

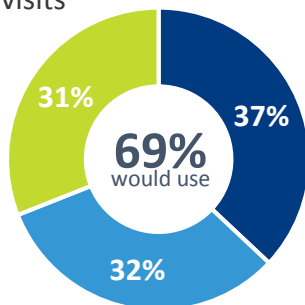
# VIRTUAL VISITS AND HEALTH CARE

## HIGH INTEREST IN VIRTUAL VISITS

If available, 7 in 10 (69%) Canadians would use virtual health visits for at least some of their visits

### Proportion of Health Visits

- ALL/MORE THAN HALF
- FEWER THAN HALF/A FEW
- NONE



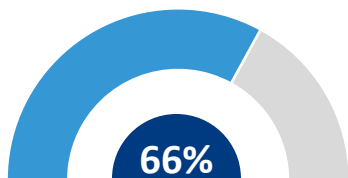
Those who've had a virtual visit (64% vs. 35% haven't) and heavier users of the health system (over 10 visits 46% vs. 36% 10 and under) are most likely to say they'd use virtual visits for all/more than half of their health visits



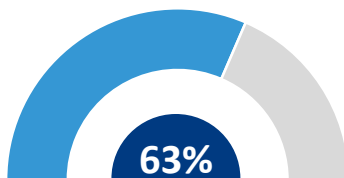
8%

Of Canadians have had a virtual health visit

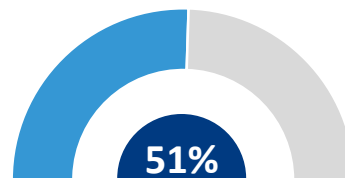
## THE OPPORTUNITIES



Lead to More Timely Care

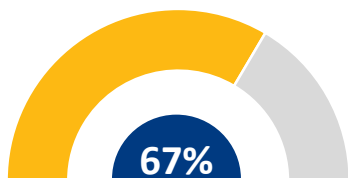


More Convenient

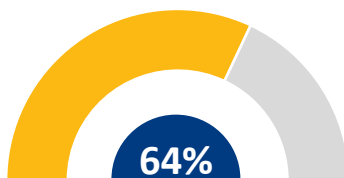


Lead to Better Overall Care

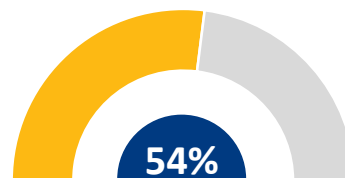
## THE CONCERNS



Lead to a Loss of Human Touch and Compassion



Won't be as Accurate



Worried About Privacy of Personal Health Information

## ABOUT THE STUDY

N=2,003 interviews were completed among a representative sample of Canadians aged 18 years and older (the "credibility interval" for a sample of this size is  $\pm 2.5$  percentage points, 95% of the time). The 10 minute survey was conducted online between May 16 and 18, 2018. The general public data was weighted according to region, age, and gender to ensure a sample that matches the actual adult population of Canada.