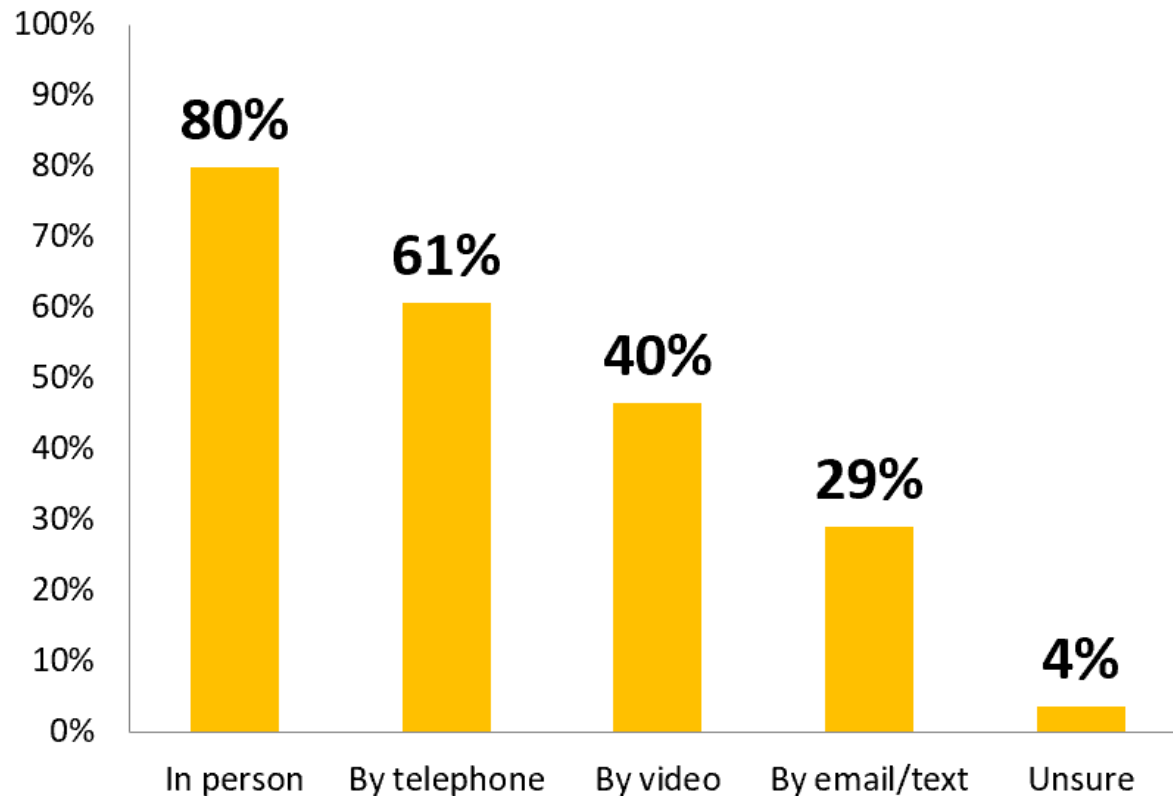
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# Openness to receive care to manage minor health care needs after pandemic



\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

Q

If you had the choice, would you be open to receive care to manage your minor health care needs after the pandemic in any of the following ways  
[SELECT AS MANY AS APPLY] [RANDOMIZE]

“

When given the choice, Canadians are most open to receiving care to manage their minor health care needs after the pandemic in person (80%), while six in ten are also open to receiving care by telephone (61%) and four in ten are open to receiving care by video (40%) .

”



# Importance of care aspects

Q

Please rank the importance of the following aspects of the care you receive where 1 is the most important, 2 the second most important and so on. [RANDOMIZE]

|  | Rank 1       | Rank 2       | Rank 3       | Rank 4       |
|--|--------------|--------------|--------------|--------------|
| Clinical knowledge and expertise   | <b>35.4%</b> | <b>29.0%</b> | <b>20.2%</b> | <b>14.0%</b> |
| Knowledge of your health history and existing conditions                         | <b>27.7%</b> | <b>31.2%</b> | <b>23.8%</b> | <b>15.7%</b> |
| Ready accessibility of an appointment  | <b>26.0%</b> | <b>22.8%</b> | <b>24.4%</b> | <b>26.8%</b> |
| Ability to connect to other parts of health care system and exchange information | <b>8.7%</b>  | <b>16.9%</b> | <b>31.6%</b> | <b>43.5%</b> |

“

Canadians most often rank clinical knowledge and expertise first (35.4%) when it comes to the most important aspect of the care they receive, compared to the knowledge of their health history and existing condition (27%) or ready accessibility of an appointment (26%), while the ability to connect to other parts of the healthcare system and exchange information is the least often ranked first (8%).

”

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

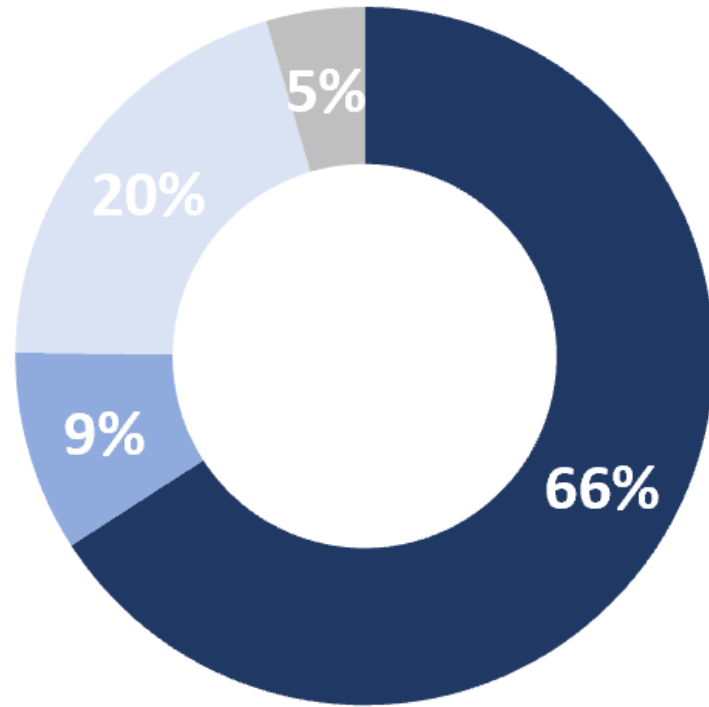
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## Preference when receiving care for non-urgent health problem from family physician or physician they don't know



- Receiving care from your own family physician (through online video or in-person)
- Receiving care from a family physician you do not know (through online video or in-person)
- No difference
- Unsure

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

Q

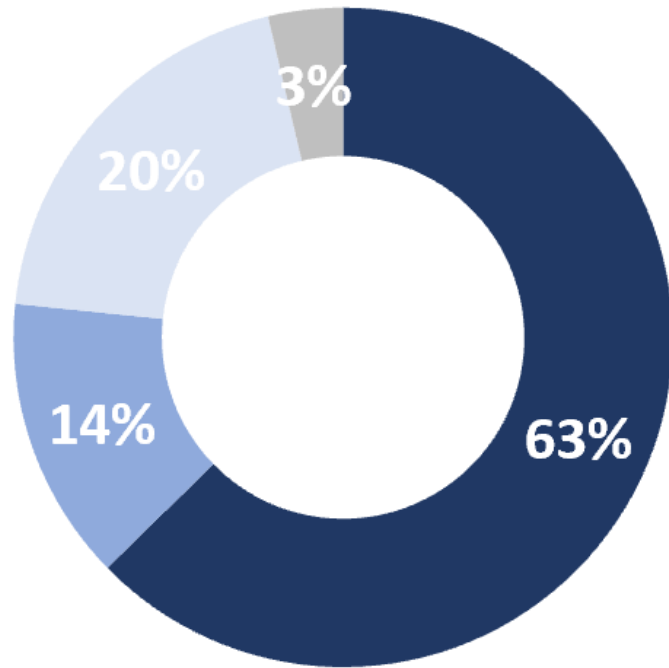
For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer? [RANDOMIZE]

[ROTATE] Receiving care from your own family physician (through online video or in-person) OR receiving care from a family physician you do not know (through online video or in-person?)

Receiving care from your own family physician (through online video or in-person)

| Atlantic<br>(n=205) | Quebec<br>(n=504) | Ontario<br>(n=603)  | Prairies<br>(n=396) | BC<br>(n=301)      |
|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>63.9%</b>        | <b>65.4%</b>      | <b>64.2%</b>        | <b>66.5%</b>        | <b>71.8%</b>       |
| Men<br>(n=1008)     | Women<br>(n=999)  | 18 to 34<br>(n=748) | 35 to 54<br>(n=648) | 55 plus<br>(n=613) |
| <b>64.9%</b>        | <b>66.8%</b>      | <b>60.3%</b>        | <b>65.7%</b>        | <b>70.0%</b>       |

## Preference when receiving care for non-urgent health problem from family physician tomorrow or physician they don't know today



- Receiving care from your own family physician tomorrow (through online video or in-person)
- Receiving care from a family physician you do not know today (through online video or in-person)
- No difference

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

Q

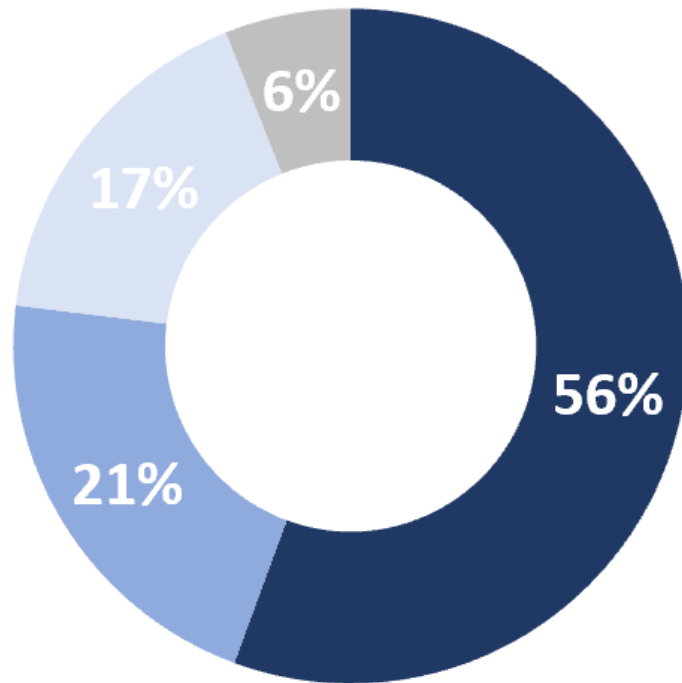
For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer? [RANDOMIZE]

[ROTATE] Receiving care from your own family physician tomorrow (through online video or in-person) OR receiving care from a family physician you do not know today (through online video or in-person).

Receiving care from your own family physician tomorrow (through online video or in-person)

| Atlantic<br>(n=204) | Quebec<br>(n=503) | Ontario<br>(n=603)  | Prairies<br>(n=396) | BC<br>(n=300)      |
|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>61.9%</b>        | <b>63.4%</b>      | <b>61.6%</b>        | <b>62.5%</b>        | <b>65.3%</b>       |
| Men<br>(n=1007)     | Women<br>(n=997)  | 18 to 34<br>(n=747) | 35 to 54<br>(n=649) | 55 plus<br>(n=610) |
| <b>62.4%</b>        | <b>62.9%</b>      | <b>54.4%</b>        | <b>62.1%</b>        | <b>69.1%</b>       |

## Preference when receiving care for non-urgent health problem from family physician in two or three days or physician they don't know today



■ Receiving care from your own family physician in two or three days (through online video or in-person)

■ Receiving care from a family physician you do not know today (through online video or in-person)

■ No difference

■ Unsure

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

Q

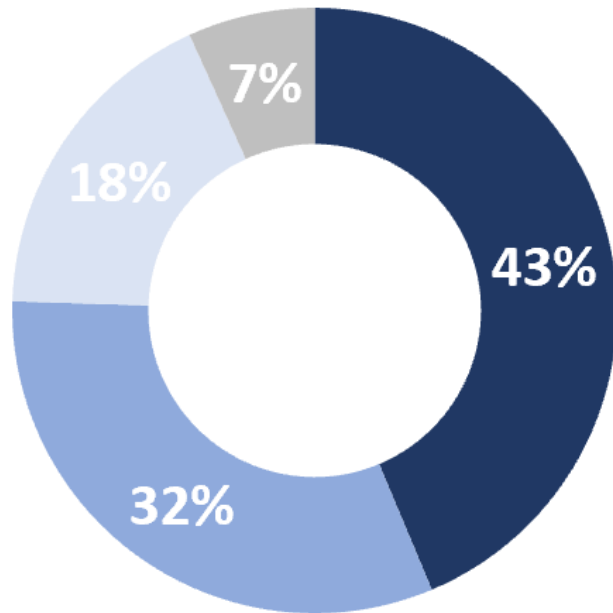
For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer? [RANDOMIZE]

[ROTATE] Receiving care from your own family physician in two or three days (through online video or in-person) OR receiving care from a family physician you do not know today (through online video or in-person).

Receiving care from your own family physician in two or three days through online video or in-person

| Atlantic<br>(n=204) | Quebec<br>(n=505) | Ontario<br>(n=604)  | Prairies<br>(n=396) | BC<br>(n=301)      |
|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>57.6%</b>        | <b>53.3%</b>      | <b>55.2%</b>        | <b>56.8%</b>        | <b>58.2%</b>       |
| Men<br>(n=1010)     | Women<br>(n=998)  | 18 to 34<br>(n=748) | 35 to 54<br>(n=648) | 55 plus<br>(n=614) |
| <b>55.3%</b>        | <b>55.9%</b>      | <b>51.3%</b>        | <b>55.0%</b>        | <b>59.2%</b>       |

## Preference when receiving care for non-urgent health problem from family physician in four to seven days or physician they don't know today



- Receiving care from your own family physician in four to seven days (through online video or in-person)
- Receiving care from a family physician you do not know today (through online video or in-person)
- No difference
- Unsure

\*Weighted to the true population proportion.

\*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27<sup>th</sup> to May 28<sup>th</sup>, 2021, n=2,013 Canadians 18 years of age or older

Q

For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer? [RANDOMIZE]

[ROTATE] Receiving care from your own family physician in four to seven days (through online video or in-person) OR receiving care from a family physician you do not know today (through online video or in-person).

Receiving care from your own family physician in four to seven days (through online video or in-person)

| Atlantic<br>(n=205) | Quebec<br>(n=505) | Ontario<br>(n=606)  | Prairies<br>(n=396) | BC<br>(n=300)      |
|---------------------|-------------------|---------------------|---------------------|--------------------|
| <b>48.3%</b>        | <b>42.1%</b>      | <b>42.8%</b>        | <b>44.4%</b>        | <b>45.7%</b>       |
| Men<br>(n=1010)     | Women<br>(n=1000) | 18 to 34<br>(n=749) | 35 to 54<br>(n=649) | 55 plus<br>(n=614) |
| <b>45.6%</b>        | <b>41.8%</b>      | <b>40.3%</b>        | <b>41.2%</b>        | <b>48.2%</b>       |

# METHODOLOGY

Nanos conducted a representative online survey of 2,013 Canadians 18 years of age or older, between May 27<sup>th</sup> and May 28<sup>th</sup>, 2021.

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 Canada.

The research was commissioned by The College of Family Physicians Canada and was conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding.



| Element                          | Description   |
|----------------------------------|---|
| Research sponsor                 | The College of Family Physicians of Canada  |
| Population and Final Sample Size | 2,013 Canadians 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)          | Men and Women; 18 years or older.<br>Six digit postal code was used to validate geography.  |
| Demographics (Other)             | Age, gender, education, income  |
| Field Dates                      | May 27 <sup>th</sup> to May 28 <sup>th</sup> , 2021   |
| Language of Survey               | The survey was conducted in both English and French.  |
| 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.<br><a href="https://canadianresearchinsightscouncil.ca/standards/">https://canadianresearchinsightscouncil.ca/standards/</a> |

| 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 Canada. 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 Canada.   |
| 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.<br><a href="http://www.nanos.co">http://www.nanos.co</a><br>Telephone: (613) 234-4666 ext. 237<br>Email: <a href="mailto:info@nanosresearch.com">info@nanosresearch.com</a> . |





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# TABULATIONS





## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

|  |       |            | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|-------|------------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|----------|---------|
|  |       |            | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - Do you currently have a regular family physician? | Total | Unwgt<br>N | 2013              | 205      | 505    | 606     | 396      | 301                 | 1011                      | 1000   | 2     | 749   | 649      | 615     |
|  |       | Wgt N      | 2002              | 134      | 467    | 768     | 368      | 265                 | 976                       | 1024   | 2     | 547   | 684      | 771     |
|  | Yes   | %          | 82.4              | 88.5     | 75.2   | 86.1    | 80.3     | 84.0                | 81.7                      | 83.0   |       | 75.0  | 81.7     | 88.1    |
|  | No    | %          | 17.6              | 11.5     | 24.8   | 13.9    | 19.7     | 16.0                | 18.3                      | 17.0   |       | 25.0  | 18.3     | 11.9    |

|  |       |            | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|-------|------------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|----------|---------|
|  |       |            | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question – [THOSE WHO HAVE A REGULAR FAMILY PHYSICIAN] In the past 12 months have you had an appointment with your family physician? | Total | Unwgt<br>N | 1634              | 180      | 378    | 510     | 320      | 246                 | 823                       | 810    | 1     | 566   | 530      | 538     |
|  |       | Wgt N      | 1649              | 119      | 351    | 661     | 295      | 222                 | 798                       | 850    | 1     | 410   | 559      | 679     |
|  | Yes   | %          | 77.3              | 81.4     | 76.1   | 72.4    | 82.0     | 85.0                | 75.8                      | 78.7   |       | 72.9  | 75.2     | 81.7    |
|  | No    | %          | 22.7              | 18.6     | 23.9   | 27.6    | 18.0     | 15.0                | 24.2                      | 21.3   |       | 27.1  | 24.8     | 18.3    |

Nanos conducted an online representative survey of 2,013 Canadians, 18 years of age or older, between May 27<sup>th</sup> and 28<sup>th</sup>, 2021.

\*Shaded due to small sample size

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

|   |       |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|-------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |       |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician IN-PERSON? | Total | Unwgt N | 1261           | 144      | 282    | 365     | 262      | 208              | 627                       | 634    | 0     | 418   | 400      | 443     |
|   |       | Wgt N   | 1267           | 95       | 266    | 478     | 240      | 188              | 602                       | 665    | 0     | 298   | 418      | 551     |
|   | Yes   | %       | 65.7           | 68.3     | 61.1   | 59.2    | 86.5     | 60.7             | 65.6                      | 65.8   |       | 72.7  | 65.2     | 62.3    |
|   | No    | %       | 34.3           | 31.7     | 38.9   | 40.8    | 13.5     | 39.3             | 34.4                      | 34.2   |       | 27.3  | 34.8     | 37.7    |

|  |                           |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|---------------------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |                           |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS IN PERSON] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your IN-PERSON appointment(s) ____ out of 10 | Total                     | Unwgt N | 846            | 96       | 176    | 224     | 219      | 131              | 415                       | 431    | 0     | 297   | 268      | 281     |
|  |                           | Wgt N   | 829            | 64       | 162    | 283     | 206      | 114              | 395                       | 434    | 0     | 216   | 272      | 341     |
|  |                           | Mean    | 8.5            | 8.7      | 8.9    | 8.3     | 8.5      | 8.7              | 8.5                       | 8.5    |       | 8.1   | 8.2      | 9.0     |
|  |                           | Median  | 9.0            | 10.0     | 10.0   | 9.0     | 9.0      | 9.0              | 9.0                       | 9.0    |       | 8.0   | 9.0      | 10.0    |
|  | Not at all satisfied (0)  | %       | 1.2            | 0.8      | 0.0    | 2.2     | 0.2      | 2.4              | 0.9                       | 1.4    |       | 0.9   | 1.5      | 1.2     |
|  | 1                         | %       | 0.4            | 1.0      | 1.1    | 0.3     | 0.0      | 0.0              | 0.7                       | 0.2    |       | 0.9   | 0.5      | 0.0     |
|  | 2                         | %       | 0.5            | 2.3      | 1.0    | 0.0     | 0.7      | 0.0              | 0.2                       | 0.9    |       | 0.0   | 1.1      | 0.5     |
|  | 3                         | %       | 0.8            | 0.0      | 0.5    | 1.2     | 1.0      | 0.4              | 1.0                       | 0.7    |       | 1.9   | 1.0      | 0.0     |
|  | 4                         | %       | 1.1            | 1.8      | 1.0    | 1.2     | 0.9      | 0.7              | 0.5                       | 1.6    |       | 1.1   | 1.6      | 0.6     |
|  | 5                         | %       | 2.4            | 3.2      | 2.0    | 3.4     | 1.4      | 1.8              | 3.2                       | 1.6    |       | 4.4   | 3.1      | 0.5     |
|  | 6                         | %       | 5.7            | 4.1      | 2.9    | 8.6     | 5.2      | 3.9              | 4.2                       | 7.0    |       | 7.7   | 6.6      | 3.6     |
|  | 7                         | %       | 11.3           | 4.5      | 7.9    | 12.1    | 15.2     | 11.0             | 11.6                      | 11.1   |       | 16.7  | 11.3     | 8.0     |
|  | 8                         | %       | 16.1           | 10.4     | 13.2   | 16.0    | 21.5     | 14.1             | 18.4                      | 14.1   |       | 16.5  | 21.5     | 11.7    |
|  | 9                         | %       | 13.9           | 17.0     | 14.2   | 13.7    | 11.8     | 15.7             | 14.6                      | 13.2   |       | 15.3  | 13.9     | 12.9    |
|  | Completely satisfied (10) | %       | 46.3           | 54.0     | 56.3   | 40.7    | 41.8     | 49.6             | 44.5                      | 47.9   |       | 33.1  | 38.0     | 61.2    |
|  | Unsure                    | %       | 0.4            | 0.8      | 0.0    | 0.5     | 0.2      | 0.4              | 0.2                       | 0.5    |       | 1.4   | 0.0      | 0.0     |

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|  |       |         | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |             |            |
|--|-------|---------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|-------------|------------|
|  |       |         | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to<br>34   | 35 to<br>54 | 55<br>plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician by TELEPHONE? | Total | Unwgt N | 1263              | 146      | 282    | 364     | 263      | 208                 | 627                       | 636    | 0     | 418   | 401         | 444        |
|  |       | Wgt N   | 1268              | 97       | 266    | 477     | 241      | 188                 | 602                       | 667    | 0     | 298   | 419         | 552        |
|  | Yes   | %       | 75.9              | 80.2     | 75.0   | 77.8    | 64.1     | 85.5                | 74.6                      | 77.1   |       | 79.1  | 75.7        | 74.4       |
|  | No    | %       | 24.1              | 19.8     | 25.0   | 22.2    | 35.9     | 14.5                | 25.4                      | 22.9   |       | 20.9  | 24.3        | 25.6       |

|   |                           |         | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |             |            |
|---|---------------------------|---------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|-------------|------------|
|   |                           |         | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to<br>34   | 35 to<br>54 | 55<br>plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS BY TELEPHONE] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your TELEPHONE APPOINTMENT(s) ____ out of 10 | Total                     | Unwgt N | 965               | 117      | 210    | 287     | 174      | 177                 | 467                       | 498    | 0     | 335   | 297         | 333        |
|   |                           | Wgt N   | 962               | 77       | 199    | 371     | 155      | 160                 | 449                       | 513    | 0     | 235   | 316         | 410        |
|   |                           | Mean    | 8.0               | 8.3      | 8.4    | 7.6     | 8.1      | 8.0                 | 7.8                       | 8.1    |       | 7.5   | 7.9         | 8.3        |
|   |                           | Median  | 8.0               | 9.0      | 9.0    | 8.0     | 8.0      | 9.0                 | 8.0                       | 9.0    |       | 8.0   | 8.0         | 9.0        |
|   | Not at all satisfied (0)  | %       | 1.2               | 1.7      | 0.5    | 1.4     | 0.6      | 2.0                 | 1.3                       | 1.1    |       | 1.4   | 1.3         | 1.0        |
|   | 1                         | %       | 0.8               | 0.8      | 0.4    | 1.1     | 0.7      | 0.5                 | 1.3                       | 0.3    |       | 0.8   | 1.1         | 0.5        |
|   | 2                         | %       | 0.5               | 0.8      | 0.3    | 0.3     | 1.0      | 0.5                 | 0.4                       | 0.5    |       | 0.7   | 0.7         | 0.2        |
|   | 3                         | %       | 2.5               | 1.0      | 2.8    | 3.4     | 1.8      | 1.4                 | 3.4                       | 1.7    |       | 2.9   | 1.2         | 3.2        |
|   | 4                         | %       | 2.3               | 2.3      | 1.5    | 3.8     | 0.3      | 1.6                 | 2.6                       | 2.0    |       | 4.7   | 1.6         | 1.4        |
|   | 5                         | %       | 7.8               | 6.9      | 5.3    | 10.6    | 6.8      | 5.8                 | 7.8                       | 7.8    |       | 8.8   | 10.3        | 5.4        |
|   | 6                         | %       | 6.2               | 5.6      | 6.2    | 5.6     | 5.5      | 8.4                 | 6.4                       | 6.0    |       | 6.4   | 4.8         | 7.1        |
|   | 7                         | %       | 13.8              | 10.2     | 10.4   | 16.2    | 15.5     | 12.7                | 13.6                      | 14.0   |       | 17.2  | 14.5        | 11.4       |
|   | 8                         | %       | 15.0              | 12.6     | 13.8   | 14.0    | 20.1     | 15.2                | 17.6                      | 12.8   |       | 20.6  | 15.3        | 11.6       |
|   | 9                         | %       | 12.6              | 10.0     | 12.9   | 14.2    | 8.1      | 14.3                | 10.8                      | 14.2   |       | 9.2   | 12.0        | 15.1       |
|   | Completely satisfied (10) | %       | 36.8              | 48.0     | 45.8   | 28.6    | 39.6     | 36.7                | 34.7                      | 38.7   |       | 27.1  | 35.8        | 43.2       |
|   | Unsure                    | %       | 0.4               | 0.0      | 0.0    | 0.8     | 0.0      | 0.7                 | 0.0                       | 0.8    |       | 0.2   | 1.1         | 0.0        |

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|   |       |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|-------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |       |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician by ONLINE VIDEO? | Total | Unwgt N | 1261           | 146      | 282    | 362     | 262      | 209              | 626                       | 635    | 0     | 418   | 401      | 442     |
|   |       | Wgt N   | 1263           | 97       | 266    | 471     | 241      | 189              | 601                       | 662    | 0     | 297   | 419      | 546     |
|   | Yes   | %       | 11.6           | 2.9      | 7.5    | 11.6    | 11.2     | 22.7             | 12.8                      | 10.6   |       | 18.7  | 14.6     | 5.6     |
|   | No    | %       | 88.4           | 97.1     | 92.5   | 88.4    | 88.8     | 77.3             | 87.2                      | 89.4   |       | 81.3  | 85.4     | 94.4    |

|   |                           |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|---------------------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |                           |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS BY ONLINE VIDEO] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your ONLINE VIDEO appointment(s) ____ out of 10 | Total                     | Unwgt N | 148            | 5        | 21     | 48      | 24       | 50               | 78                        | 70     | 0     | 74  | 53       | 21      |
|   |                           | Wgt N   | 147            | 3        | 20     | 55      | 27       | 43               | 77                        | 70     | 0     | 55  | 61       | 30      |
|   |                           | Mean    | 7.9            |          |        | 7.3     |          | 8.4              | 7.6                       | 8.1    |       | 7.5   | 8.0      |         |
|   |                           | Median  | 8.0            |          |        | 7.0     |          | 9.0              | 8.0                       | 9.0    |       | 8.0   | 9.0      |         |
|   | Not at all satisfied (0)  | %       | 0.3            |          |        | 0.0     |          | 1.1              | 0.0                       | 0.7    |       | 0.9   | 0.0      |         |
|   | 1                         | %       | 1.6            |          |        | 4.2     |          | 0.0              | 3.0                       | 0.0    |       | 1.8   | 2.2      |         |
|   | 3                         | %       | 0.5            |          |        | 0.0     |          | 0.0              | 1.0                       | 0.0    |       | 0.0   | 1.3      |         |
|   | 4                         | %       | 2.5            |          |        | 3.5     |          | 0.0              | 4.1                       | 0.8    |       | 1.0   | 5.1      |         |
|   | 5                         | %       | 7.0            |          |        | 13.1    |          | 1.8              | 6.6                       | 7.5    |       | 12.1  | 0.0      |         |
|   | 6                         | %       | 10.1           |          |        | 16.7    |          | 7.2              | 11.9                      | 8.2    |       | 12.0  | 7.1      |         |
|   | 7                         | %       | 14.8           |          |        | 13.0    |          | 10.9             | 13.6                      | 16.0   |       | 19.4  | 13.1     |         |
|   | 8                         | %       | 18.5           |          |        | 10.9    |          | 23.3             | 22.3                      | 14.3   |       | 20.5  | 20.5     |         |
|   | 9                         | %       | 21.1           |          |        | 21.2    |          | 27.7             | 14.3                      | 28.5   |       | 10.5  | 27.5     |         |
|   | Completely satisfied (10) | %       | 23.6           |          |        | 17.3    |          | 28.0             | 23.2                      | 24.0   |       | 21.9  | 23.1     |         |

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|  |       |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|-------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |       |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS] In the past 12 months have you received care from your family physician by EMAIL OR TEXT MESSAGE? | Total | Unwgt N | 1257           | 145      | 279    | 364     | 262      | 207              | 626                       | 631    | 0     | 417   | 398      | 442     |
|  |       | Wgt N   | 1263           | 96       | 262    | 477     | 241      | 187              | 601                       | 662    | 0     | 297   | 416      | 549     |
|  | Yes   | %       | 13.8           | 9.1      | 13.6   | 17.6    | 10.1     | 11.8             | 17.4                      | 10.6   |       | 19.1  | 14.8     | 10.2    |
|  | No    | %       | 86.2           | 90.9     | 86.4   | 82.4    | 89.9     | 88.2             | 82.6                      | 89.4   |       | 80.9  | 85.2     | 89.8    |

|   |                           |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|---------------------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |                           |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [THOSE WHO HAVE HAD AN APPOINTMENT WITH THEIR FAMILY PHYSICIAN IN LAST 12 MONTHS BY EMAIL OR TEXT MESSAGE] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your EMAIL OR TEXT MESSAGE experiences with your family physician ____ out of 10 | Total                     | Unwgt N | 179            | 14       | 38     | 76      | 25       | 26               | 104                       | 75     | 0     | 78  | 56       | 45      |
|   |                           | Wgt N   | 175            | 9        | 36     | 84      | 24       | 22               | 105                       | 70     | 0     | 57  | 62       | 56      |
|   |                           | Mean    | 7.9            |          | 8.6    | 7.5     |          |                  | 8.0                       | 7.8    |       | 7.0   | 8.2      | 8.5     |
|   |                           | Median  | 8.0            |          | 9.0    | 8.0     |          |                  | 8.0                       | 8.0    |       | 7.0   | 8.0      | 9.0     |
|   | Not at all satisfied (0)  | %       | 0.5            |          | 0.0    | 0.0     |          |                  | 0.8                       | 0.0    |       | 1.4   | 0.0      | 0.0     |
|   | 1                         | %       | 0.6            |          | 0.0    | 1.2     |          |                  | 0.9                       | 0.0    |       | 1.7   | 0.0      | 0.0     |
|   | 3                         | %       | 1.2            |          | 0.0    | 1.8     |          |                  | 1.4                       | 0.8    |       | 3.6   | 0.0      | 0.0     |
|   | 4                         | %       | 3.2            |          | 2.8    | 1.3     |          |                  | 3.0                       | 3.6    |       | 6.3   | 1.1      | 2.4     |
|   | 5                         | %       | 10.4           |          | 7.3    | 16.9    |          |                  | 8.8                       | 12.8   |       | 12.5  | 4.0      | 15.3    |
|   | 6                         | %       | 7.5            |          | 4.2    | 12.2    |          |                  | 5.6                       | 10.2   |       | 8.9   | 12.9     | 0.0     |
|   | 7                         | %       | 12.3           |          | 6.6    | 13.1    |          |                  | 11.9                      | 12.9   |       | 17.6  | 13.3     | 5.8     |
|   | 8                         | %       | 20.5           |          | 12.5   | 17.9    |          |                  | 21.6                      | 19.0   |       | 19.6  | 24.0     | 17.6    |
|   | 9                         | %       | 14.2           |          | 20.7   | 11.1    |          |                  | 13.4                      | 15.3   |       | 14.2  | 18.0     | 9.9     |
|   | Completely satisfied (10) | %       | 29.8           |          | 45.8   | 24.3    |          |                  | 32.7                      | 25.4   |       | 14.2  | 26.6     | 49.0    |

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|   |       |            | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|-------|------------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|----------|---------|
|   |       |            | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - In the past 12 months have you had an appointment for something that was not a health emergency with a health care practitioner you did not know before the visit? | Total | Unwgt<br>N | 2006              | 203      | 503    | 604     | 395      | 301                 | 1008                      | 996    | 2     | 745   | 647      | 614     |
|   |       | Wgt N      | 1997              | 133      | 466    | 766     | 367      | 265                 | 973                       | 1021   | 2     | 544   | 682      | 770     |
|   | Yes   | %          | 29.9              | 30.3     | 34.7   | 25.7    | 35.1     | 26.5                | 31.7                      | 28.3   |       | 34.8  | 28.8     | 27.5    |
|   | No    | %          | 70.1              | 69.7     | 65.3   | 74.3    | 64.9     | 73.5                | 68.3                      | 71.7   |       | 65.2  | 71.2     | 72.5    |

Nanos conducted an online representative survey of 2,013 Canadians, 18 years of age or older, between May 27<sup>th</sup> and 28<sup>th</sup>, 2021.

\*Shaded due to small sample size

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|  |       |            | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |             |            |
|--|-------|------------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|-------------|------------|
|  |       |            | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to<br>34   | 35 to<br>54 | 55<br>plus |
| Question – [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit IN-PERSON? | Total | Unwgt<br>N | 616               | 60       | 178    | 156     | 139      | 83                  | 324                       | 291    | 1     | 248   | 194         | 174        |
|  |       | Wgt N      | 591               | 39       | 161    | 193     | 128      | 70                  | 307                       | 283    | 1     | 187   | 196         | 208        |
|  | Yes   | %          | 68.9              | 80.6     | 73.7   | 57.9    | 74.8     | 71.3                | 71.6                      | 65.9   |       | 70.9  | 67.2        | 68.7       |
|  | No    | %          | 31.1              | 19.4     | 26.3   | 42.1    | 25.2     | 28.7                | 28.4                      | 34.1   |       | 29.1  | 32.8        | 31.3       |

|   |                              |            | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |             |            |
|---|------------------------------|------------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|-------------|------------|
|   |                              |            | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to<br>34   | 35 to<br>54 | 55<br>plus |
| Question - [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS IN PERSON] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with the IN-PERSON appointment(s) ____ out of 10 | Total                        | Unwgt<br>N | 432               | 48       | 132    | 92      | 101      | 59                  | 234                       | 197    | 1     | 174   | 132         | 126        |
|   |                              | Wgt N      | 407               | 31       | 119    | 111     | 96       | 50                  | 220                       | 186    | 1     | 133   | 131         | 143        |
|   |                              | Mean       | 8.1               | 9.1      | 8.2    | 7.8     | 8.0      | 8.3                 | 8.2                       | 8.0    |       | 7.8   | 7.9         | 8.7        |
|   |                              | Median     | 8.0               | 10.0     | 9.0    | 8.0     | 8.0      | 9.0                 | 9.0                       | 8.0    |       | 8.0   | 8.0         | 10.0       |
|   | Not at all<br>satisfied (0)  | %          | 1.3               | 0.0      | 1.3    | 2.7     | 1.0      | 0.0                 | 0.4                       | 2.4    |       | 0.7   | 0.0         | 3.1        |
|   | 2                            | %          | 0.9               | 0.0      | 0.7    | 1.2     | 0.9      | 1.7                 | 1.4                       | 0.5    |       | 0.0   | 2.9         | 0.0        |
|   | 3                            | %          | 1.0               | 0.0      | 2.0    | 1.0     | 0.0      | 0.9                 | 0.4                       | 1.7    |       | 1.2   | 1.8         | 0.0        |
|   | 4                            | %          | 2.2               | 0.0      | 2.6    | 1.4     | 2.8      | 3.4                 | 2.4                       | 2.1    |       | 1.8   | 3.9         | 1.1        |
|   | 5                            | %          | 5.6               | 4.0      | 4.0    | 9.9     | 3.3      | 5.4                 | 7.0                       | 4.0    |       | 7.5   | 8.1         | 1.6        |
|   | 6                            | %          | 5.9               | 1.5      | 6.3    | 6.6     | 8.1      | 2.5                 | 3.4                       | 9.0    |       | 8.9   | 4.2         | 4.8        |
|   | 7                            | %          | 10.7              | 10.7     | 9.1    | 11.2    | 12.6     | 10.2                | 11.0                      | 10.5   |       | 16.3  | 11.9        | 4.6        |
|   | 8                            | %          | 23.4              | 3.0      | 21.4   | 23.8    | 34.5     | 19.1                | 22.4                      | 24.9   |       | 27.1  | 23.3        | 20.2       |
|   | 9                            | %          | 15.3              | 28.9     | 15.1   | 11.0    | 12.2     | 22.5                | 17.8                      | 12.4   |       | 17.8  | 15.8        | 12.5       |
|   | Completely<br>satisfied (10) | %          | 33.1              | 51.7     | 37.5   | 31.2    | 24.0     | 32.6                | 33.2                      | 32.7   |       | 18.1  | 28.1        | 51.6       |

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|  |        |   |     |     |     |     |     |     |     |     |  |     |     |     |
|--|--------|---|-----|-----|-----|-----|-----|-----|-----|-----|--|-----|-----|-----|
|  | Unsure | % | 0.4 | 0.0 | 0.0 | 0.0 | 0.7 | 1.6 | 0.6 | 0.0 |  | 0.6 | 0.0 | 0.4 |
|--|--------|---|-----|-----|-----|-----|-----|-----|-----|-----|--|-----|-----|-----|

|   |       |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|-------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |       |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
|   |       |         |                |          |        |         |          |                  |                           |        |       |   |          |         |
| Question – [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit by TELEPHONE? | Total | Unwgt N | 623            | 62       | 179    | 159     | 140      | 83               | 325                       | 297    | 1     | 252   | 195      | 176     |
|   |       | Wgt N   | 598            | 40       | 162    | 197     | 129      | 70               | 308                       | 289    | 1     | 189   | 196      | 212     |
|   | Yes   | %       | 40.7           | 29.1     | 39.1   | 43.0    | 35.0     | 55.6             | 38.0                      | 43.8   |       | 44.3  | 44.0     | 34.5    |
|   | No    | %       | 59.3           | 70.9     | 60.9   | 57.0    | 65.0     | 44.4             | 62.0                      | 56.2   |       | 55.7  | 56.0     | 65.5    |

|   |                          |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|--------------------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |                          |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
|   |                          |         |                |          |        |         |          |                  |                           |        |       |   |          |         |
| Question - [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS BY TELEPHONE] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your TELEPHONE APPOINTMENT(s) ____ out of 10 | Total                    | Unwgt N | 255            | 19       | 69     | 72      | 50       | 45               | 122                       | 133    | 0     | 116   | 80       | 59      |
|   |                          | Wgt N   | 243            | 12       | 63     | 84      | 45       | 39               | 116                       | 126    | 0     | 83  | 86       | 73      |
|   |                          | Mean    | 7.7            |          | 7.3    | 7.8     | 7.3      | 8.5              | 7.7                       | 7.8    |       | 7.3   | 8.0      | 7.9     |
|   |                          | Median  | 8.0            |          | 8.0    | 8.0     | 7.0      | 9.0              | 8.0                       | 8.0    |       | 8.0   | 8.0      | 9.0     |
|   | Not at all satisfied (0) | %       | 1.6            |          | 3.7    | 0.0     | 3.6      | 0.0              | 1.4                       | 1.9    |       | 1.2   | 0.9      | 3.0     |
|   | 2                        | %       | 2.0            |          | 3.9    | 0.7     | 4.0      | 0.0              | 2.3                       | 1.7    |       | 0.7   | 2.1      | 3.4     |
|   | 3                        | %       | 2.3            |          | 5.0    | 0.0     | 3.1      | 2.5              | 2.3                       | 2.2    |       | 0.6   | 1.8      | 4.7     |
|   | 4                        | %       | 2.6            |          | 6.3    | 1.2     | 1.0      | 1.2              | 2.4                       | 2.9    |       | 5.8   | 1.8      | 0.0     |
|   | 5                        | %       | 5.3            |          | 3.2    | 9.5     | 3.2      | 2.4              | 6.3                       | 4.4    |       | 11.9  | 0.0      | 4.0     |
|   | 6                        | %       | 8.6            |          | 7.2    | 10.2    | 7.3      | 8.7              | 7.7                       | 9.5    |       | 10.1  | 12.4     | 2.6     |
|   | 7                        | %       | 17.0           |          | 14.8   | 17.9    | 28.0     | 9.3              | 18.3                      | 15.8   |       | 18.9  | 18.0     | 13.7    |
|   | 8                        | %       | 18.9           |          | 16.2   | 24.3    | 18.8     | 13.3             | 19.0                      | 18.8   |       | 25.6  | 15.9     | 14.9    |
|   | 9                        | %       | 13.7           |          | 11.1   | 16.7    | 5.4      | 22.3             | 13.1                      | 14.3   |       | 5.9   | 16.9     | 18.7    |

Nanos conducted an online representative survey of 2,013 Canadians, 18 years of age or older, between May 27<sup>th</sup> and 28<sup>th</sup>, 2021.

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|  |                           |   |      |  |      |      |      |      |      |      |  |      |      |      |
|--|---------------------------|---|------|--|------|------|------|------|------|------|--|------|------|------|
|  | Completely satisfied (10) | % | 27.3 |  | 28.7 | 19.5 | 25.7 | 38.2 | 25.9 | 28.7 |  | 18.4 | 29.4 | 34.9 |
|  | Unsure                    | % | 0.6  |  | 0.0  | 0.0  | 0.0  | 2.0  | 1.3  | 0.0  |  | 1.0  | 0.8  | 0.0  |

|  |       |         | Region  |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|-------|---------|---------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |       |         | Canada  | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
|  |       |         | 2021-05 |          |        |         |          |                  |                           |        |       |   |          |         |
| Question - [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit by ONLINE VIDEO? | Total | Unwgt N | 617     | 62       | 177    | 158     | 138      | 82               | 322                       | 294    | 1     | 249   | 193      | 175     |
|  |       | Wgt N   | 593     | 40       | 159    | 196     | 128      | 69               | 306                       | 286    | 1     | 188   | 195      | 210     |
|  | Yes   | %       | 14.1    | 12.4     | 11.5   | 17.0    | 9.4      | 21.4             | 15.2                      | 12.9   |       | 18.7  | 20.4     | 4.1     |
|  | No    | %       | 85.9    | 87.6     | 88.5   | 83.0    | 90.6     | 78.6             | 84.8                      | 87.1   |       | 81.3  | 79.6     | 95.9    |

|   |                          |         | Region  |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|--------------------------|---------|---------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |                          |         | Canada  | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
|   |                          |         | 2021-05 |          |        |         |          |                  |                           |        |       |   |          |         |
| Question - [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS BY ONLINE VIDEO] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your ONLINE VIDEO appointment(s) ____ out of 10 | Total                    | Unwgt N | 90      | 8        | 22     | 30      | 13       | 17               | 48                        | 42     | 0     | 48  | 34       | 8       |
|   |                          | Wgt N   | 83      | 5        | 18     | 33      | 12       | 15               | 47                        | 37     | 0     | 35  | 40       | 9       |
|   |                          | Mean    | 7.8     |          |        | 7.5     |          |                  | 8.0                       | 7.6    |       | 7.5   | 7.8      |         |
|   |                          | Median  | 8.0     |          |        | 8.0     |          |                  | 8.0                       | 8.0    |       | 8.0   | 8.0      |         |
|   | Not at all satisfied (0) | %       | 1.2     |          |        | 2.9     |          |                  | 2.1                       | 0.0    |       | 2.8   | 0.0      |         |
|   | 2                        | %       | 2.7     |          |        | 6.8     |          |                  | 0.0                       | 6.1    |       | 0.0   | 5.7      |         |
|   | 3                        | %       | 2.7     |          |        | 0.0     |          |                  | 1.7                       | 4.0    |       | 2.0   | 4.0      |         |
|   | 4                        | %       | 0.9     |          |        | 0.0     |          |                  | 1.6                       | 0.0    |       | 2.1   | 0.0      |         |
|   | 5                        | %       | 7.0     |          |        | 11.4    |          |                  | 3.8                       | 11.1   |       | 7.9   | 7.7      |         |
|   | 6                        | %       | 7.1     |          |        | 1.7     |          |                  | 7.5                       | 6.5    |       | 14.7  | 2.0      |         |
|   | 7                        | %       | 10.2    |          |        | 12.7    |          |                  | 14.6                      | 4.6    |       | 8.5   | 10.5     |         |
|   | 8                        | %       | 22.4    |          |        | 22.8    |          |                  | 21.0                      | 24.0   |       | 23.2  | 24.0     |         |
|   | 9                        | %       | 20.4    |          |        | 19.9    |          |                  | 23.6                      | 16.3   |       | 19.8  | 20.2     |         |

Nanos conducted an online representative survey of 2,013 Canadians, 18 years of age or older, between May 27<sup>th</sup> and 28<sup>th</sup>, 2021.

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|                           |   |      |  |      |  |      |      |  |      |      |  |
|---------------------------|---|------|--|------|--|------|------|--|------|------|--|
| Completely satisfied (10) | % | 24.3 |  | 21.8 |  | 22.1 | 27.2 |  | 16.3 | 25.9 |  |
| Unsure                    | % | 1.2  |  | 0.0  |  | 2.1  | 0.0  |  | 2.8  | 0.0  |  |

|   |       |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|-------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |       |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS] In the past 12 months have you received care for something that was not a health emergency with a health care practitioner you did not know before the visit by EMAIL OR TEXT MESSAGE? | Total | Unwgt N | 620            | 62       | 179    | 158     | 138      | 83               | 324                       | 295    | 1     | 252   | 194      | 174     |
|   |       | Wgt N   | 593            | 40       | 162    | 194     | 127      | 70               | 307                       | 285    | 1     | 189   | 195      | 208     |
|   | Yes   | %       | 12.7           | 9.2      | 12.8   | 15.4    | 10.2     | 11.9             | 15.4                      | 9.9    |       | 20.1  | 13.2     | 5.5     |
|   | No    | %       | 87.3           | 90.8     | 87.2   | 84.6    | 89.8     | 88.1             | 84.6                      | 90.1   |       | 79.9  | 86.8     | 94.5    |
|   |       |         |                |          |        |         |          |                  |                           |        |       |   |          |         |

|  |                          |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|--------------------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |                          |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [FOR THOSE WHO HAVE HAD AN APPOINTMENT FOR SOMETHING THAT WAS NOT A HEALTH EMERGENCY IN THE LAST 12 MONTHS BY EMAIL OR TEXT MESSAGES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your EMAIL OR TEXT MESSAGE experiences with your family physician ____ out of 10 | Total                    | Unwgt N | 79             | 6        | 24     | 27      | 11       | 11               | 49                        | 30     | 0     | 46  | 24       | 9       |
|  |                          | Wgt N   | 75             | 4        | 21     | 30      | 13       | 8                | 47                        | 28     | 0     | 38  | 26       | 11      |
|  |                          | Mean    | 7.8            |          |        |         |          |                  | 7.9                       | 7.6    |       | 7.4   |          |         |
|  |                          | Median  | 8.0            |          |        |         |          |                  | 8.0                       | 8.0    |       | 8.0   |          |         |
|  | Not at all satisfied (0) | %       | 2.1            |          |        |         |          |                  | 1.7                       | 2.9    |       | 2.1   |          |         |
|  | 2                        | %       | 1.0            |          |        |         |          |                  | 1.7                       | 0.0    |       | 0.0   |          |         |
|  | 3                        | %       | 0.6            |          |        |         |          |                  | 1.0                       | 0.0    |       | 1.3   |          |         |
|  | 4                        | %       | 5.6            |          |        |         |          |                  | 5.9                       | 5.3    |       | 4.4   |          |         |
|  | 5                        | %       | 3.6            |          |        |         |          |                  | 2.1                       | 6.1    |       | 7.2   |          |         |
|  | 6                        | %       | 7.0            |          |        |         |          |                  | 7.8                       | 5.7    |       | 11.9  |          |         |
|  | 7                        | %       | 13.3           |          |        |         |          |                  | 10.3                      | 18.4   |       | 18.0  |          |         |
|  | 8                        | %       | 25.1           |          |        |         |          |                  | 21.2                      | 31.8   |       | 21.4  |          |         |

Nanos conducted an online representative survey of 2,013 Canadians, 18 years of age or older, between May 27<sup>th</sup> and 28<sup>th</sup>, 2021.

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|                           |   |      |  |      |      |  |      |  |
|---------------------------|---|------|--|------|------|--|------|--|
| 9                         | % | 15.8 |  | 18.3 | 11.7 |  | 15.6 |  |
| Completely satisfied (10) | % | 24.3 |  | 28.0 | 18.2 |  | 15.7 |  |
| Unsure                    | % | 1.3  |  | 2.1  | 0.0  |  | 2.6  |  |

|  |               |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|---------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |               |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - If you had the choice, would you be open to receive care to manage a chronic health condition after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt N | 2009           | 205      | 504    | 604     | 395      | 301              | 1009                      | 999    | 1     | 748   | 647      | 614     |
|  |               | Wgt N   | 1995           | 134      | 466    | 764     | 366      | 265              | 973                       | 1021   | 1     | 546   | 681      | 768     |
|  | In person     | %       | 86.0           | 89.2     | 85.2   | 86.4    | 85.7     | 85.0             | 86.6                      | 85.4   |       | 82.8  | 84.3     | 89.7    |
|  | By video      | %       | 40.4           | 39.2     | 44.9   | 38.6    | 32.8     | 48.9             | 41.8                      | 39.1   |       | 42.5  | 48.4     | 31.8    |
|  | By telephone  | %       | 51.0           | 62.1     | 54.9   | 47.8    | 41.1     | 61.1             | 49.0                      | 52.9   |       | 46.4  | 51.2     | 54.0    |
|  | By email/text | %       | 21.4           | 26.6     | 18.6   | 22.3    | 16.2     | 28.6             | 19.9                      | 22.9   |       | 20.5  | 23.5     | 20.3    |
|  | Unsure        | %       | 4.1            | 4.1      | 3.7    | 3.4     | 6.8      | 3.0              | 3.5                       | 4.6    |       | 5.2   | 3.3      | 4.0     |

\*Values are based on the percentage of positive responses in proportion to a specific response [columns exceed 100 per cent]

\*\*Multifrequency tab based on multiple responses

|  |               |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|---------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |               |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - If you had the choice, would you be open to receive care to manage a chronic health condition after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt N | 4128           | 457      | 1052   | 1212    | 733      | 674              | 2038                      | 2089   | 1     | 1513  | 1379     | 1236    |
|  |               | Wgt N   | 4047           | 296      | 966    | 1516    | 668      | 600              | 1955                      | 2092   | 1     | 1078  | 1435     | 1535    |
|  | In person     | %       | 42.4           | 40.3     | 41.1   | 43.5    | 46.9     | 37.5             | 43.1                      | 41.7   |       | 41.9  | 40.0     | 44.9    |
|  | By video      | %       | 19.9           | 17.7     | 21.7   | 19.5    | 17.9     | 21.6             | 20.8                      | 19.1   |       | 21.5  | 23.0     | 15.9    |
|  | By telephone  | %       | 25.1           | 28.1     | 26.5   | 24.1    | 22.5     | 27.0             | 24.4                      | 25.8   |       | 23.5  | 24.3     | 27.0    |
|  | By email/text | %       | 10.6           | 12.0     | 9.0    | 11.2    | 8.9      | 12.6             | 9.9                       | 11.2   |       | 10.4  | 11.2     | 10.1    |
|  | Unsure        | %       | 2.0            | 1.9      | 1.8    | 1.7     | 3.7      | 1.3              | 1.7                       | 2.3    |       | 2.6   | 1.6      | 2.0     |

Nanos conducted an online representative survey of 2,013 Canadians, 18 years of age or older, between May 27<sup>th</sup> and 28<sup>th</sup>, 2021.

\*Shaded due to small sample size

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

|   |               |            | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |             |         |
|---|---------------|------------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|-------------|---------|
|   |               |            | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to<br>34   | 35 to<br>54 | 55 plus |
| Question - If you had the choice, would you be open to a diagnosis or creation of a treatment plan for a new health condition after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt<br>N | 2009              | 205      | 502    | 605     | 396      | 301                 | 1008                      | 999    | 2     | 748   | 647         | 614     |
|   |               | Wgt N      | 1998              | 134      | 465    | 767     | 368      | 265                 | 973                       | 1023   | 2     | 546   | 682         | 770     |
|   | In person     | %          | 86.6              | 88.8     | 88.9   | 85.6    | 87.5     | 83.6                | 86.4                      | 86.9   |       | 81.1  | 86.1        | 91.1    |
|   | By video      | %          | 36.4              | 36.4     | 39.0   | 36.4    | 28.9     | 42.1                | 37.8                      | 35.0   |       | 40.4  | 41.4        | 29.1    |
|   | By telephone  | %          | 37.6              | 47.6     | 40.9   | 36.7    | 27.7     | 43.3                | 34.9                      | 40.2   |       | 36.2  | 40.3        | 36.3    |
|   | By email/text | %          | 17.3              | 22.3     | 17.5   | 18.3    | 11.4     | 19.8                | 17.3                      | 17.2   |       | 19.5  | 18.5        | 14.6    |
|   | Unsure        | %          | 4.2               | 4.7      | 3.5    | 3.3     | 6.2      | 4.8                 | 3.7                       | 4.6    |       | 5.9   | 3.9         | 3.2     |
|   |               |            |                   |          |        |         |          |                     |                           |        |       |   |             |         |

\*Values are based on the percentage of positive responses in proportion to a specific response [columns exceed 100 per cent]

\*\*Multifrequency tab based on multiple responses

|   |               |            | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|---------------|------------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|----------|---------|
|   |               |            | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - If you had the choice, would you be open to a diagnosis or creation of a treatment plan for a new health condition after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt<br>N | 3723              | 412      | 958    | 1119    | 648      | 586                 | 1824                      | 1894   | 5     | 1408  | 1233     | 1082    |
|   |               | Wgt N      | 3639              | 268      | 882    | 1382    | 595      | 513                 | 1752                      | 1882   | 5     | 1001  | 1297     | 1342    |
|   | In person     | %          | 47.6              | 44.4     | 46.8   | 47.5    | 54.1     | 43.2                | 47.9                      | 47.3   |       | 44.3  | 45.3     | 52.3    |
|   | By video      | %          | 20.0              | 18.2     | 20.5   | 20.2    | 17.9     | 21.7                | 21.0                      | 19.0   |       | 22.1  | 21.8     | 16.7    |
|   | By telephone  | %          | 20.7              | 23.9     | 21.5   | 20.4    | 17.1     | 22.4                | 19.4                      | 21.9   |       | 19.8  | 21.2     | 20.8    |
|   | By email/text | %          | 9.5               | 11.1     | 9.2    | 10.1    | 7.1      | 10.2                | 9.6                       | 9.3    |       | 10.7  | 9.7      | 8.4     |
|   | Unsure        | %          | 2.3               | 2.4      | 1.9    | 1.8     | 3.9      | 2.5                 | 2.1                       | 2.5    |       | 3.2   | 2.1      | 1.8     |
|   |               |            |                   |          |        |         |          |                     |                           |        |       |   |          |         |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

|   |               |         | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|---------------|---------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|----------|---------|
|   |               |         | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - If you had the choice, would you be open to manage mental health after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt N | 2007              | 203      | 502    | 606     | 395      | 301                 | 1007                      | 998    | 2     | 749   | 646      | 612     |
|   |               | Wgt N   | 1996              | 132      | 464    | 768     | 367      | 265                 | 973                       | 1022   | 2     | 547   | 681      | 768     |
|   | In person     | %       | 80.6              | 80.1     | 81.3   | 78.8    | 83.0     | 81.8                | 81.7                      | 79.7   |       | 80.5  | 79.2     | 82.0    |
|   | By video      | %       | 39.5              | 37.0     | 38.0   | 40.6    | 37.0     | 43.3                | 39.0                      | 39.9   |       | 46.1  | 45.3     | 29.5    |
|   | By telephone  | %       | 41.0              | 43.6     | 38.5   | 42.1    | 36.2     | 47.3                | 37.2                      | 44.5   |       | 42.1  | 43.0     | 38.4    |
|   | By email/text | %       | 17.4              | 17.2     | 11.5   | 20.3    | 16.1     | 20.9                | 15.9                      | 18.8   |       | 23.1  | 19.1     | 11.8    |
|   | Unsure        | %       | 9.2               | 11.3     | 9.2    | 9.2     | 8.9      | 8.2                 | 8.1                       | 10.2   |       | 5.8   | 8.5      | 12.1    |

\*Values are based on the percentage of positive responses in proportion to a specific response [columns exceed 100 per cent]

\*\*Multifrequency tab based on multiple responses

|   |               |         | Region            |          |        |         |          |                     | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|---------------|---------|-------------------|----------|--------|---------|----------|---------------------|---------------------------|--------|-------|---|----------|---------|
|   |               |         | Canada<br>2021-05 | Atlantic | Quebec | Ontario | Prairies | British<br>Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - If you had the choice, would you be open to manage mental health after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt N | 3811              | 389      | 895    | 1190    | 724      | 613                 | 1836                      | 1971   | 4     | 1506  | 1265     | 1040    |
|   |               | Wgt N   | 3746              | 250      | 828    | 1468    | 665      | 534                 | 1770                      | 1972   | 4     | 1081  | 1330     | 1335    |
|   | In person     | %       | 43.0              | 42.3     | 45.6   | 41.2    | 45.8     | 40.6                | 44.9                      | 41.3   |       | 40.7  | 40.6     | 47.2    |
|   | By video      | %       | 21.0              | 19.6     | 21.3   | 21.3    | 20.4     | 21.5                | 21.4                      | 20.7   |       | 23.3  | 23.2     | 17.0    |
|   | By telephone  | %       | 21.8              | 23.0     | 21.6   | 22.1    | 20.0     | 23.5                | 20.5                      | 23.0   |       | 21.3  | 22.0     | 22.1    |
|   | By email/text | %       | 9.3               | 9.1      | 6.5    | 10.6    | 8.9      | 10.4                | 8.7                       | 9.8    |       | 11.7  | 9.8      | 6.8     |
|   | Unsure        | %       | 4.9               | 6.0      | 5.1    | 4.8     | 4.9      | 4.1                 | 4.5                       | 5.3    |       | 2.9   | 4.4      | 7.0     |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

|  |               |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|---------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |               |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - If you had the choice, would you be open to receive care to manage your minor health care needs after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt N | 2008           | 204      | 505    | 604     | 395      | 300              | 1006                      | 1000   | 2     | 748   | 647      | 613     |
|  |               | Wgt N   | 1997           | 133      | 467    | 766     | 367      | 264              | 971                       | 1024   | 2     | 546   | 682      | 769     |
|  | In person     | %       | 79.7           | 86.2     | 80.0   | 78.8    | 80.0     | 78.4             | 80.1                      | 79.4   |       | 78.3  | 79.1     | 81.3    |
|  | By video      | %       | 46.4           | 42.2     | 51.2   | 45.9    | 39.3     | 51.4             | 48.8                      | 44.1   |       | 50.6  | 52.7     | 37.9    |
|  | By telephone  | %       | 60.6           | 68.4     | 69.1   | 57.1    | 49.1     | 67.9             | 56.9                      | 64.1   |       | 54.2  | 59.1     | 66.5    |
|  | By email/text | %       | 29.0           | 30.8     | 28.7   | 30.1    | 22.5     | 34.2             | 27.3                      | 30.6   |       | 30.2  | 30.3     | 26.9    |
|  | Unsure        | %       | 3.5            | 3.5      | 2.5    | 3.3     | 5.1      | 3.7              | 3.6                       | 3.4    |       | 4.2   | 3.1      | 3.4     |
|  |               |         |                |          |        |         |          |                  |                           |        |       |   |          |         |

\*Values are based on the percentage of positive responses in proportion to a specific response [columns exceed 100 per cent]

\*\*Multifrequency tab based on multiple responses

|  |               |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|---------------|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |               |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - If you had the choice, would you be open to receive care to manage your minor health care needs after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE] | Total         | Unwgt N | 4463           | 473      | 1175   | 1325    | 793      | 697              | 2189                      | 2270   | 4     | 1666  | 1463     | 1334    |
|  |               | Wgt N   | 4379           | 308      | 1081   | 1648    | 720      | 622              | 2104                      | 2270   | 4     | 1188  | 1530     | 1661    |
|  | In person     | %       | 36.4           | 37.3     | 34.5   | 36.6    | 40.8     | 33.3             | 37.0                      | 35.8   |       | 36.0  | 35.3     | 37.7    |
|  | By video      | %       | 21.2           | 18.3     | 22.1   | 21.3    | 20.0     | 21.8             | 22.5                      | 19.9   |       | 23.3  | 23.5     | 17.5    |
|  | By telephone  | %       | 27.6           | 29.6     | 29.8   | 26.5    | 25.0     | 28.8             | 26.2                      | 28.9   |       | 24.9  | 26.4     | 30.8    |
|  | By email/text | %       | 13.2           | 13.3     | 12.4   | 14.0    | 11.5     | 14.5             | 12.6                      | 13.8   |       | 13.9  | 13.5     | 12.5    |
|  | Unsure        | %       | 1.6            | 1.5      | 1.1    | 1.5     | 2.6      | 1.6              | 1.7                       | 1.5    |       | 1.9   | 1.4      | 1.6     |
|  |               |         |                |          |        |         |          |                  |                           |        |       |   |          |         |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

Please rank the importance of the following aspects of the care you receive where 1 is the most important, 2 the second most important and so on. [RANDOMIZE]

|                   |  |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|-------------------|--|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|                   |  |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - Rank 1 | Total  | Unwgt N | 2013           | 205      | 505    | 606     | 396      | 301              | 1011                      | 1000   | 2     | 749   | 649      | 615     |
|                   |  | Wgt N   | 2002           | 134      | 467    | 768     | 368      | 265              | 976                       | 1024   | 2     | 547   | 684      | 771     |
|                   | Knowledge of your health history and existing conditions                         | %       | 27.7           | 36.3     | 19.7   | 29.4    | 28.0     | 32.3             | 27.0                      | 28.4   |       | 24.0  | 25.4     | 32.5    |
|                   | Ready accessibility of an appointment  | %       | 26.0           | 19.4     | 44.4   | 20.9    | 19.6     | 20.9             | 25.4                      | 26.7   |       | 19.7  | 26.7     | 29.9    |
|                   | Ability to connect to other parts of health care system and exchange information | %       | 8.7            | 9.3      | 7.4    | 9.4     | 8.5      | 8.9              | 8.2                       | 9.2    |       | 10.4  | 10.0     | 6.3     |
|                   | Clinical knowledge and expertise   | %       | 35.4           | 32.3     | 26.9   | 38.0    | 41.3     | 36.4             | 37.0                      | 33.9   |       | 42.3  | 37.1     | 29.0    |
|                   | Unsure   | %       | 2.1            | 2.6      | 1.6    | 2.3     | 2.7      | 1.4              | 2.4                       | 1.9    |       | 3.7   | 0.8      | 2.2     |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

Please rank the importance of the following aspects of the care you receive where 1 is the most important, 2 the second most important and so on. [RANDOMIZE]

| Question - Rank 2 |  |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|-------------------|--|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|                   |  |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
|                   | Total  | Unwgt N | 1971           | 200      | 494    | 592     | 388      | 297              | 984                       | 985    | 2     | 729   | 641      | 601     |
|                   |  | Wgt N   | 1957           | 130      | 457    | 751     | 358      | 261              | 951                       | 1004   | 2     | 527   | 677      | 753     |
|                   | Knowledge of your health history and existing conditions                         | %       | 31.2           | 25.2     | 31.7   | 30.5    | 36.1     | 28.6             | 31.6                      | 30.7   |       | 30.2  | 32.1     | 31.1    |
|                   | Ready accessibility of an appointment  | %       | 22.8           | 22.2     | 23.1   | 25.9    | 18.2     | 19.8             | 22.8                      | 22.9   |       | 26.6  | 20.5     | 22.2    |
|                   | Ability to connect to other parts of health care system and exchange information | %       | 16.9           | 18.1     | 16.3   | 16.3    | 15.9     | 20.1             | 16.6                      | 17.0   |       | 16.6  | 18.6     | 15.5    |
|                   | Clinical knowledge and expertise   | %       | 29.0           | 34.5     | 28.6   | 27.2    | 29.6     | 31.4             | 28.9                      | 29.2   |       | 26.3  | 28.7     | 31.2    |
|                   | Unsure   | %       | 0.1            | 0.0      | 0.2    | 0.1     | 0.2      | 0.0              | 0.1                       | 0.1    |       | 0.2   | 0.1      | 0.0     |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

Please rank the importance of the following aspects of the care you receive where 1 is the most important, 2 the second most important and so on. [RANDOMIZE]

|                   |  |         | Region                    |          |        |         |          |                  |      |        |       | Which of the following age categories do you fit into |          |         |
|-------------------|--|---------|---------------------------|----------|--------|---------|----------|------------------|------|--------|-------|---|----------|---------|
|                   |  |         | Please select your gender |          |        |         |          |                  |      |        |       |   |          |         |
|                   |  |         | Canada 2021-05            | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - Rank 3 | Total  | Unwgt N | 1862                      | 194      | 452    | 566     | 368      | 282              | 926  | 934    | 2     | 693   | 593      | 576     |
|                   |  | Wgt N   | 1847                      | 126      | 422    | 714     | 338      | 247              | 898  | 947    | 2     | 498   | 629      | 720     |
|                   | Knowledge of your health history and existing conditions                         | %       | 23.8                      | 20.5     | 26.2   | 24.6    | 21.1     | 23.2             | 23.4 | 24.3   |       | 23.3  | 24.8     | 23.3    |
|                   | Ready accessibility of an appointment  | %       | 24.4                      | 28.1     | 19.3   | 22.0    | 31.6     | 28.2             | 25.7 | 23.2   |       | 24.8  | 24.3     | 24.2    |
|                   | Ability to connect to other parts of health care system and exchange information | %       | 31.6                      | 31.3     | 30.1   | 33.6    | 29.7     | 30.9             | 31.1 | 32.0   |       | 36.3  | 32.7     | 27.4    |
|                   | Clinical knowledge and expertise   | %       | 20.2                      | 20.1     | 24.4   | 19.7    | 17.6     | 17.7             | 19.8 | 20.5   |       | 15.5  | 18.2     | 25.1    |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

Please rank the importance of the following aspects of the care you receive where 1 is the most important, 2 the second most important and so on. [RANDOMIZE]

| Question - Rank 4 | Total  |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|-------------------|--|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|                   |  |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
|                   |  | Unwgt N | 1759           | 189      | 420    | 536     | 347      | 267              | 866                       | 891    | 2     | 654   | 559      | 546     |
|                   |  | Wgt N   | 1745           | 123      | 393    | 679     | 317      | 233              | 839                       | 904    | 2     | 469   | 594      | 681     |
|                   | Knowledge of your health history and existing conditions                         | %       | 15.7           | 17.3     | 20.6   | 13.8    | 13.4     | 15.4             | 16.4                      | 15.2   |       | 20.3  | 16.7     | 11.8    |
|                   | Ready accessibility of an appointment  | %       | 26.8           | 29.4     | 12.4   | 31.4    | 30.9     | 30.6             | 25.6                      | 27.7   |       | 28.7  | 29.5     | 23.1    |
|                   | Ability to connect to other parts of health care system and exchange information | %       | 43.5           | 40.9     | 47.7   | 41.2    | 46.9     | 40.0             | 45.2                      | 42.1   |       | 37.2  | 39.5     | 51.4    |
|                   | Clinical knowledge and expertise   | %       | 14.0           | 12.5     | 19.2   | 13.6    | 8.8      | 14.0             | 12.8                      | 15.1   |       | 13.8  | 14.4     | 13.8    |

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For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|  |  |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|--|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |  |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [ROTATE]<br>Receiving care from your own family physician (through online video or in -person) OR receiving care from a family physician you do not know (through online video or in-person)? | Total  | Unwgt N | 2009           | 205      | 504    | 603     | 396      | 301              | 1008                      | 999    | 2     | 748   | 648      | 613     |
|  |  | Wgt N   | 1998           | 134      | 466    | 765     | 368      | 265              | 972                       | 1024   | 2     | 546   | 683      | 769     |
|  | Receiving care from your own family physician (through online video or in -person)         | %       | 65.9           | 63.9     | 65.4   | 64.2    | 66.5     | 71.8             | 64.9                      | 66.8   |       | 60.3  | 65.7     | 70.0    |
|  | Receiving care from a family physician you do not know (through online video or in-person) | %       | 9.3            | 10.3     | 9.2    | 9.4     | 8.7      | 9.4              | 10.3                      | 8.4    |       | 12.1  | 8.6      | 7.9     |
|  | No difference  | %       | 20.3           | 24.0     | 21.7   | 21.6    | 18.0     | 15.3             | 20.6                      | 20.0   |       | 21.9  | 20.9     | 18.6    |
|  | Unsure   | %       | 4.5            | 1.8      | 3.7    | 4.8     | 6.7      | 3.5              | 4.2                       | 4.9    |       | 5.7   | 4.8      | 3.6     |

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\*Shaded due to small sample size

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|   |  |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|--|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |  |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [ROTATE]<br>Receiving care from your own family physician tomorrow (through online video or in-person) OR receiving care from a family physician you do not know today (through online video or in-person) | Total  | Unwgt N | 2006           | 204      | 503    | 603     | 396      | 300              | 1007                      | 997    | 2     | 747   | 649      | 610     |
|   |  | Wgt N   | 1996           | 133      | 465    | 765     | 368      | 264              | 971                       | 1022   | 2     | 546   | 684      | 766     |
|   | Receiving care from your own family physician tomorrow (through online video or in-person)       | %       | 62.7           | 61.9     | 63.4   | 61.6    | 62.5     | 65.3             | 62.4                      | 62.9   |       | 54.4  | 62.1     | 69.1    |
|   | Receiving care from a family physician you do not know today (through online video or in-person) | %       | 13.9           | 11.7     | 14.2   | 16.1    | 11.3     | 12.1             | 14.6                      | 13.3   |       | 19.7  | 13.7     | 10.0    |
|   | No difference  | %       | 19.7           | 21.6     | 19.5   | 20.2    | 19.3     | 18.3             | 19.3                      | 20.1   |       | 20.2  | 21.2     | 18.0    |
|   | Unsure   | %       | 3.7            | 4.9      | 3.0    | 2.1     | 6.8      | 4.3              | 3.7                       | 3.6    |       | 5.6   | 3.0      | 2.9     |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|   |  |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|---|--|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|   |  |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [ROTATE]<br>Receiving care from your own family physician in two or three days (through online video or in-person)OR receiving care from a family physician you do not know today (through online video or in-person). | Total  | Unwgt N | 2010           | 204      | 505    | 604     | 396      | 301              | 1010                      | 998    | 2     | 748   | 648      | 614     |
|   |  | Wgt N   | 1998           | 133      | 467    | 765     | 368      | 265              | 975                       | 1021   | 2     | 546   | 681      | 770     |
|   | Receiving care from your own family physician in two or three days (through online video or in-person) | %       | 55.6           | 57.6     | 53.3   | 55.2    | 56.8     | 58.2             | 55.3                      | 55.9   |       | 51.3  | 55.0     | 59.2    |
|   | Receiving care from a family physician you do not know today (through online video or in-person)       | %       | 21.3           | 20.4     | 24.5   | 21.9    | 17.8     | 19.5             | 22.9                      | 19.7   |       | 23.3  | 22.1     | 19.2    |
|   | No difference  | %       | 17.0           | 19.2     | 18.4   | 16.6    | 16.7     | 15.3             | 17.0                      | 17.1   |       | 19.0  | 17.4     | 15.3    |
|   | Unsure   | %       | 6.0            | 2.8      | 3.9    | 6.3     | 8.7      | 7.0              | 4.7                       | 7.3    |       | 6.5   | 5.5      | 6.2     |

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## 2021-1900 – College of Family Physicians Canada – National Survey – STAT SHEET

For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|  |   |         | Region         |          |        |         |          |                  | Please select your gender |        |       | Which of the following age categories do you fit into |          |         |
|--|---|---------|----------------|----------|--------|---------|----------|------------------|---------------------------|--------|-------|---|----------|---------|
|  |   |         | Canada 2021-05 | Atlantic | Quebec | Ontario | Prairies | British Columbia | Male                      | Female | Other | 18 to 34  | 35 to 54 | 55 plus |
| Question - [ROTATE]<br>Receiving care from your own family physician in four to seven days (through online video or in-person)OR receiving care from a family physician you do not know today (through online video or in-person). | Total   | Unwgt N | 2012           | 205      | 505    | 606     | 396      | 300              | 1010                      | 1000   | 2     | 749   | 649      | 614     |
|  |   | Wgt N   | 2001           | 134      | 467    | 768     | 368      | 264              | 975                       | 1024   | 2     | 547   | 684      | 770     |
|  | Receiving care from your own family physician in four to seven days (through online video or in-person) | %       | 43.7           | 48.3     | 42.1   | 42.8    | 44.4     | 45.7             | 45.6                      | 41.8   |       | 40.3  | 41.2     | 48.2    |
|  | Receiving care from a family physician you do not know today (through online video or in-person)        | %       | 31.8           | 29.5     | 35.2   | 30.3    | 31.6     | 32.0             | 32.0                      | 31.6   |       | 33.0  | 34.3     | 28.8    |
|  | No difference   | %       | 17.7           | 18.2     | 17.4   | 20.0    | 15.1     | 14.9             | 15.8                      | 19.6   |       | 18.5  | 18.0     | 16.9    |
|  | Unsure  | %       | 6.8            | 4.0      | 5.3    | 7.0     | 8.9      | 7.4              | 6.6                       | 7.0    |       | 8.2   | 6.5      | 6.1     |

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**2021-1900 – College of Family Physicians Canada – By those who have a family physician, those who had an appointment with a family physician, and those who had an appointment with a practitioner they did not know before the visit – Crosstabs – STAT SHEET**

For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|   |  |         | In the past 12 months have you had an appointment with your family physician? |      |      | In the past 12 months have you had an appointment for something that was not a health emergency with a health care practitioner you did not know before the visit? |      | Do you currently have a regular family physician? |      |
|---|--|---------|---|------|------|--|------|---|------|
|   |  |         | Canada 2021-05  | Yes  | No   | Yes  | No   | Yes   | No   |
| Question - [ROTATE] Receiving care from your own family physician (through online video or in -person) OR receiving care from a family physician you do not know (through online video or in-person)? | Total  | Unwgt N | 1630  | 1265 | 365  | 621  | 1381 | 1630  | 379  |
|   |  | Wgt N   | 1645  | 1270 | 375  | 596  | 1397 | 1645  | 353  |
|   | Receiving care from your own family physician (through online video or in -person)         | %       | 69.4  | 69.9 | 67.4 | 66.0   | 65.8 | 69.4  | 49.7 |
|   | Receiving care from a family physician you do not know (through online video or in-person) | %       | 8.9   | 8.9  | 8.9  | 12.3   | 8.0  | 8.9   | 11.1 |
|   | No difference  | %       | 17.9  | 17.5 | 19.0 | 17.8   | 21.3 | 17.9  | 31.7 |
|   | Unsure   | %       | 3.9   | 3.7  | 4.7  | 3.8  | 4.9  | 3.9   | 7.6  |

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**2021-1900 – College of Family Physicians Canada – By those who have a family physician, those who had an appointment with a family physician, and those who had an appointment with a practitioner they did not know before the visit – Crosstabs – STAT SHEET**

For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|  |  |         | In the past 12 months have you had an appointment with your family physician? |      |      | In the past 12 months have you had an appointment for something that was not a health emergency with a health care practitioner you did not know before the visit? |      | Do you currently have a regular family physician? |      |
|--|--|---------|---|------|------|--|------|---|------|
|  |  |         | Canada 2021-05  | Yes  | No   | Yes  | No   | Yes   | No   |
| Question - [ROTATE] Receiving care from your own family physician tomorrow (through online video or in-person) OR receiving care from a family physician you do not know today (through online video or in-person) | Total  | Unwgt N | 1628  | 1264 | 364  | 621  | 1378 | 1628  | 378  |
|  |  | Wgt N   | 1644  | 1270 | 374  | 597  | 1394 | 1644  | 352  |
|  | Receiving care from your own family physician tomorrow (through online video or in-person)       | %       | 66.8  | 67.8 | 63.0 | 62.6   | 62.7 | 66.8  | 43.7 |
|  | Receiving care from a family physician you do not know today (through online video or in-person) | %       | 12.5  | 12.6 | 12.4 | 15.7   | 13.1 | 12.5  | 20.5 |
|  | No difference  | %       | 17.5  | 16.5 | 21.0 | 19.2   | 20.0 | 17.5  | 29.9 |
|  | Unsure   | %       | 3.2   | 3.1  | 3.5  | 2.5  | 4.2  | 3.2   | 5.9  |

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**2021-1900 – College of Family Physicians Canada – By those who have a family physician, those who had an appointment with a family physician, and those who had an appointment with a practitioner they did not know before the visit – Crosstabs – STAT SHEET**

For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|  |  |         | In the past 12 months have you had an appointment with your family physician? |      |      | In the past 12 months have you had an appointment for something that was not a health emergency with a health care practitioner you did not know before the visit? |      | Do you currently have a regular family physician? |      |
|--|--|---------|---|------|------|--|------|---|------|
|  |  |         | Canada 2021-05  | Yes  | No   | Yes  | No   | Yes   | No   |
| Question - [ROTATE] Receiving care from your own family physician in two or three days (through online video or in-person)OR receiving care from a family physician you do not know today (through online video or in-person). | Total  | Unwgt N | 1632  | 1268 | 364  | 622  | 1381 | 1632  | 378  |
|  |  | Wgt N   | 1647  | 1273 | 374  | 595  | 1398 | 1647  | 351  |
|  | Receiving care from your own family physician in two or three days (through online video or in-person) | %       | 59.5  | 60.4 | 56.3 | 55.3   | 55.7 | 59.5  | 37.5 |
|  | Receiving care from a family physician you do not know today (through online video or in-person)       | %       | 20.0  | 19.6 | 21.5 | 24.6   | 19.8 | 20.0  | 27.5 |
|  | No difference  | %       | 15.2  | 14.8 | 16.7 | 15.9   | 17.6 | 15.2  | 25.5 |
|  | Unsure   | %       | 5.3   | 5.2  | 5.6  | 4.2  | 6.9  | 5.3   | 9.5  |

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For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer?  
[RANDOMIZE]

|   |   |         | In the past 12 months have you had an appointment with your family physician? |      |      | In the past 12 months have you had an appointment for something that was not a health emergency with a health care practitioner you did not know before the visit? |      | Do you currently have a regular family physician? |      |
|---|---|---------|---|------|------|--|------|---|------|
|   |   |         | Canada 2021-05  | Yes  | No   | Yes  | No   | Yes   | No   |
| Question - [ROTATE] Receiving care from your own family physician in four to seven days (through online video or in-person)OR receiving care from a family physician you do not know today (through online video or in-person). | Total   | Unwgt N | 1633  | 1268 | 365  | 622  | 1383 | 1633  | 379  |
|   |   | Wgt N   | 1648  | 1273 | 375  | 597  | 1399 | 1648  | 353  |
|   | Receiving care from your own family physician in four to seven days (through online video or in-person) | %       | 47.7  | 48.9 | 43.6 | 43.2   | 43.8 | 47.7  | 24.8 |
|   | Receiving care from a family physician you do not know today (through online video or in-person)        | %       | 30.6  | 30.4 | 31.5 | 34.3   | 30.7 | 30.6  | 37.4 |
|   | No difference   | %       | 15.7  | 14.9 | 18.3 | 17.5   | 17.9 | 15.7  | 27.3 |
|   | Unsure  | %       | 6.0   | 5.8  | 6.6  | 4.9  | 7.6  | 6.0   | 10.5 |

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