

# COVID-19 Experiences and Impact Survey

Voices of Albertans, May-June 2020

**COVID-19**

**Experiences and Impact Survey**

# Healthcare usage and visitation

# Key findings



- Almost one-third of Albertans (30%) have delayed seeking healthcare during the pandemic
- Of those, over one-in-five (22%) said delaying their healthcare affected their health greatly or quite a bit

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# Key findings



- Nearly three-quarters of Albertans (72%) say that restrictions on visiting care facilities has affected them
- Over half of Albertans (52%) feel that the visitation restrictions strike a good balance

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# Key findings



- Of people who have used in-person healthcare services since the beginning of the pandemic, the vast majority (91%) felt healthcare providers were keeping them and others safe from contracting COVID-19

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# Understanding the perspectives – Visitation

**Albertans were more likely to say restrictions on visiting people in healthcare facilities should be relaxed if they...**

- Have been negatively impacted by restrictions
- Feel well-protected from COVID-19
- Are not well-connected virtually to family and friends
- Are over age 55, and live in a rural area

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# Understanding the perspectives – Visitation

**Albertans were more likely to say restrictions on visiting people in healthcare facilities should be relaxed if they...**

- Check the news about COVID-19 less frequently, especially over age 35
- Are under age 35, have few health problems, but their mental and physical health has worsened during the pandemic

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# Understanding the perspectives – Safety

## **Albertans were more likely feel safe during an in-person healthcare visit if they...**

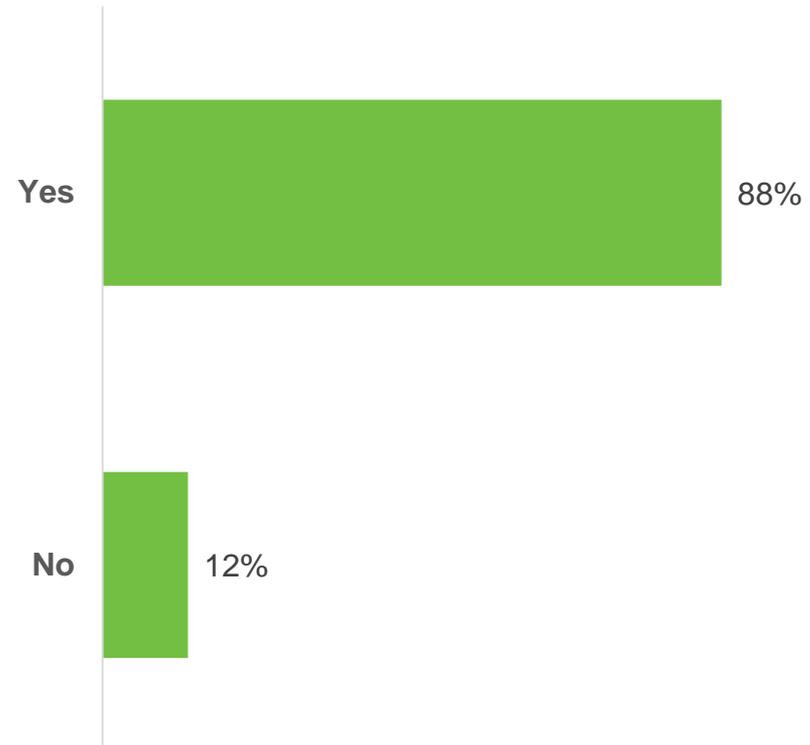
- Feel well-protected from contracting COVID-19
- Have not been negatively impacted by delayed healthcare
- Have a regular family doctor
- Have experienced better mental and physical health during the COVID-19 pandemic

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# **Healthcare Usage and Visitation Question Level Results**

**Do you currently have a regular family doctor you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?**

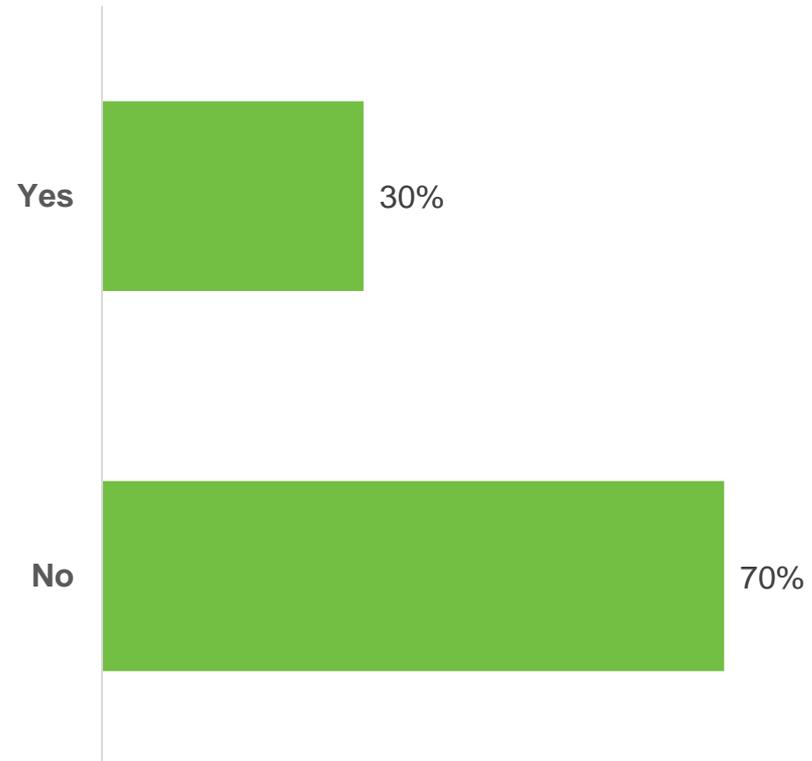


*Base: All respondents (N=11,064). Bars represent percentage of respondents.*

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# Have you delayed seeking help for a medical problem because you thought the healthcare system was overwhelmed?

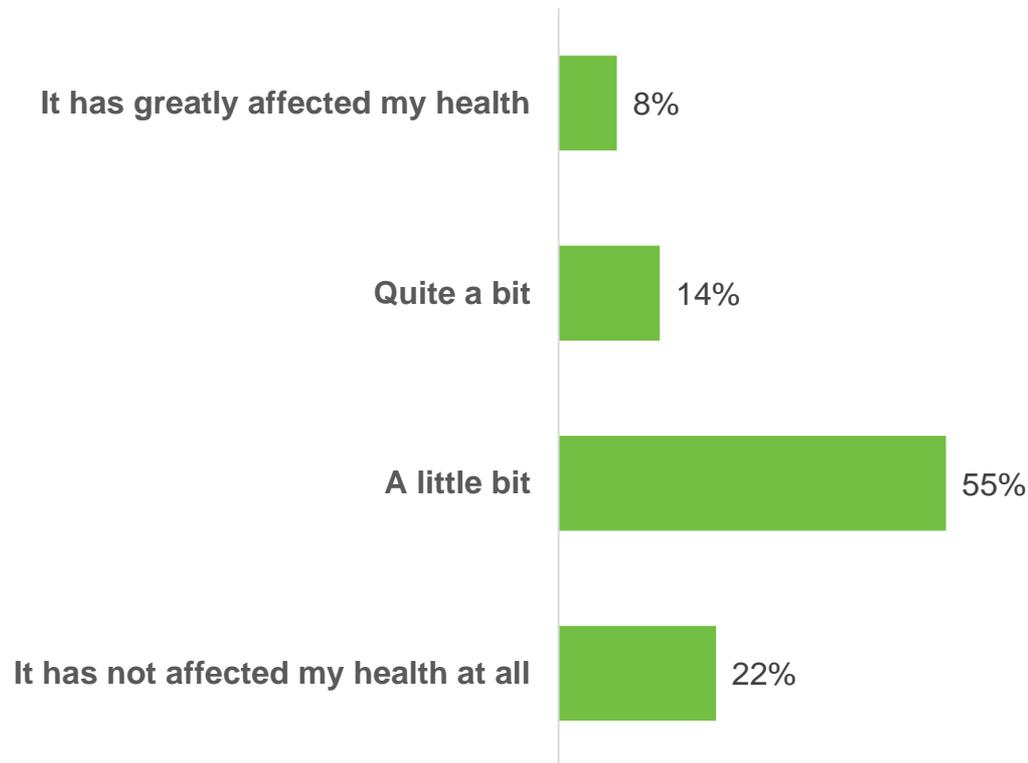


Base: All respondents (N=10,243). Bars represent percentage of respondents.

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# How much has delaying your healthcare affected your health?



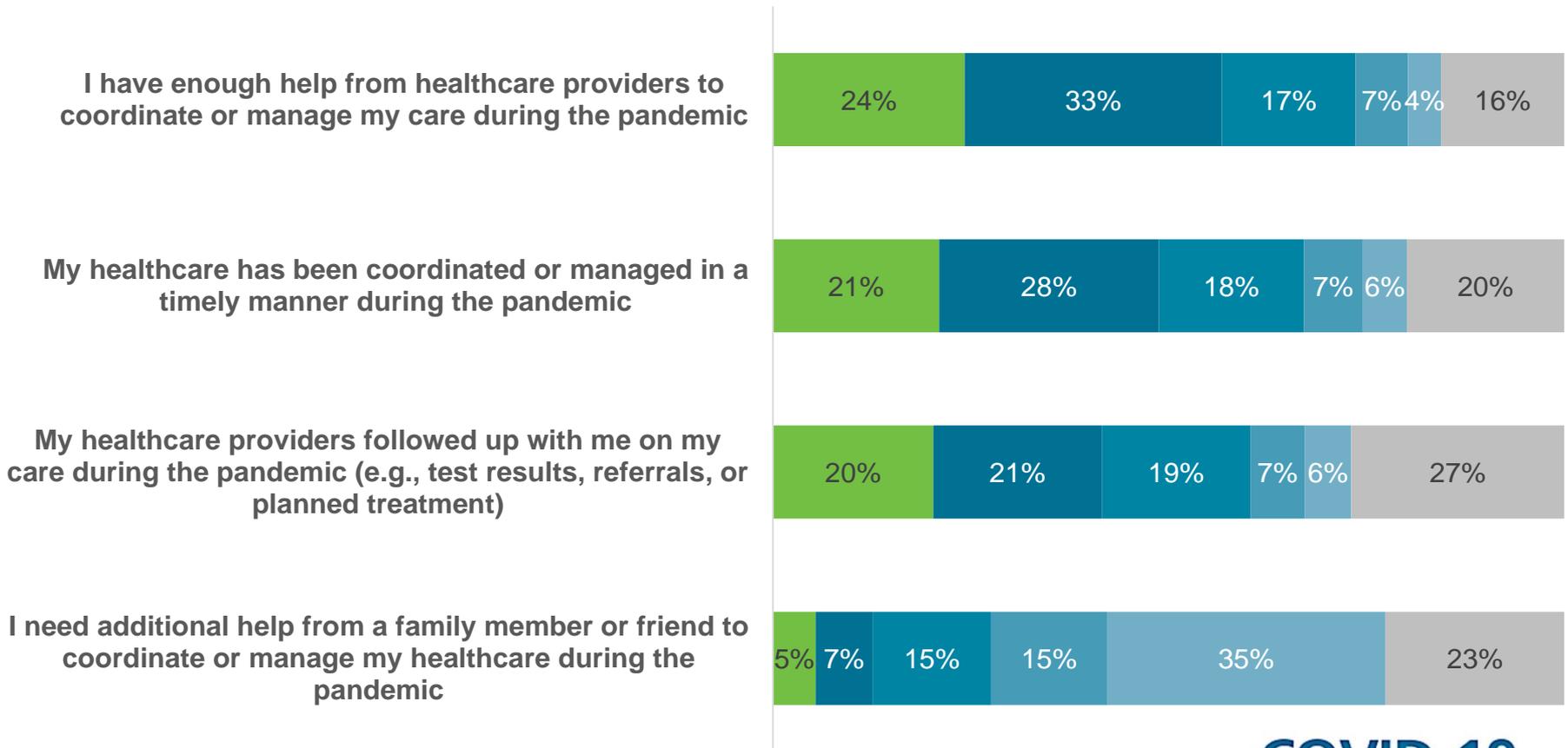
*Base: Respondents who delayed their healthcare during the pandemic (N=3,068). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.*

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# For each of the following statements please indicate your level of agreement, where 1 means “strongly disagree” and 5 means “strongly agree”

■ Strongly agree  
 ■ Agree  
 ■ Neither agree nor disagree  
 ■ Disagree  
 ■ Strongly disagree  
 ■ Don't know/not sure

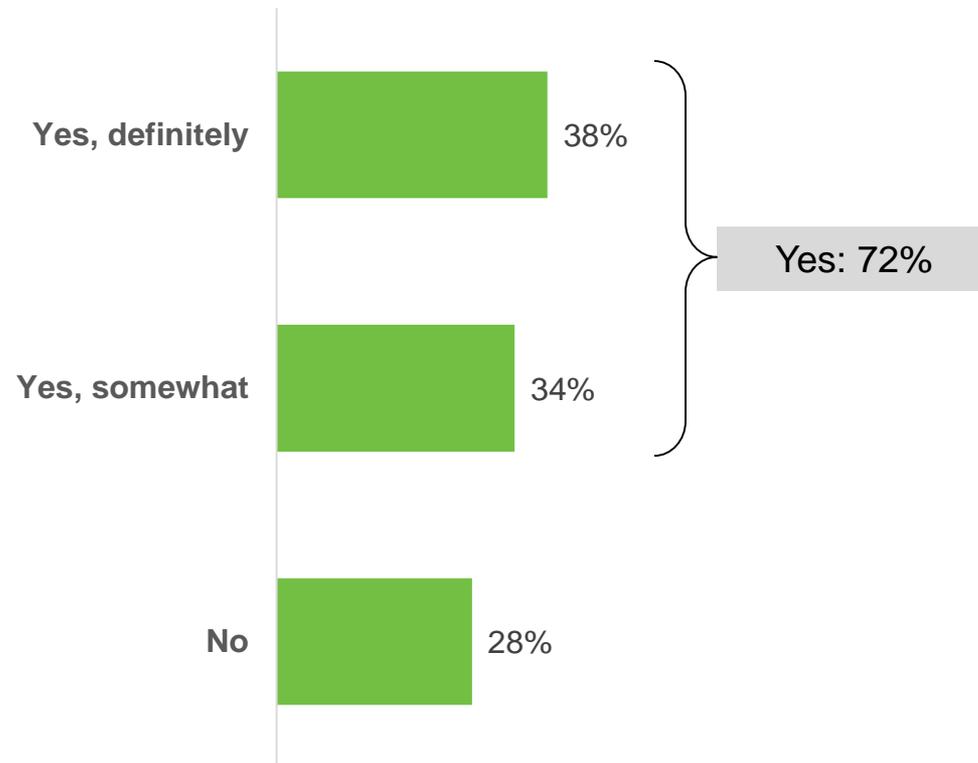


Base: All respondents (N=11,196). Bars represent percentage of respondents for each category.

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## Have the restrictions on visiting family members and friends impacted you negatively?

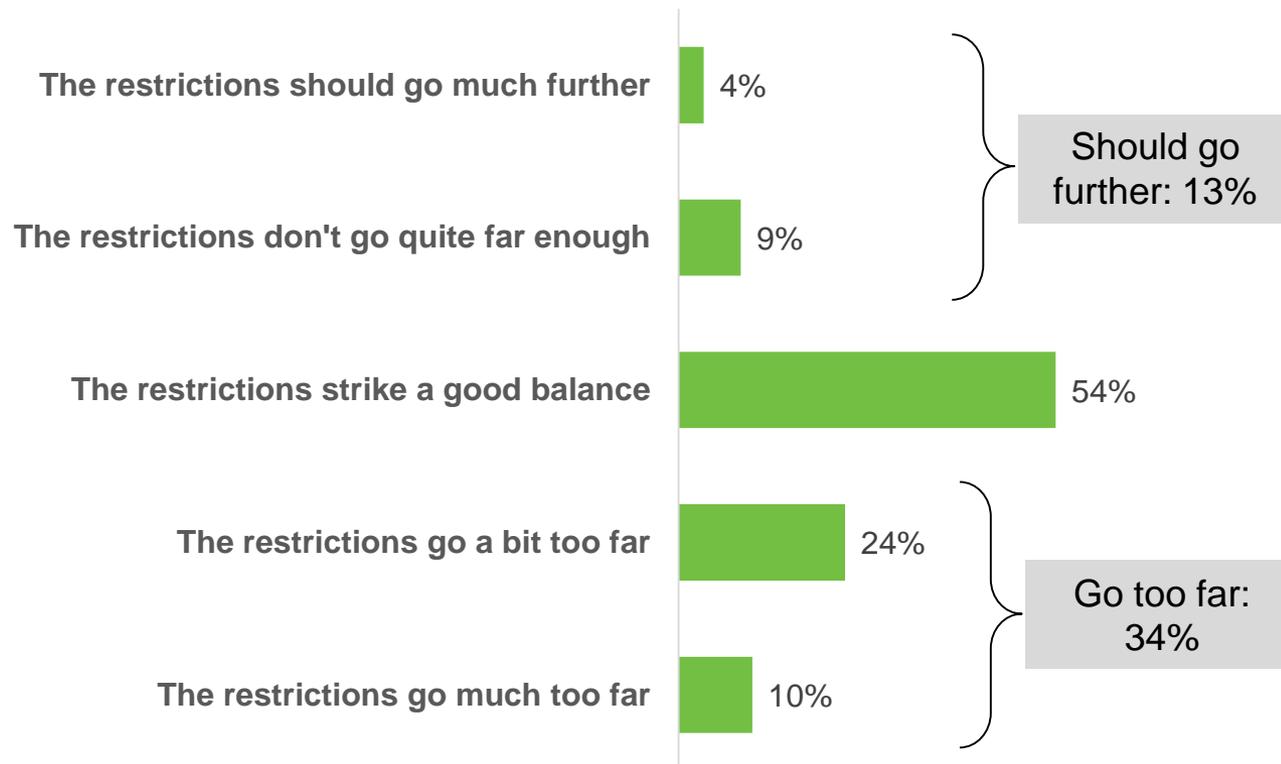


Base: All respondents (N=9,987). Bars represent percentage of respondents.

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# To what extent do you think the visitation restrictions for people in healthcare facilities strike a good balance?

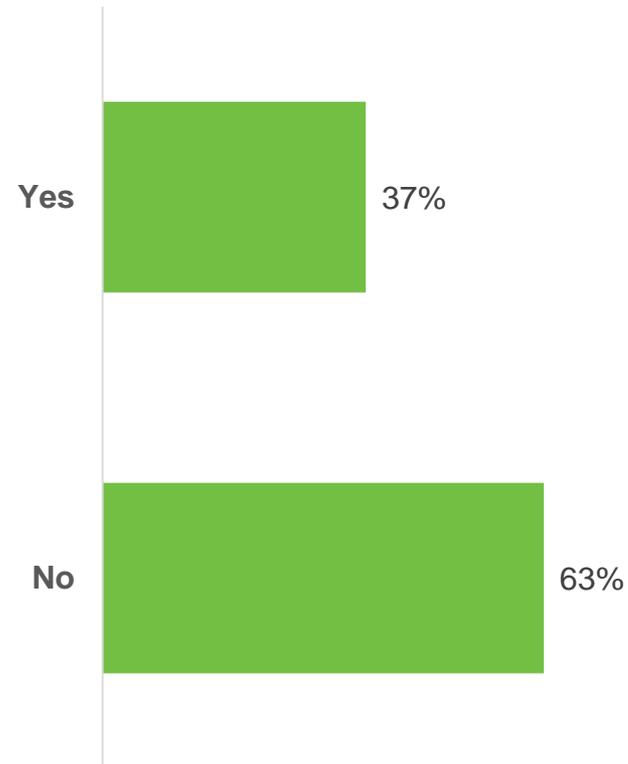


Base: All respondents (N=9,900). Bars represent percentage of respondents. Totals may not equal 100% due to rounding.

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# Have you used any healthcare services in-person since the start of the COVID-19 pandemic?

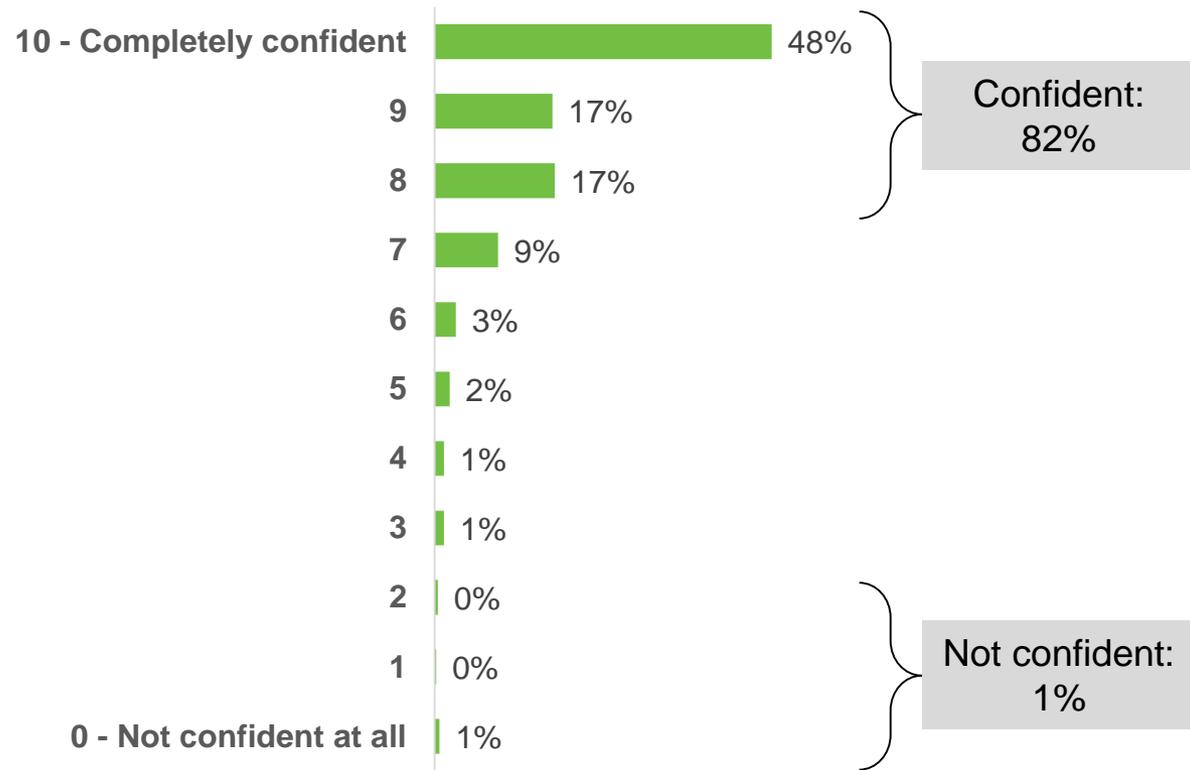


Base: All respondents (N=10,007). Bars represent percentage of respondents.

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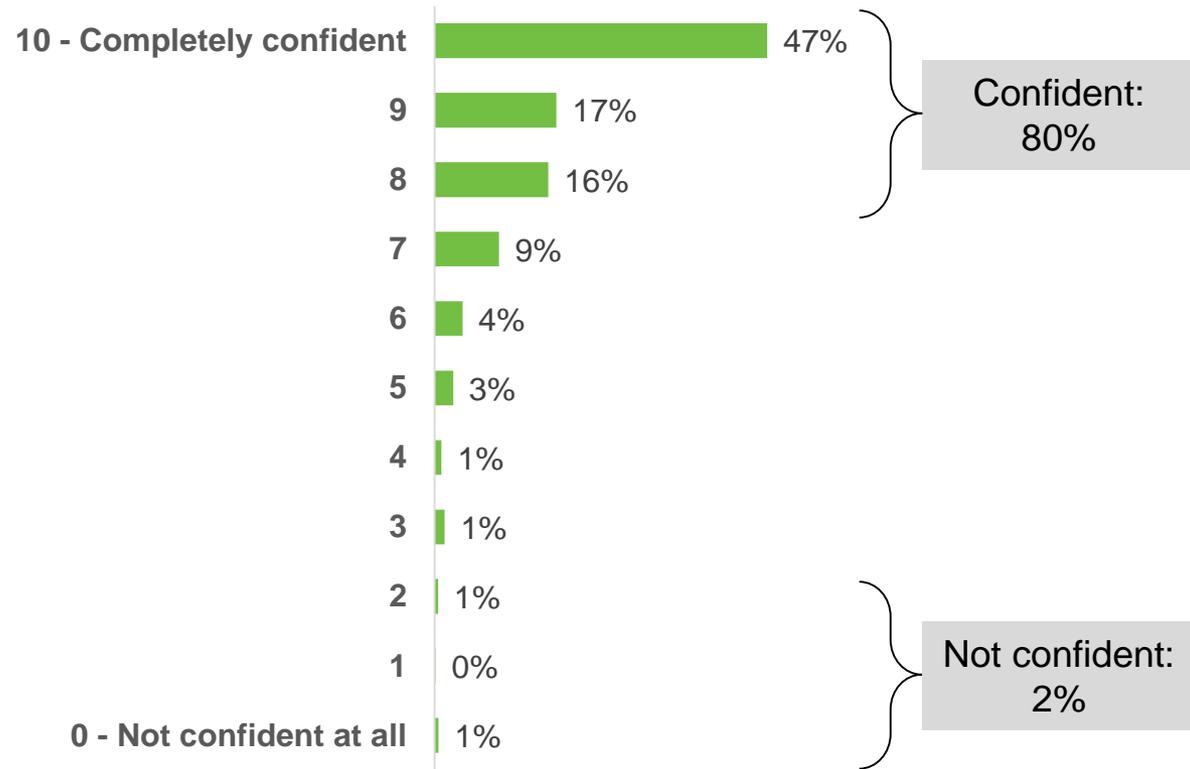
# How confident were you that your healthcare providers were taking steps to keep you from contracting COVID-19 during your most recent use of the healthcare system?



Base: Respondents who used in-person healthcare services (N=3,879). Bars represent percentage of respondents.  
Totals may not equal 100% due to rounding.

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# How confident were you that your healthcare providers were taking steps to keep others from contracting COVID-19 during your most recent use of the healthcare system?



Base: Respondents who used in-person healthcare services (N=3,873). Bars represent percentage of respondents.

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