

COVID-19 Experiences and Impact Survey

Voices of Albertans, May-June 2020

COVID-19

Experiences and Impact Survey

Virtual healthcare

Key findings



- Just under half of Albertans (46%) had a recent virtual healthcare visit:
 - Telephone (37%)
 - Video call (5%)
 - Email (4%)
- Most of those found it easy (32%) or very easy (45%) to participate in virtual visits

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Key findings



- Most Albertans (90%) did not have any technical difficulties with their virtual visit
- A large majority (92%) did not have any privacy concerns related to their virtual visit

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Key findings



- Three-quarters of Albertans (74%) said the advice received in their virtual visit was helpful
- Nearly two-thirds of Albertans (62%) said virtual visits would probably or definitely be a good choice for them in the future

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Understanding the perspectives – Virtual healthcare

Albertans were more likely to say virtual healthcare visits would be a good option for them if they...

- Had a positive experience in their most recent virtual visit
- Have a higher socioeconomic status
- Live in a metro or urban area
- Are retired
- Feel less well protected from contracting COVID-19
- Are at extra risk from a chronic condition

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A photograph showing a man and a young child, both wearing white face masks. The man is on the left, looking towards the right. The child is on the right, looking towards the left. They appear to be outdoors in a bright, slightly blurred background.

Understanding the perspectives – Virtual healthcare

Albertans were more likely to have a positive virtual healthcare visit if they...

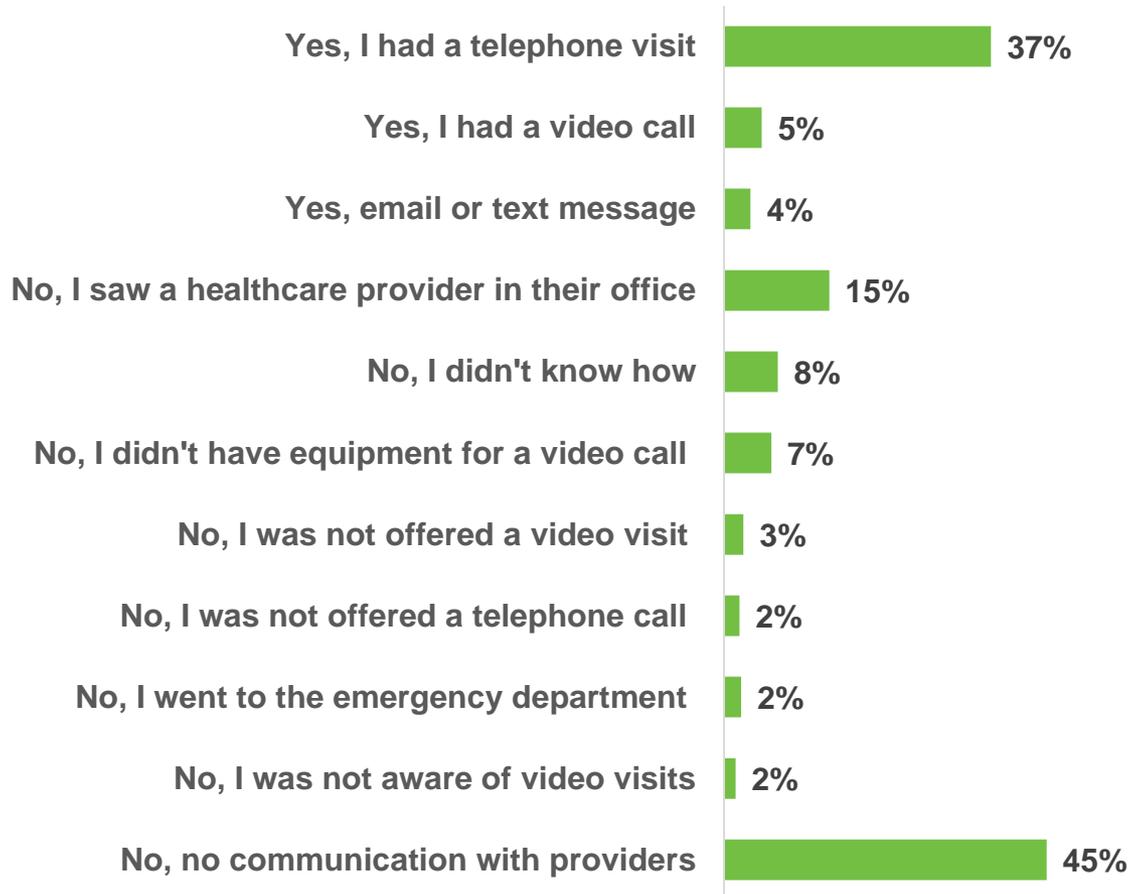
- Said it was easy to participate in their most recent virtual healthcare visit
- Said the advice they received was helpful
- Have a regular family doctor
- Have experienced better mental and physical health during the COVID-19 pandemic

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Virtual Healthcare Question Level Results

Have you had a recent virtual healthcare visit with a provider for any health concern?



Base: All respondents (N=11,196). Multiple responses permitted. Bars represent percentage of respondents choosing that response. Totals may not equal 100%.

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Was your most recent virtual healthcare visit with...?

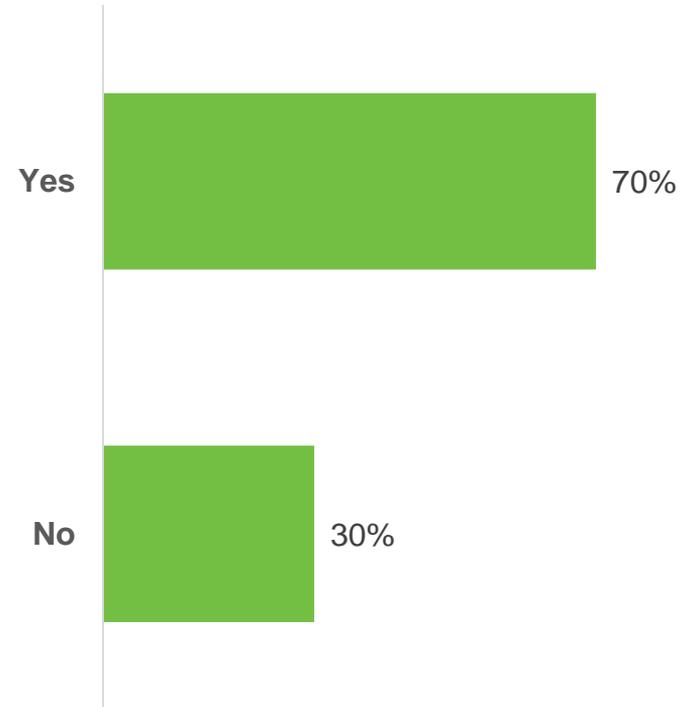


Base: Respondents who had a virtual visit (N=4,964). Bars represent percentage of respondents.

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Was this the first time you received care advice through a virtual healthcare visit?

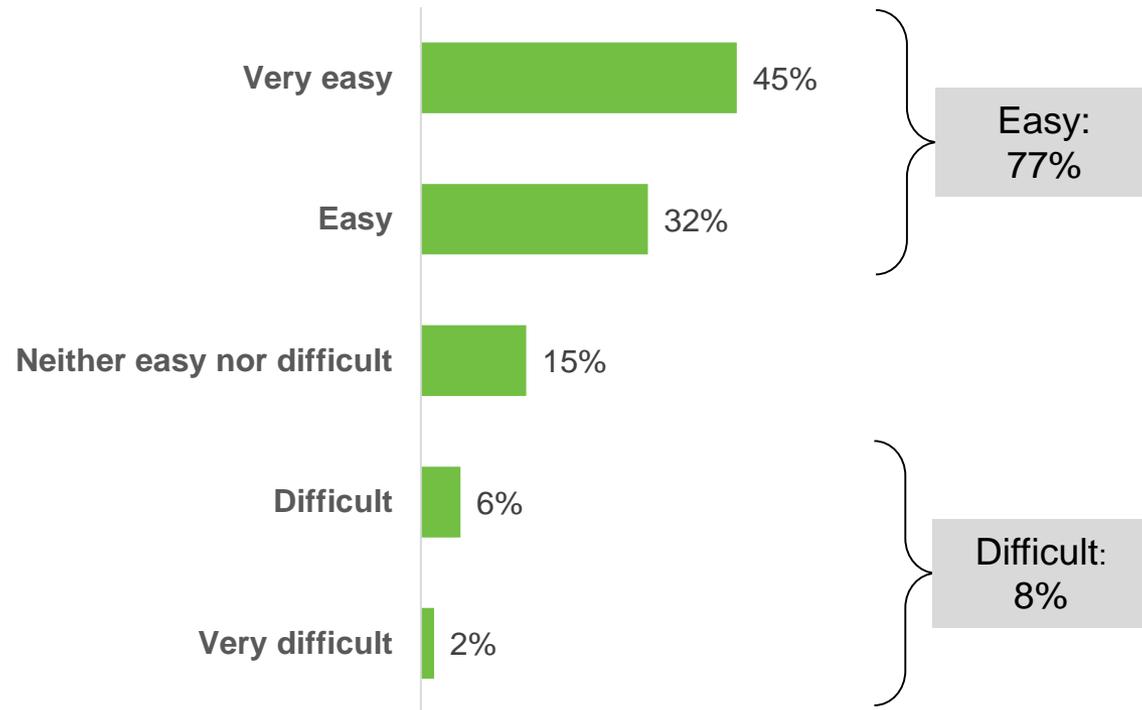


Base: Respondents who had a virtual visit (N=4,950). Bars represent percentage of respondents.

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Overall, how easy or difficult was it for you to participate in your virtual healthcare visit?

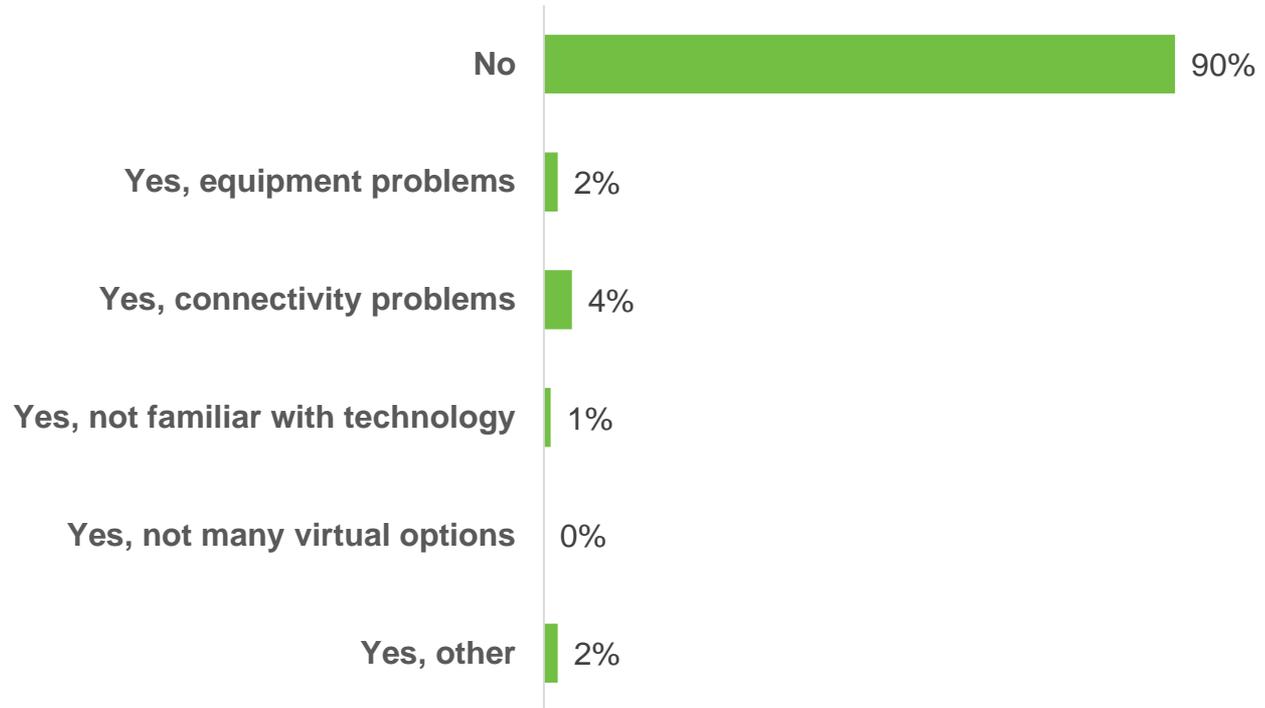


Base: Respondents who had a virtual visit (N=4,956). Bars represent percentage of respondents.

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Did you have any technical problems during your virtual healthcare visit?

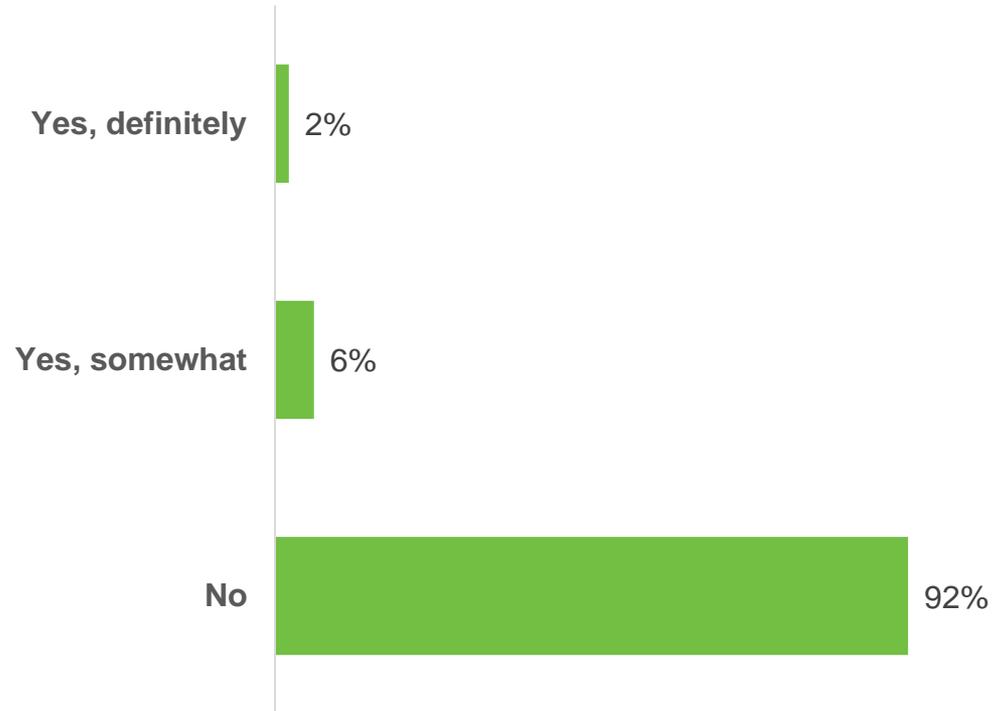


*Base: Respondents who had a virtual visit (N=4,964). Multiple responses permitted.
Bars represent percentage of respondents choosing that response. Totals may not equal 100%.*

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Did you have any privacy concerns related to your virtual healthcare visit?

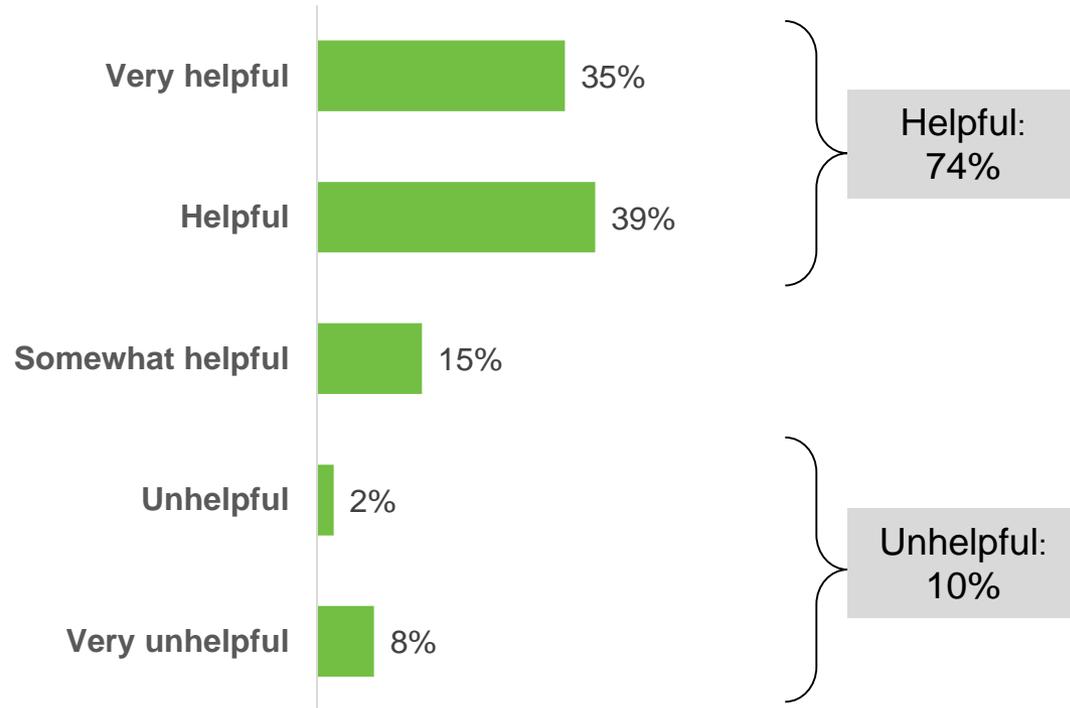


Base: Respondents who had a virtual visit (N=4,955). Bars represent percentage of respondents.

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Was the care advice you received during your recent virtual healthcare visit helpful to you?

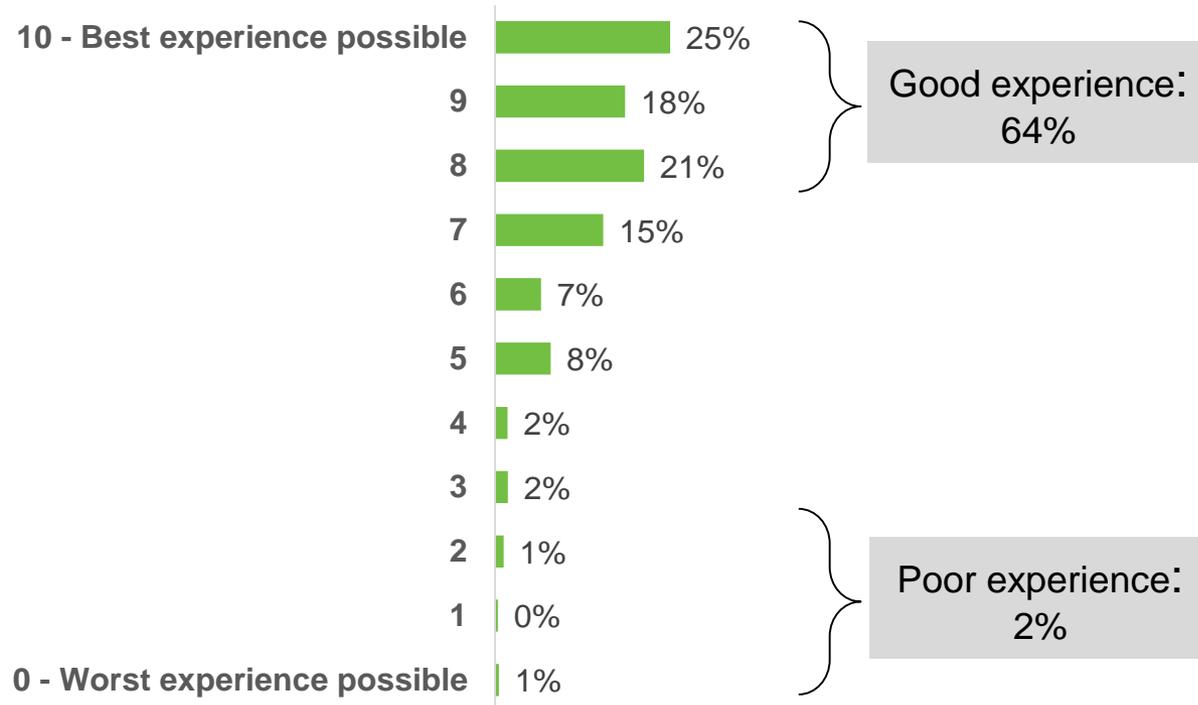


Base: Respondents who had a virtual visit (N=4,954). Bars represent percentage of respondents.

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Using any number from 0 to 10, where 0 is the worst experience possible and 10 is the best experience possible, overall, how would you rate your experience with your most recent virtual healthcare visit?

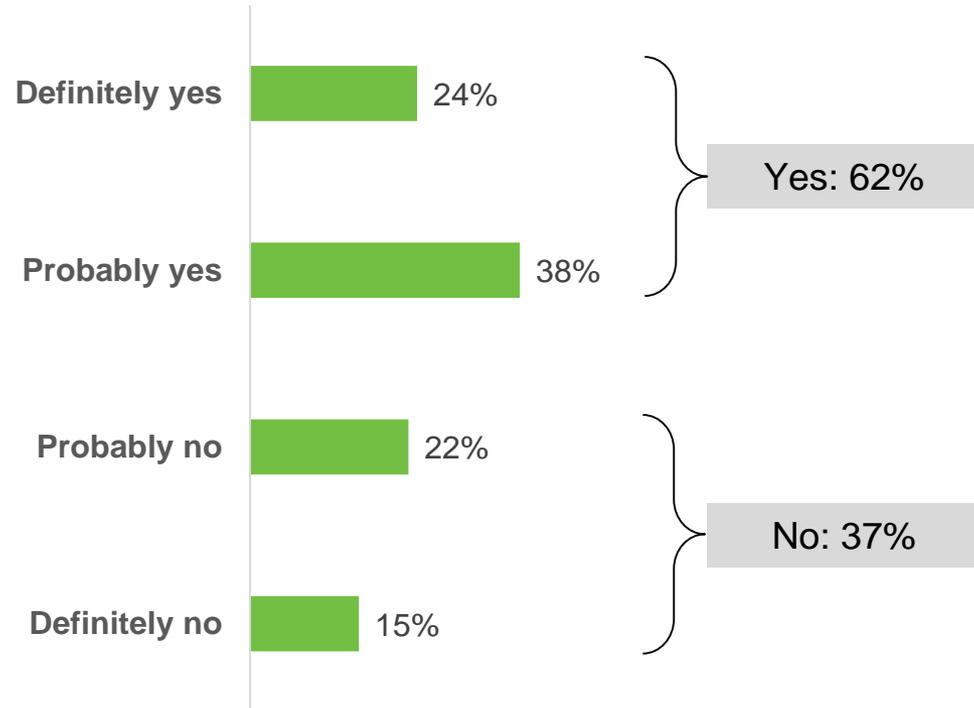


Base: Respondents who had a virtual visit (N=4,954). Bars represent percentage of respondents.

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Do you think virtual healthcare visits could be a good alternative to in-person visits for you personally in the future?



Base: All respondents (N=10,830). Bars represent percentage of respondents.
Totals may not equal 100% due to rounding.

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