

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

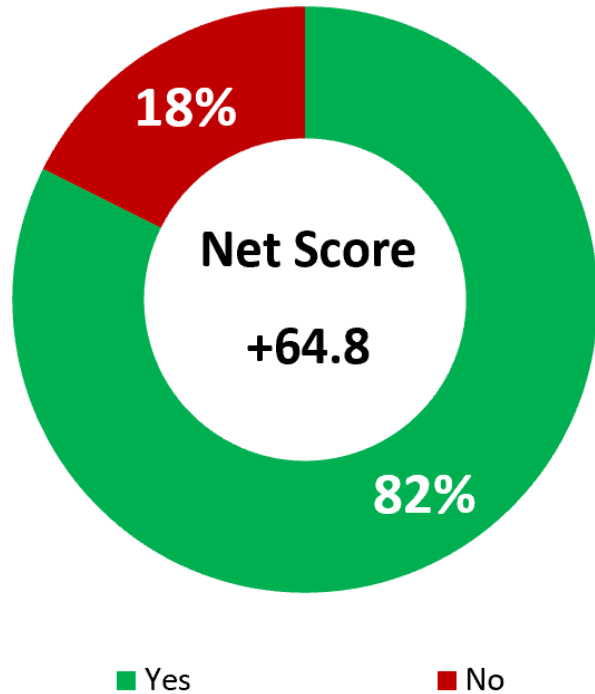
Canadians are seven times more likely to want care from their own family physician (66%) rather than a family physician they do not know (9%). Canadians aged 55 and over are more likely to want care from their own family physician (70%) than Canadians aged 18-34(60%).

4

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?

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

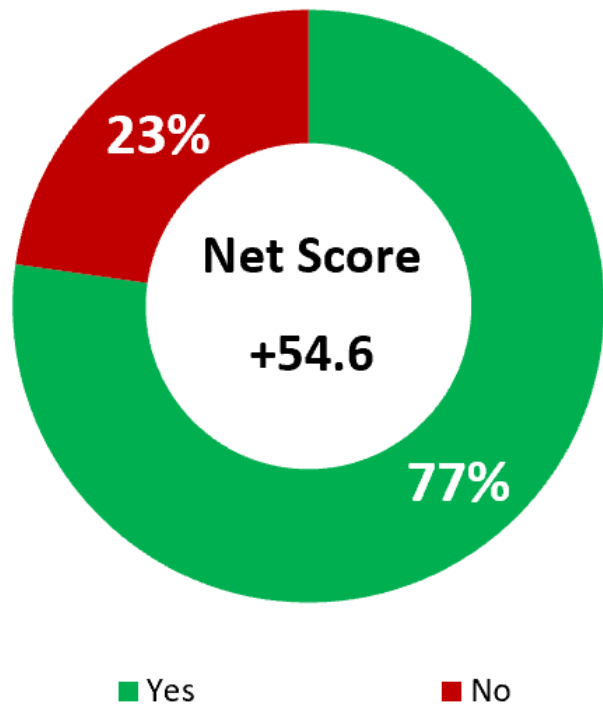
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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?



Yes

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

*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.

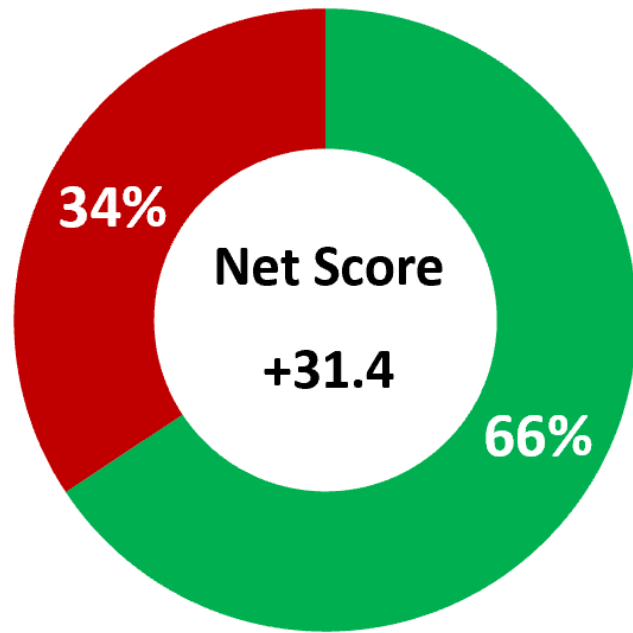
Source: Nanos Research, online survey, May 27th to May 28th, 2021, n=1,634 Canadians who have a regular family physician, 18 years of age or older



Having an appointment with a Family Physician in-person

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?



■ Yes ■ No

Yes

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

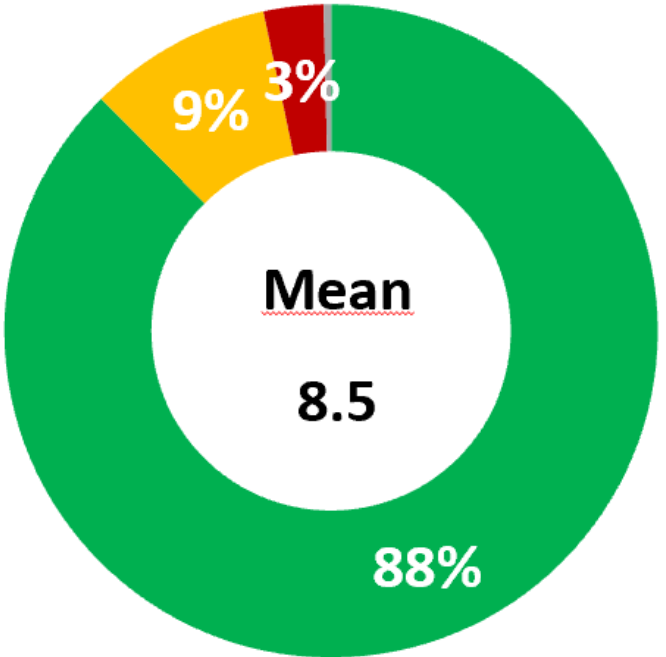
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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

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

Mean

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

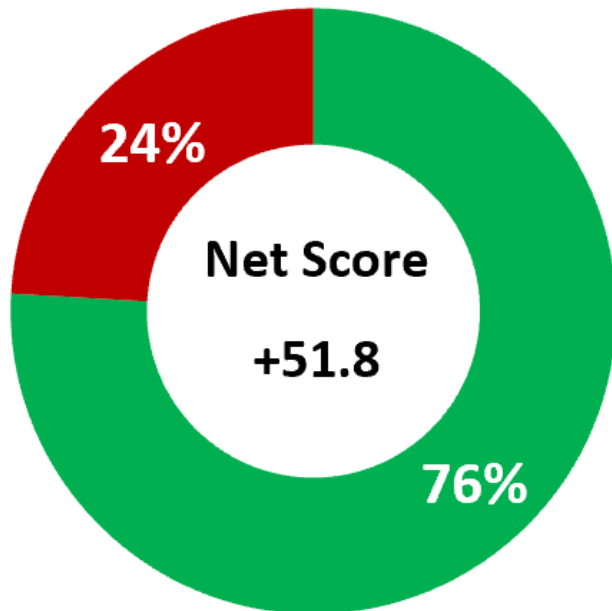
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27th to May 28th, 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

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?

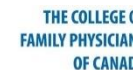


■ Yes ■ No

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

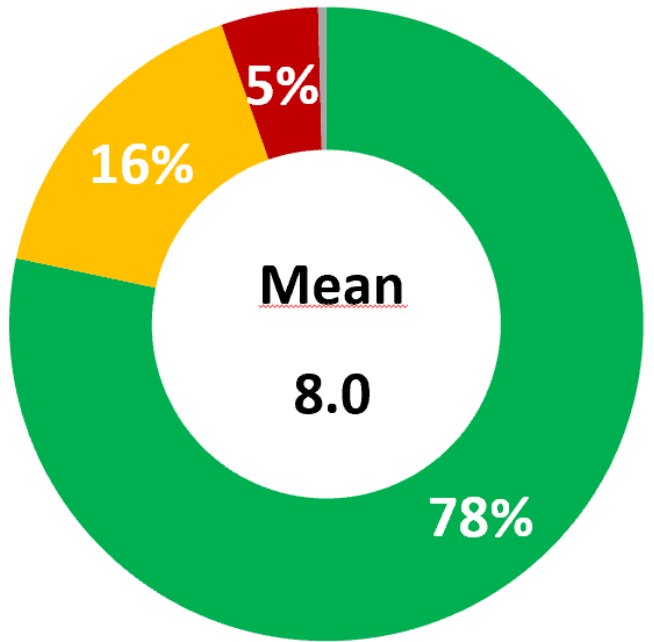
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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



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



Mean
8.0

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

Mean

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

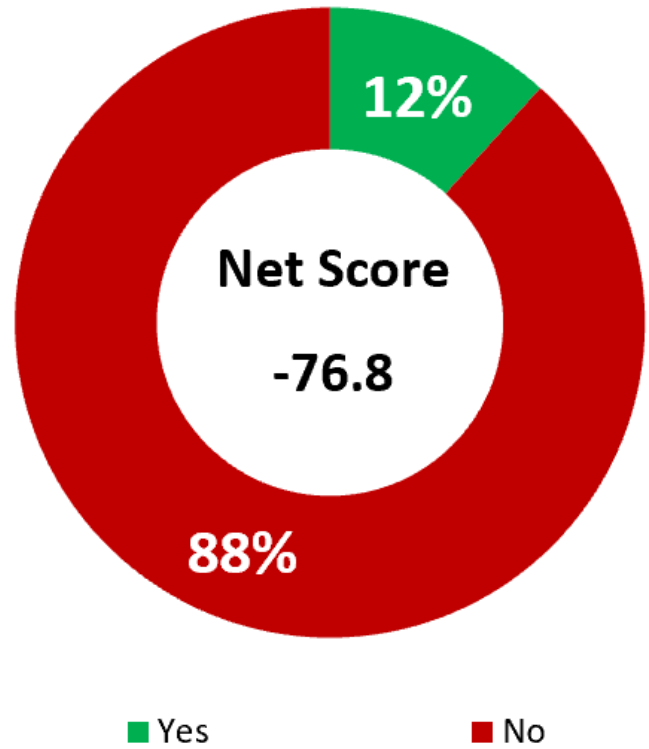
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, online survey, May 27th to May 28th, 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

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?



No

	Atlantic (n=146)	Quebec (n=282)	Ontario (n=362)	Prairies (n=262)	BC (n=209)
	97.1%	92.5%	88.4%	88.8%	77.3%
Men (n=626)		Women (n=635)	18 to 34 (n=418)	35 to 54 (n=401)	55 plus (n=442)
	87.2%	89.4%	81.3%	85.4%	94.4%

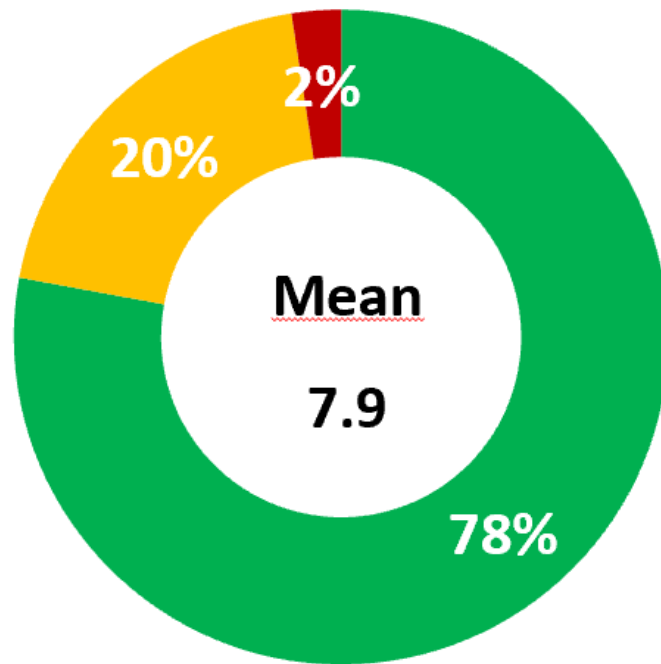
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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

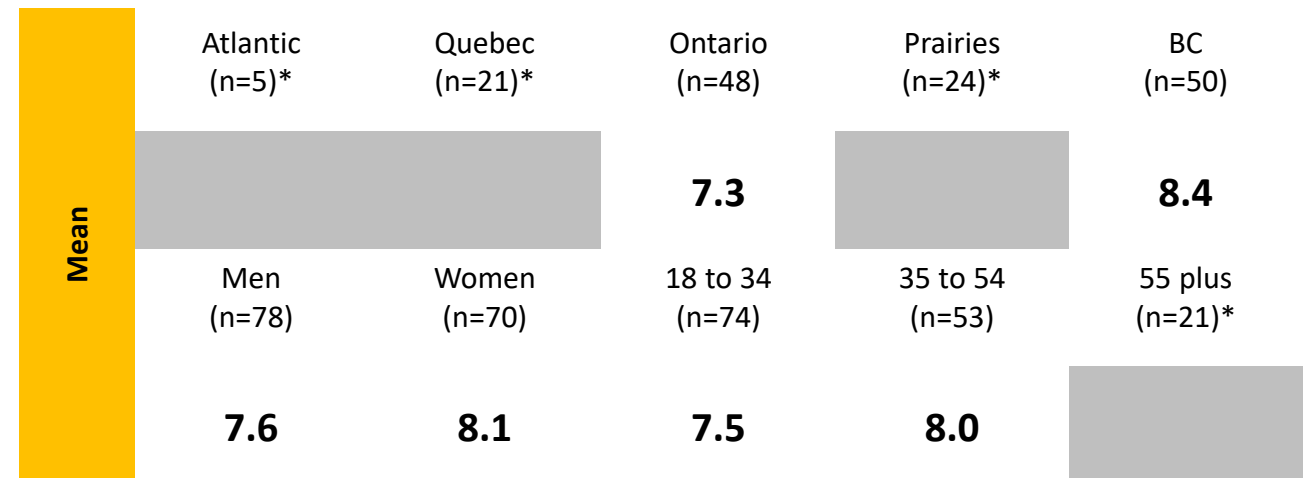
Satisfaction with Family Physician online appointment

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 27th to May 28th, 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

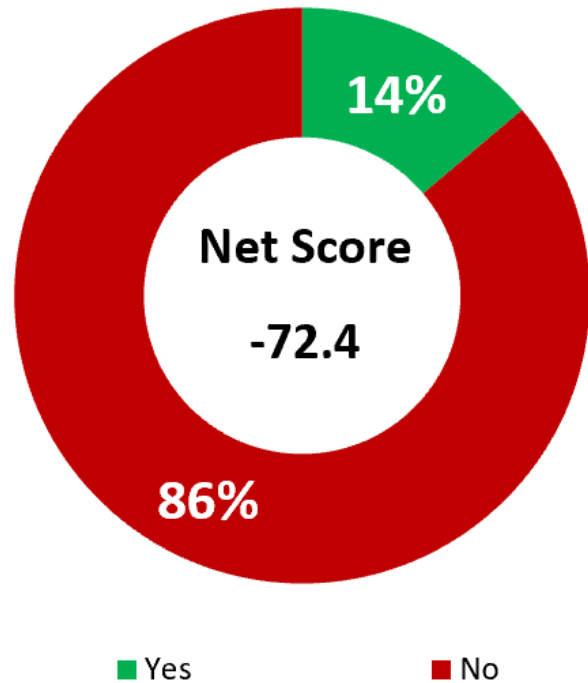
THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA

NANOS

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?

No

Atlantic (n=145)	Quebec (n=279)	Ontario (n=364)	Prairies (n=262)	BC (n=207)
90.9%	86.4%	82.4%	89.9%	88.2%
Men (n=626)	Women (n=631)	18 to 34 (n=417)	35 to 54 (n=398)	55 plus (n=442)
82.6%	89.4%	80.9%	85.2%	89.8%

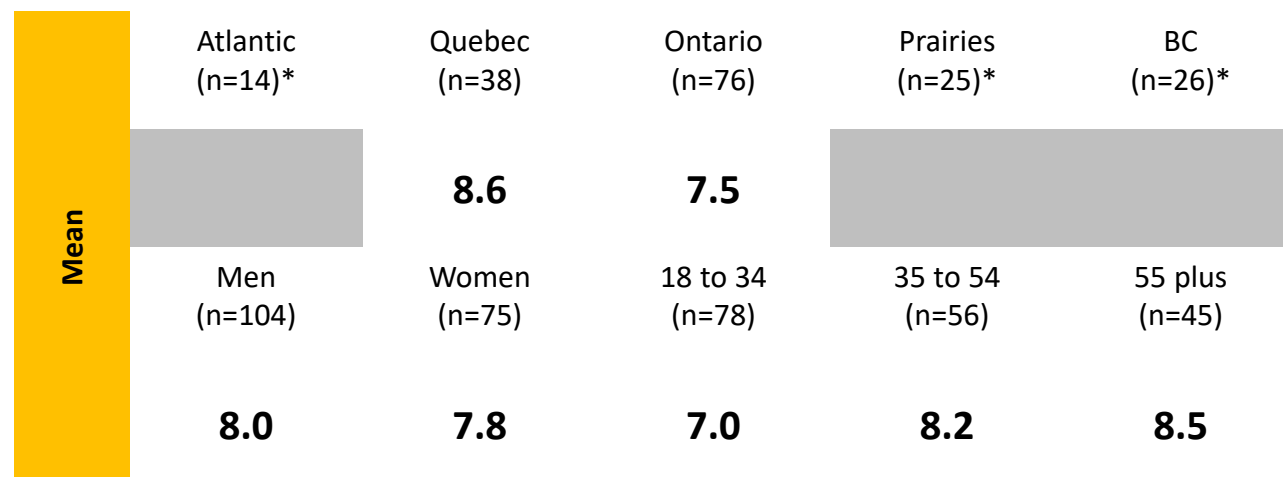
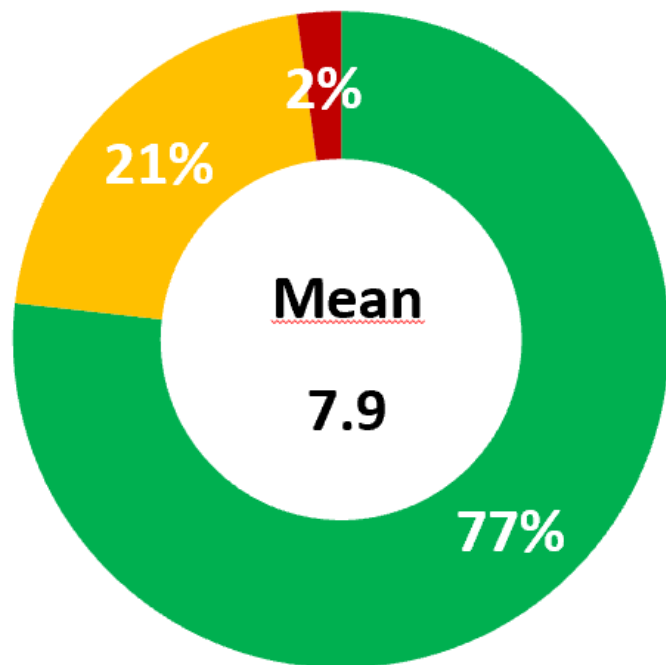
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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

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

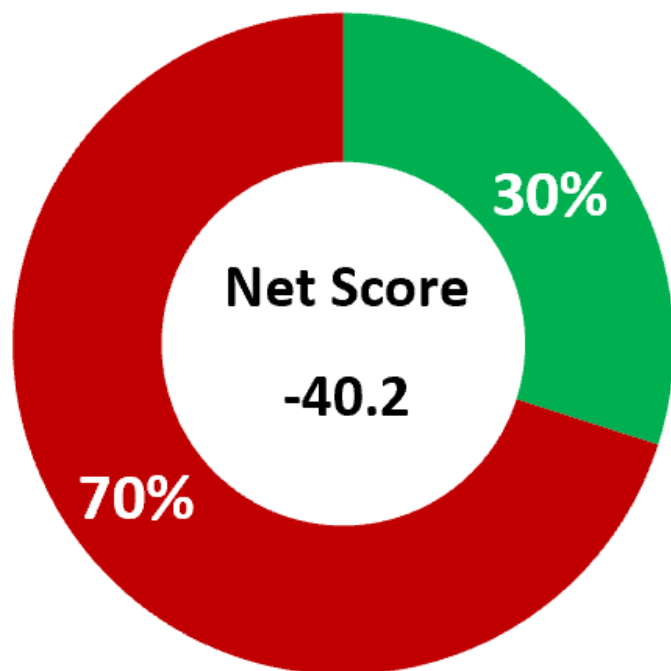
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *Shaded due to small sample size

Source: Nanos Research, online survey, May 27th to May 28th, 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

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?



■ Yes

■ No

No	Atlantic (n=203)	Quebec (n=503)	Ontario (n=604)	Prairies (n=395)	BC (n=301)
	69.7%	65.3%	74.3%	64.9%	73.5%
	Men (n=1008)	Women (n=996)	18 to 34 (n=745)	35 to 54 (n=647)	55 plus (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 27th to May 28th, 2021, n=2,006 Canadians 18 years of age or older

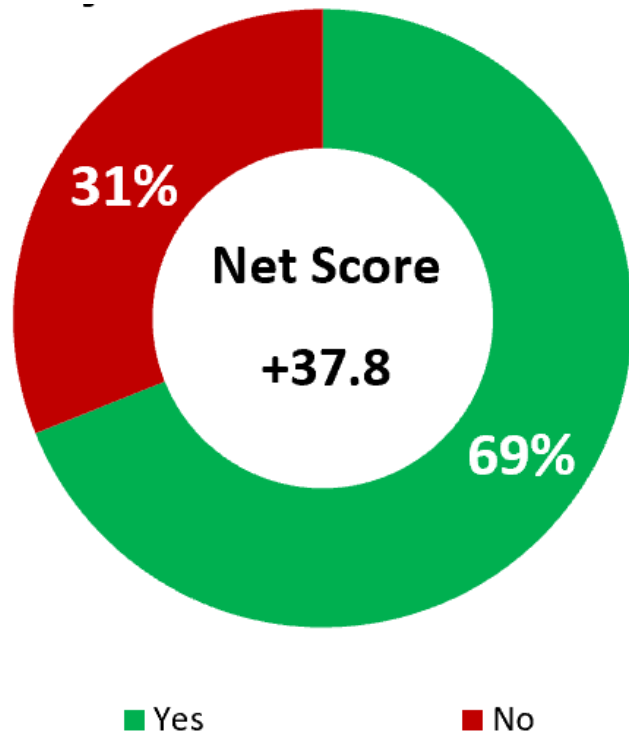
THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA



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

*Weighted to the true population proportion.

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

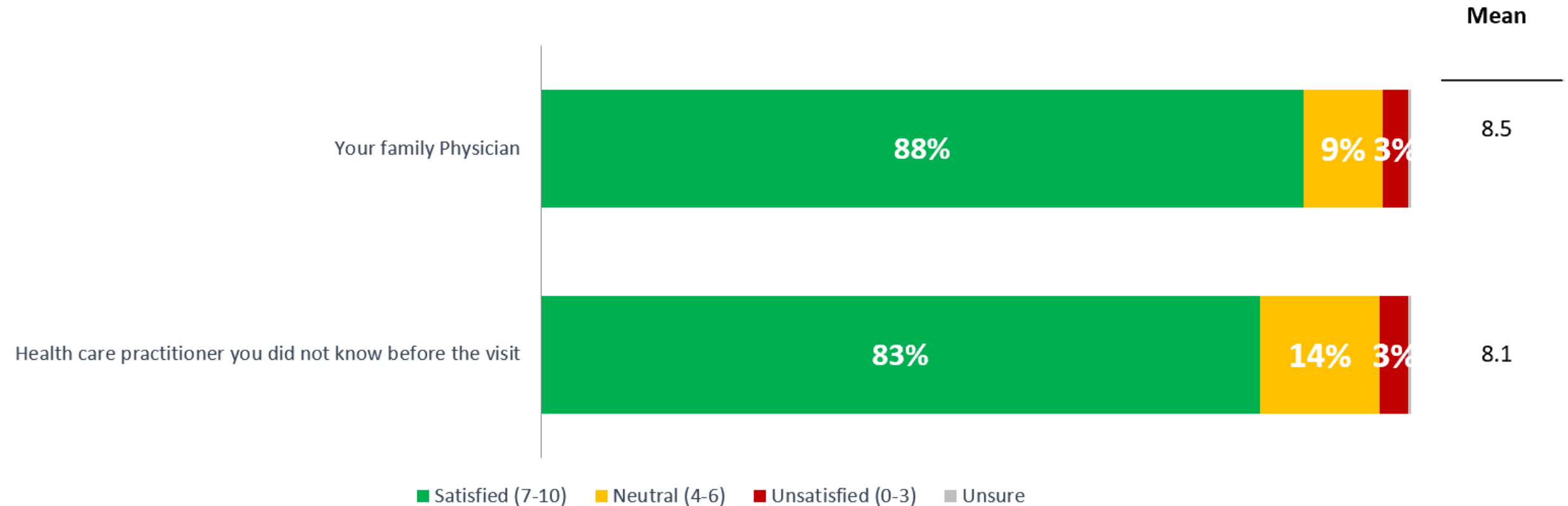
*The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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



*Weighted to the true population proportion.

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

Source: Nanos Research, online survey, May 27th to May 28th, 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

THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



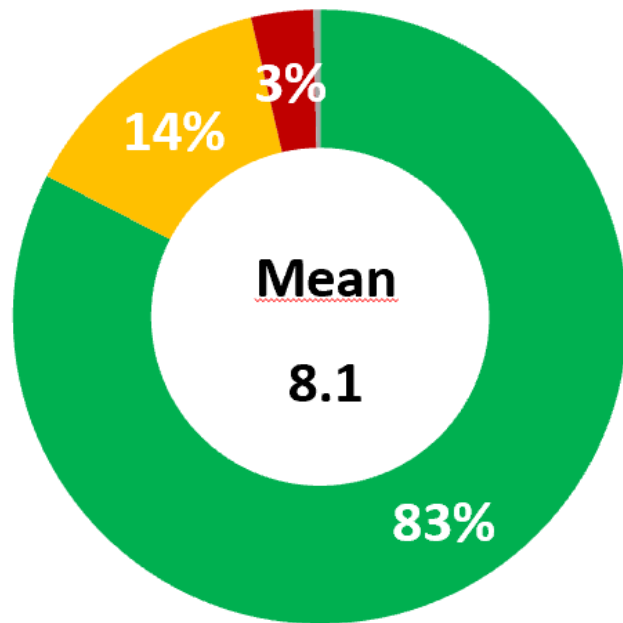
LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA



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

Mean

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

*Weighted to the true population proportion.

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

Source: Nanos Research, online survey, May 27th to May 28th, 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

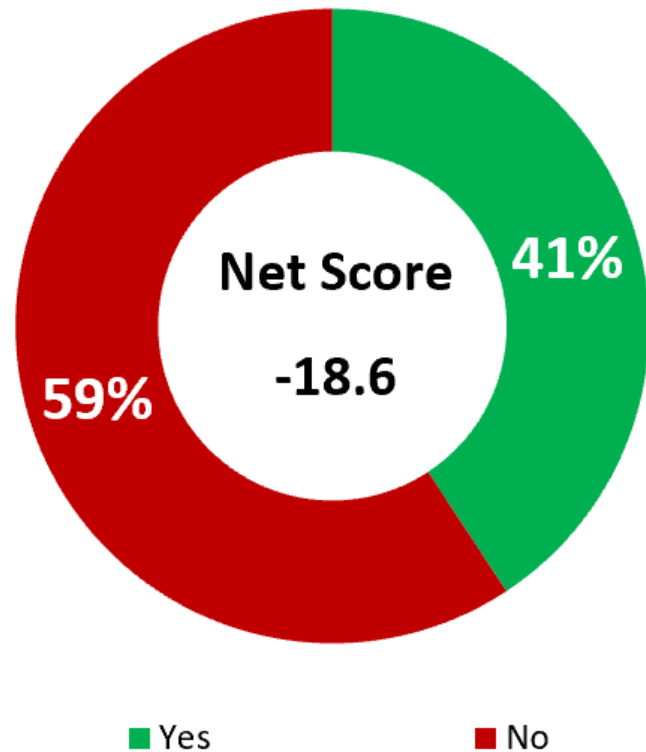
THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA

NANOS

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?

	Atlantic (n=62)	Quebec (n=179)	Ontario (n=159)	Prairies (n=140)	BC (n=83)
No	70.9%	60.9%	57.0%	65.0%	44.4%
Men (n=325)		Women (n=297)	18 to 34 (n=252)	35 to 54 (n=195)	55 plus (n=176)
62.0%	56.2%	55.7%	56.0%	65.5%	

*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 27th to May 28th, 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

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

Your family Physician

78%

16%

5%

8.0

Health care practitioner you did not know before the visit

77%

17%

6%

7.7

■ 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 27th to May 28th, 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

THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



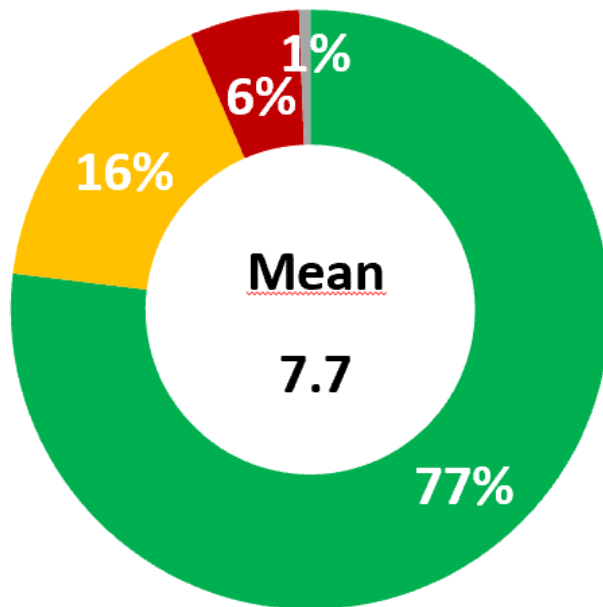
LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA

 **NANOS**

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

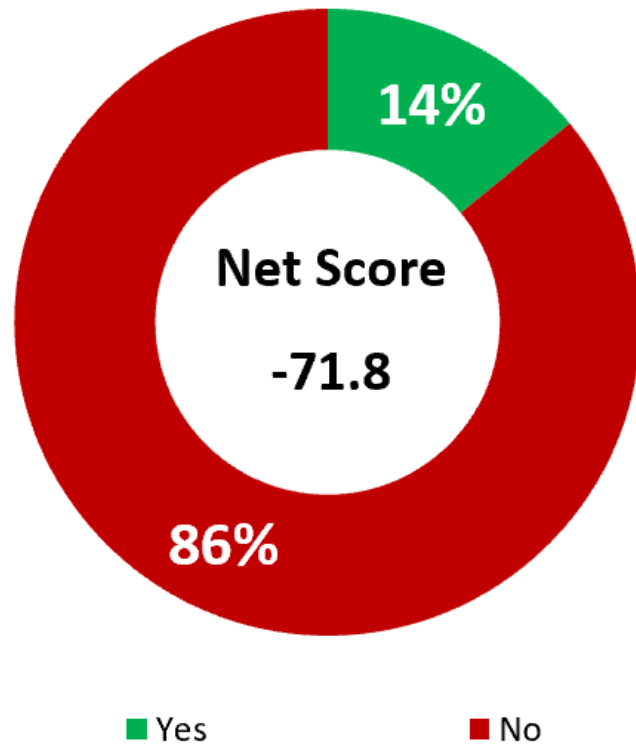
*Weighted to the true population proportion.

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

*Shaded due to small sample size

Source: Nanos Research, online survey, May 27th to May 28th, 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

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?

No

	Atlantic (n=62)	Quebec (n=177)	Ontario (n=158)	Prairies (n=138)	BC (n=82)
	87.6%	88.5%	83.0%	90.6%	78.6%
Men (n=322)		Women (n=294)	18 to 34 (n=249)	35 to 54 (n=193)	55 plus (n=175)
	84.8%	87.1%	81.3%	79.6%	95.9%

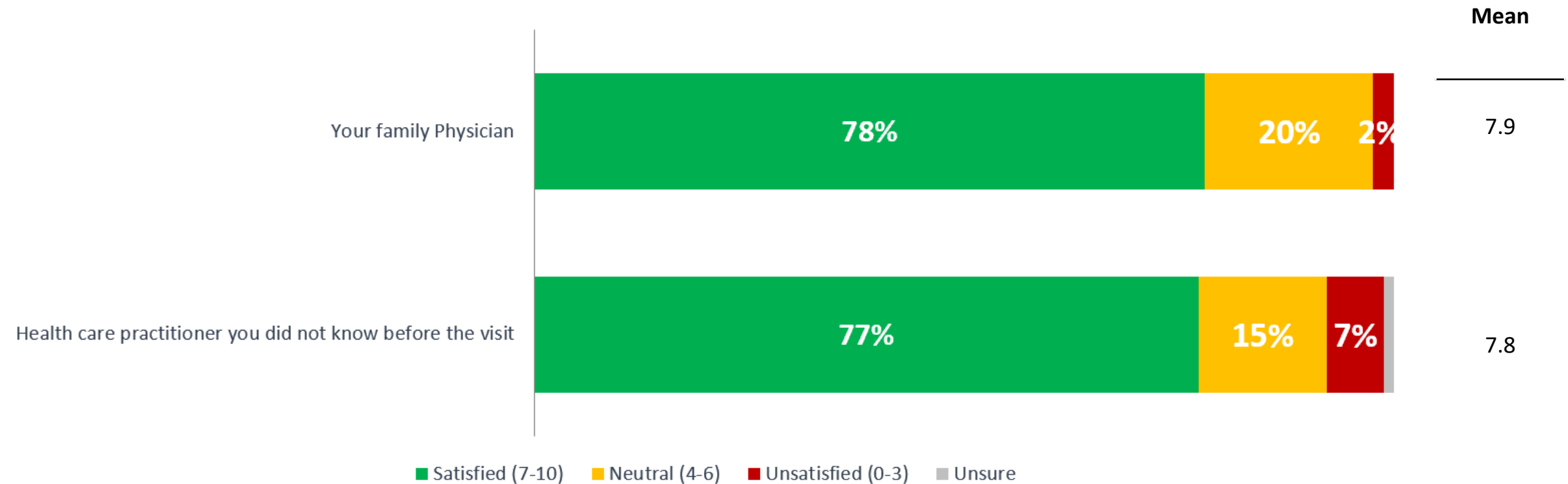
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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 27th to May 28th, 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

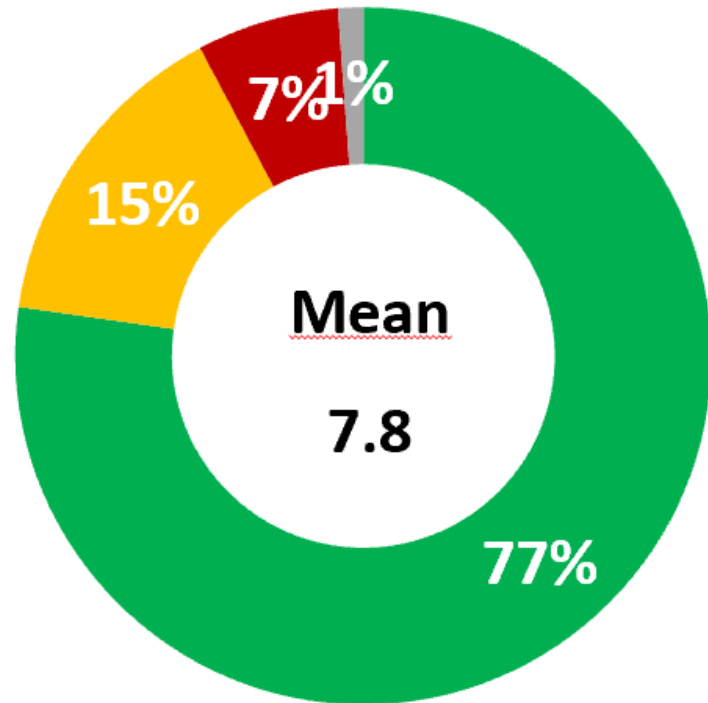
THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA



Satisfaction with online video appointment



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

*Weighted to the true population proportion.

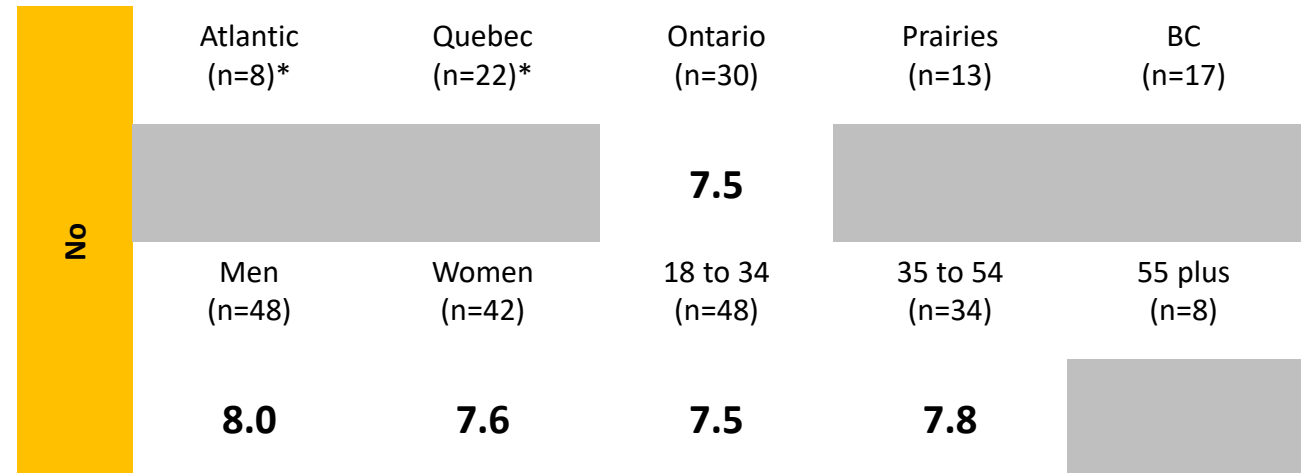
*Charts may not add up to 100 due to rounding.

*Shaded due to small sample size

Source: Nanos Research, online survey, May 27th to May 28th, 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

Q

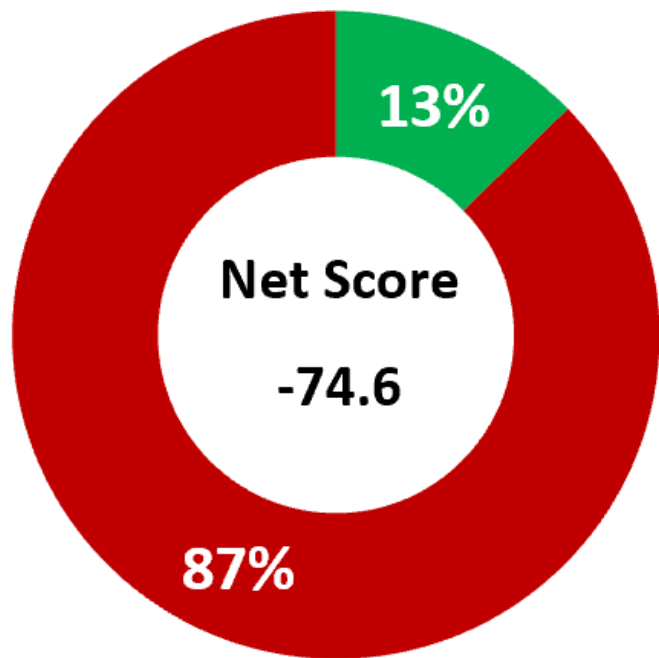
[IF YES] On a scale of 0 to 10 where 0 is not at all satisfied and 10 is completely satisfied how would you rate your satisfaction with your ONLINE VIDEO appointment(s) ___ out of 10



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?



■ Yes ■ No

No

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

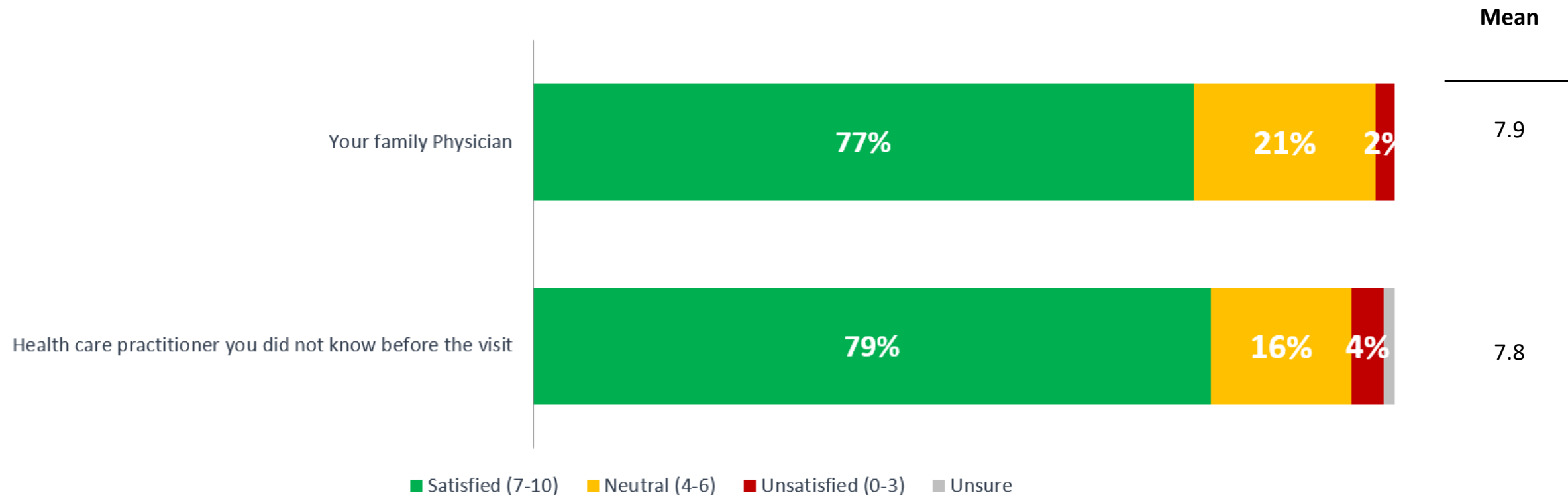
*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.
 *The net score is the difference between all positive and negative numbers in a question.

Source: Nanos Research, online survey, May 27th to May 28th, 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 27th to May 28th, 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

THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



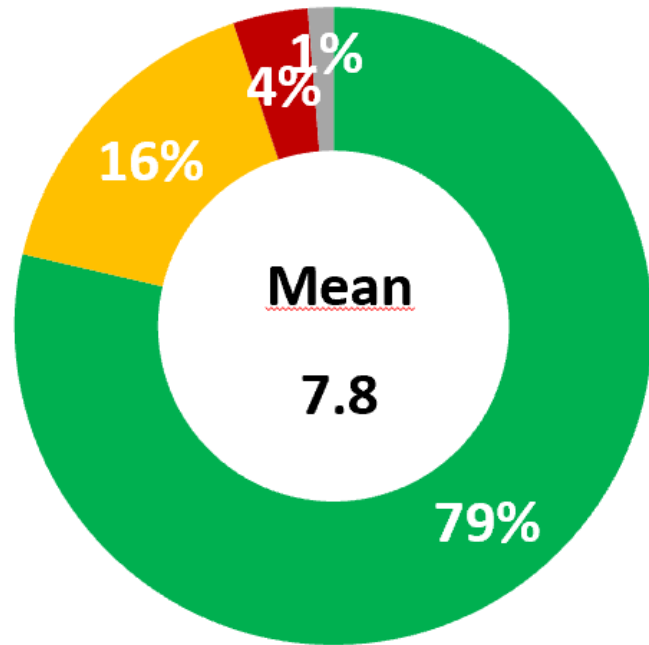
LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA



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



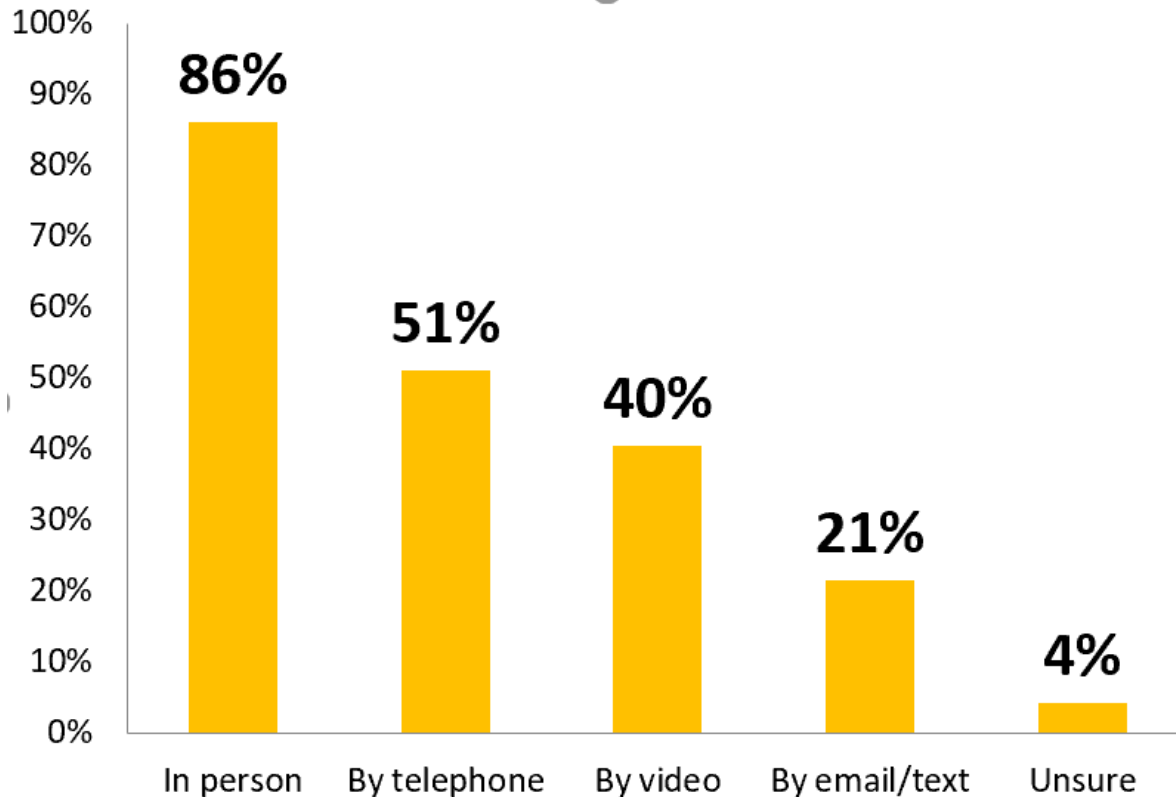
■ Satisfied (7-10) ■ Neutral (4-6) ■ Unsatisfied (0-3) ■ Unsure

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

*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 27th to May 28th, 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 27th to May 28th, 2021, n=2,013 Canadians 18 years of age or older

Q

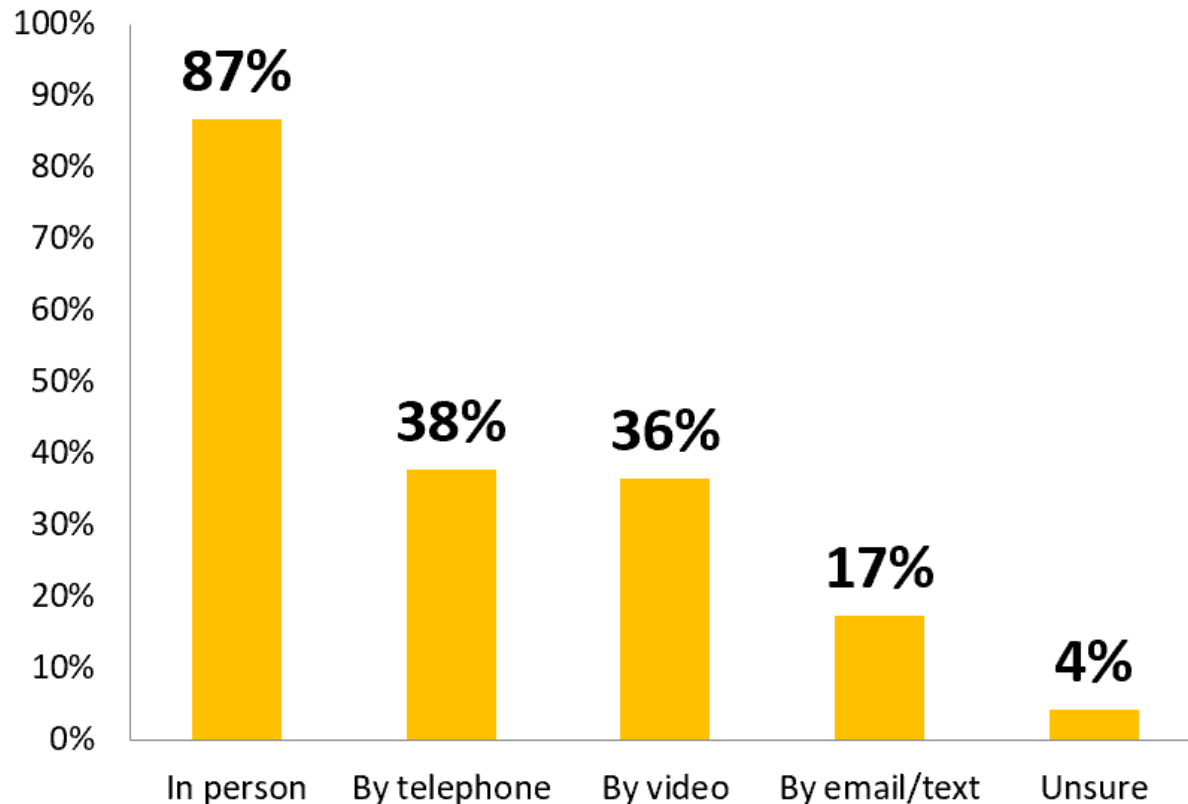
If you had the choice, would you be open to receive care to manage a chronic health condition after the pandemic in any of the following ways [SELECT AS MANY AS APPLY] [RANDOMIZE]

“

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 27th to May 28th, 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]

“

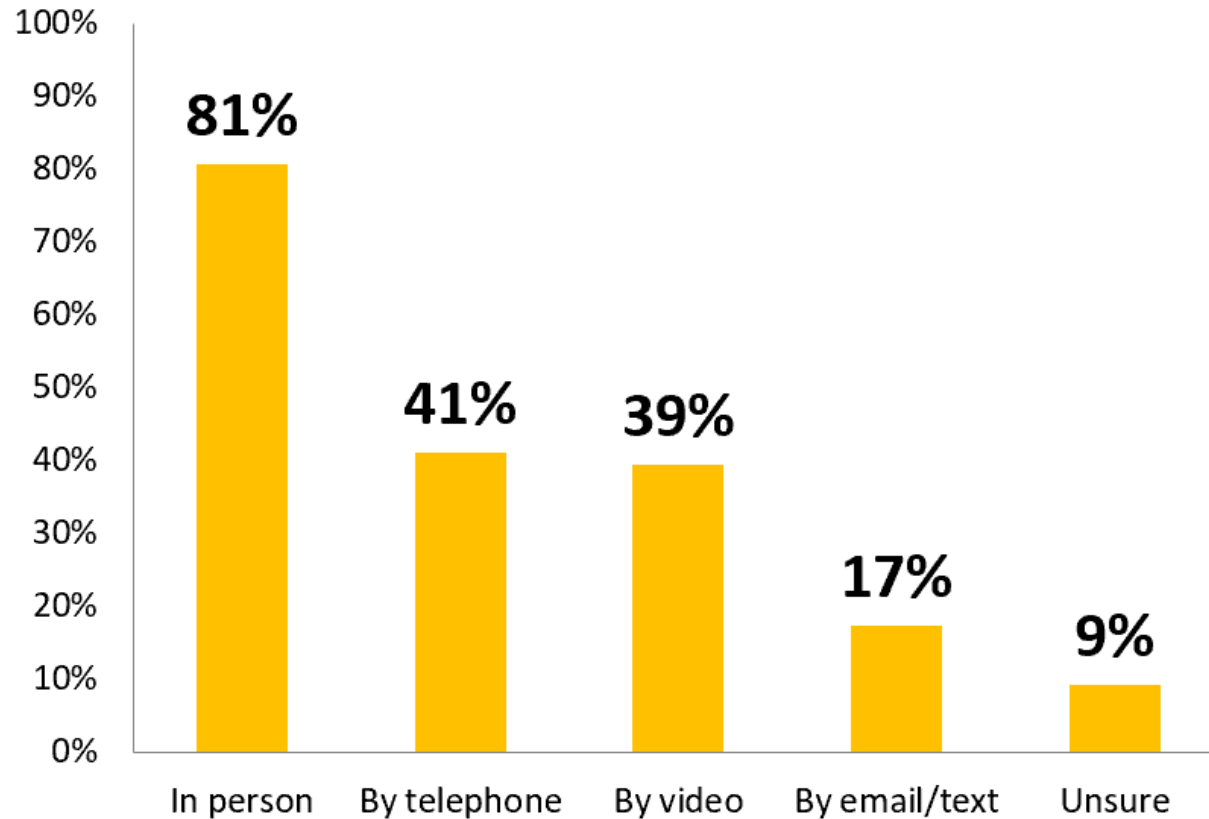
When it comes to a diagnosis or creation of a treatment plan for a new health condition after the pandemic, Canadians are most open to do it in person (87%), while over three in ten are also open to it by telephone (36%) or by video (38%) and only less than two in ten are open to it by email or text (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 27th to May 28th, 2021, n=2,013 Canadians 18 years of age or older

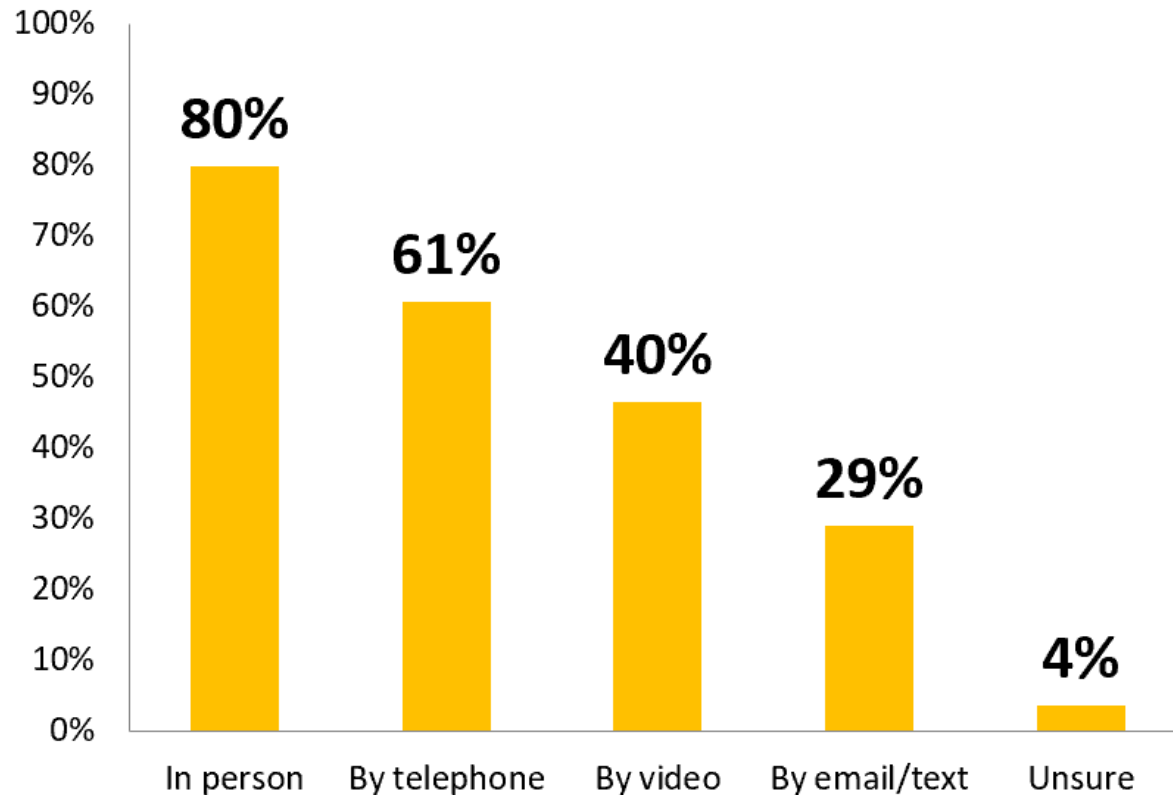
THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA

 **NANOS**

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 27th to May 28th, 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	35.4%	29.0%	20.2%	14.0%
Knowledge of your health history and existing conditions	27.7%	31.2%	23.8%	15.7%
Ready accessibility of an appointment	26.0%	22.8%	24.4%	26.8%
Ability to connect to other parts of health care system and exchange information	8.7%	16.9%	31.6%	43.5%

“

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 27th to May 28th, 2021, n=2,013 Canadians 18 years of age or older

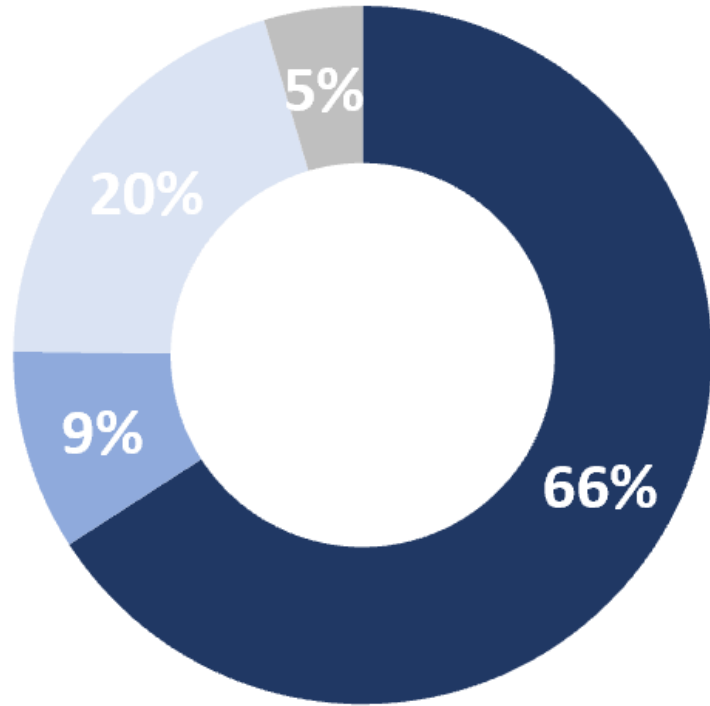
THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA



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 27th to May 28th, 2021, n=2,013 Canadians 18 years of age or older

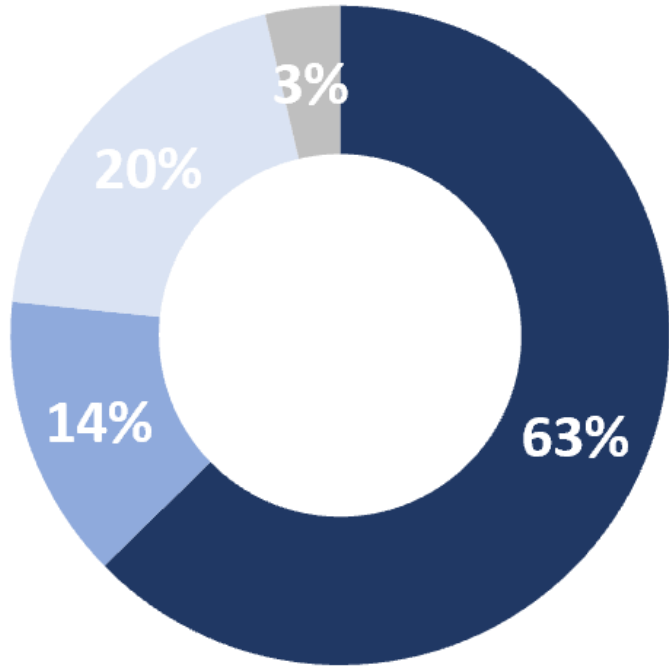
Q

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

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 27th to May 28th, 2021, n=2,013 Canadians 18 years of age or older

Q

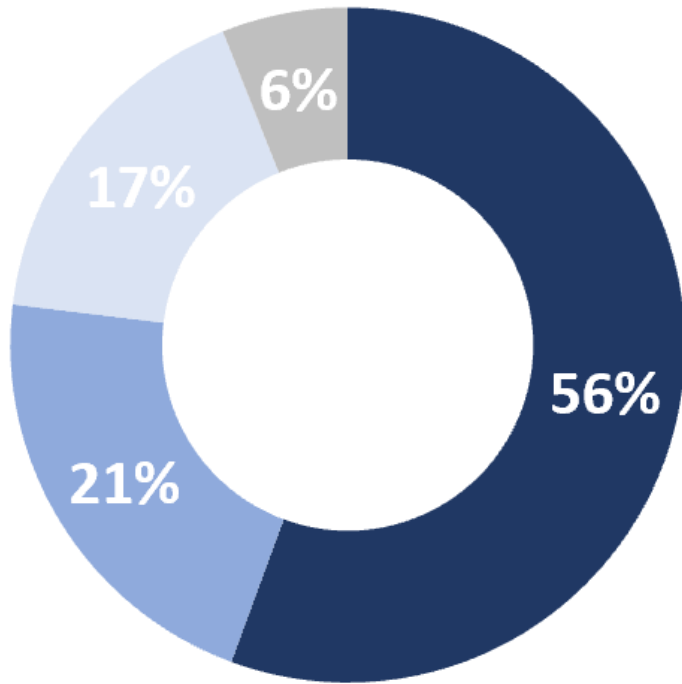
For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer? [RANDOMIZE]

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

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 27th to May 28th, 2021, n=2,013 Canadians 18 years of age or older

Q

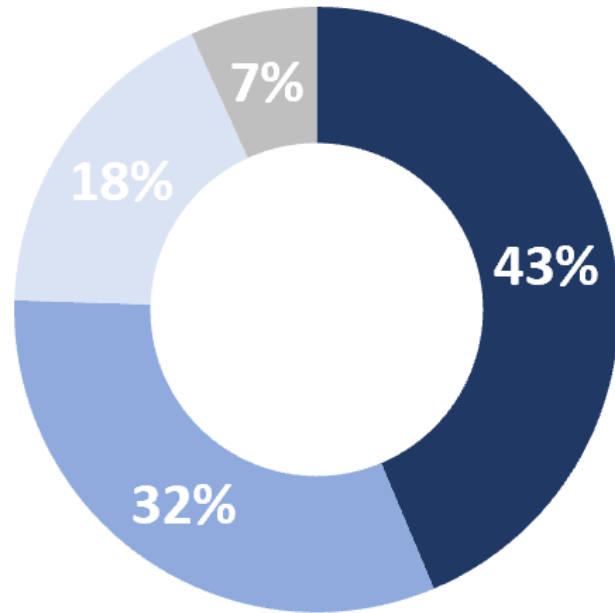
For each of the following scenarios, regardless if you have your own family physician or not, if you needed to receive care for a health problem that you were worried about but not urgent and you had to make the choice, which would you prefer? [RANDOMIZE]

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

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 27th to May 28th, 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 (n=205)	Quebec (n=505)	Ontario (n=606)	Prairies (n=396)	BC (n=300)
	48.3%	42.1%	42.8%	44.4%	45.7%
Men (n=1010)		Women (n=1000)	18 to 34 (n=749)	35 to 54 (n=649)	55 plus (n=614)
	45.6%	41.8%	40.3%	41.2%	48.2%

METHODOLOGY

Nanos conducted a representative online survey of 2,013 Canadians 18 years of age or older, between May 27th and May 28th, 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	Element	Description
Research sponsor	The College of Family Physicians of Canada	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.
Population and Final Sample Size	2,013 Canadians drawn from a panel	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.
Source of Sample	Prodege	Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Type of Sample	Representative non-probability	Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of Canada.
Margin of Error	No margin of error applies to this research.	Estimated Response Rate	Not applicable.
Mode of Survey	Online survey	Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Sampling Method Base	Non-probability.	Question Content	All questions asked are contained in the report.
Demographics (Captured)	Men and Women; 18 years or older. Six digit postal code was used to validate geography.	Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Demographics (Other)	Age, gender, education, income	Research/Data Collection Supplier	Nanos Research
Field Dates	May 27 th to May 28 th , 2021	Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.
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. https://canadianresearchinsightscouncil.ca/standards/		



nanos dimap analytika



NANOS RUTHERFORD MCKAY & Co.

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

This international joint venture between [dimap](http://www.dimap.com) and [Nanos](http://www.nanos.co) brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion. www.nanosdimap.com

NRM is an affiliate of Nanos Research and Rutherford McKay Associates. Our service offerings are based on decades of professional experience and extensive research and include public acceptance and engagement, communications audits, and narrative development. www.nrmpublicaffairs.com

ABOUT NANOS

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 2021-05	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
Question - Do you currently have a regular family physician?	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
	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 2021-05	Atlantic	Quebec	Ontario	Prairies	British 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 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 27th and 28th, 2021.

*Shaded due to small sample size

www.nanos.co



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	

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

*Shaded due to small sample size

www.nanos.co



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					British	Male	Female	Other	18 to	35 to	55
			2021-05	Atlantic	Quebec	Ontario	Prairies	Columbia				34	54	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					British	Male	Female	Other	18 to	35 to	55
			2021-05	Atlantic	Quebec	Ontario	Prairies	Columbia				34	54	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	

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

*Shaded due to small sample size

www.nanos.co



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 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	

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

*Shaded due to small sample size

www.nanos.co



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	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
			2021-05											
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	Atlantic	Quebec	Ontario	Prairies	British Columbia	Male	Female	Other	18 to 34	35 to 54	55 plus
			2021-05											
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	

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

*Shaded due to small sample size

www.nanos.co



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

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

*Shaded due to small sample size

www.nanos.co



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 - 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 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 27th and 28th, 2021.

*Shaded due to small sample size

www.nanos.co



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	Atlantic	Quebec	Ontario	Prairies	British	Male	Female	Other	18 to	35 to	55
			2021-05					Columbia				34	54	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 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	Atlantic	Quebec	Ontario	Prairies	British	Male	Female	Other	18 to	35 to	55
			2021-05					Columbia				34	54	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 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 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 satisfied (10)	%	33.1	51.7	37.5	31.2	24.0	32.6	33.2	32.7		18.1	28.1	51.6	

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

*Shaded due to small sample size

www.nanos.co



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

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

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	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
						623	62	179	159	140	83	325	297	1
		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

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	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
						255	19	69	72	50	45	122	133	0
		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 27th and 28th, 2021.

*Shaded due to small sample size

www.nanos.co



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

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 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 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 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 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 27th and 28th, 2021.

*Shaded due to small sample size

www.nanos.co



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

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	

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?			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	620	62	179	158	138	83	324	295	1	252
	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	

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			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	79	6	24	27	11	11	49	30	0	46
	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 27th and 28th, 2021.

*Shaded due to small sample size

www.nanos.co



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

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

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	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
			Wgt N	1995	134	466	764	366	265	973	1021	1	546	681
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

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	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
			Wgt N	4047	296	966	1516	668	600	1955	2092	1	1078	1435
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 27th and 28th, 2021.

*Shaded due to small sample size

www.nanos.co



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

*Values are based on the proportion a response represents of all responses (columns add up to 100 per cent).

**Multifrequency tab based on multiple responses

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

*Shaded due to small sample size

www.nanos.co



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	Atlantic	Quebec	Ontario	Prairies	British	Male	Female	Other	18 to	35 to	
			2021-05					Columbia				34	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 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	Atlantic	Quebec	Ontario	Prairies	British	Male	Female	Other	18 to 34	35 to 54	55 plus
			2021-05					Columbia						
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 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

*Values are based on the proportion a response represents of all responses (columns add up to 100 per cent).

**Multifrequency tab based on multiple responses

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

*Shaded due to small sample size

www.nanos.co



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

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

*Shaded due to small sample size

www.nanos.co



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 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
		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 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 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
		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

*Values are based on the proportion a response represents of all responses (columns add up to 100 per cent).

**Multifrequency tab based on multiple responses

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

*Shaded due to small sample size

www.nanos.co



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

*Values are based on the proportion a response represents of all responses (columns add up to 100 per cent).

**Multifrequency tab based on multiple responses

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

*Shaded due to small sample size

www.nanos.co



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 1	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	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

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

*Shaded due to small sample size

www.nanos.co



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	Total	Unwgt N	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
		Wgt N	1971	200	494	592	388	297	984	985	2	729	641	601
			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

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

*Shaded due to small sample size

www.nanos.co



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 3	Total	Unwgt N	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
		Wgt N	1862	194	452	566	368	282	926	934	2	693	593	576
			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

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

*Shaded due to small sample size

www.nanos.co



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	Unwgt N	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
		Wgt N	1759	189	420	536	347	267	866	891	2	654	559	546
			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

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

*Shaded due to small sample size

www.nanos.co



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] 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	

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

*Shaded due to small sample size

www.nanos.co



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] 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

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

*Shaded due to small sample size

www.nanos.co



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] 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	

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

*Shaded due to small sample size

www.nanos.co



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] 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	

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

*Shaded due to small sample size

www.nanos.co



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			

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

*Shaded due to small sample size

www.nanos.co



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]

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)			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
	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

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

*Shaded due to small sample size

www.nanos.co



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	
			Canada 2021-05	Yes	No	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					

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

*Shaded due to small sample size

www.nanos.co



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	
			Canada 2021-05	Yes	No	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					

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

*Shaded due to small sample size

www.nanos.co