

# NEWS RELEASE



## **MEDIA INQUIRIES:**

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## **FOR IMMEDIATE RELEASE**

### **Saskatchewan, Manitoba, New Brunswick top health care satisfaction poll overall**

#### **Newfoundland, Nova Scotia lag behind**

Toronto, June 7<sup>th</sup>, 2012 – In a sampling of public opinion taken by The Forum Poll™ among Canadians 18 years of age and older, Saskatchewan, Manitoba and New Brunswick score highest overall in satisfaction for health care services (26% very satisfied, followed by 25% and 25%, respectively). On this overall measure, Newfoundland falls far behind (10%), along with Nova Scotia (13%).

Overall satisfaction with health care services was significantly higher among Canadians over the age of 65 (19% 18-34, 17% 35-44, 17% 45-54, 19% 55-64, and 32% 65+)

#### **PEI residents most satisfied with hospital services, Newfoundland least**

When it comes to satisfaction with hospital services, PEI leads (31% very satisfied), followed by Ontario and Saskatchewan (26% each). Once again, Newfoundland falls farthest back on this measure (8%).

Older Canadians were significantly more satisfied with the hospital services in their province (17% 18-34, 18% 35-44, 19% 45-54, 26% 55-64, and 36% 65+), as were males (25%; compared to 20% of females).

#### **Diagnostic labs get highest marks in Quebec, BC, and Alberta**

Highest satisfaction with diagnostic labs is in Quebec, BC and Alberta (31% each), followed by Ontario and New Brunswick (28% each). Newfoundland is farthest back on this scale (11%).

Older Canadians were significantly more satisfied with the diagnostic lab services in their province (21% 18-34, 20% 35-44, 24% 45-54, 31% 55-64, and 44% 65+).

#### **East-coasters significantly more satisfied with walk-in clinics**

Satisfaction with walk-in clinics is highest in PEI (28% very satisfied), followed, somewhat distantly, by Nova Scotia and New Brunswick (24% each).

Older Canadians were significantly more satisfied with walk-in clinic services in their province (18% 18-34, 16% 35-44, 21% 45-54, 26% 55-64, and 28% 65+), as were males (24%; compared to 18% of females).

## **TORONTO**

**June 7<sup>th</sup>, 2012**

## **HIGHLIGHTS:**

- Saskatchewan, Manitoba and New Brunswick score highest overall in satisfaction for health care services (26% very satisfied, followed by 25% and 25%, respectively). On this overall measure, Newfoundland falls far behind (10%), along with Nova Scotia (13%).
- When it comes to satisfaction with hospital services, PEI leads (31% very satisfied), followed by Ontario and Saskatchewan (26% each). Once again, Newfoundland falls farthest back on this measure (8%).
- Highest satisfaction with diagnostic labs is in Quebec, BC and Alberta (31% each), followed by Ontario and New Brunswick (28% each). Newfoundland is farthest back on this scale (11%).
- Satisfaction with walk-in clinics is highest in PEI (28% very satisfied), followed, somewhat distantly, by Nova Scotia and New Brunswick (24% each).

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## **Residents in Saskatchewan and Ontario more satisfied with family doctors, PEI trails distantly**

Satisfaction with family doctors is highest in Saskatchewan and Ontario (40% each), followed by Nova Scotia, Manitoba and BC (37% each). PEI falls farthest back on this measure (29% very satisfied with family doctors).

Older Canadians were significantly more satisfied with family doctors in their province (31% 18-34, 31% 35-44, 33% 45-54, 38% 55-64, and 55% 65+), as were males (39%; compared to 34% of females).

## **Quebeckers significantly more satisfied with pharmacy services, BC and Manitoba residents least satisfied**

Quebeckers are most satisfied with pharmacy services in their province (71%), while those in BC and Manitoba are least satisfied (55% and 56%, respectively). Pharmacy services are the area most highly rated by respondents across Canada.

Older Canadians were significantly more satisfied with pharmacy services in their province (57% 18-34, 59% 35-44, 61% 45-54, 69% 55-64, and 76% 65+), as were females (66%; compared to 60% of females).

## **PEI residents most satisfied with dentists, Albertans least**

Highest satisfaction with dentists is in PEI (63%) and lowest is in Alberta (39%).

Older Canadians were significantly more satisfied with dentists in their province (47% 18-34, 47% 35-44, 49% 45-54, 56% 55-64, and 58% 65+), as were those with a higher household income (44% <\$20K, 49% \$20K-\$40K, 49% \$40K-\$60K, 52% \$60K-\$80K, 57% \$80K-\$100K, and 57% \$100K+).

## **Canadians dissatisfied with emergency services in general, Saskatchewan residents most satisfied**

Satisfaction with emergency services is very low across the country, with only Saskatchewan topping one fifth "very satisfied" (21%). Last on this measure are Newfoundland, Quebec and Manitoba (9% very satisfied each).

Older Canadians were significantly more satisfied with emergency services in their province (14% 18-34, 11% 35-44, 12% 45-54, 13% 55-64, and 24% 65+), as were those with a lower household income (18% <\$20K, 15% \$20K-\$40K, 15% \$40K-\$60K, 11% \$60K-\$80K, 9% \$80K-\$100K, and 13% \$100K+).

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### **TORONTO**

**June 7<sup>th</sup>, 2012**

### **HIGHLIGHTS:**

- Satisfaction with family doctors is highest in Saskatchewan and Ontario (40% each), followed by Nova Scotia, Manitoba and BC (37% each). PEI falls farthest back on this measure (29% very satisfied with family doctors).
- Quebeckers are most satisfied with pharmacy services in their province (71%), while those in BC and Manitoba are least satisfied (55% and 56%, respectively). Pharmacy services are the area most highly rated by respondents across Canada.
- Highest satisfaction with dentists is in PEI (63%) and lowest is in Alberta (39%).
- Satisfaction with emergency services is very low across the country, with only Saskatchewan topping one fifth "very satisfied" (21%). Last on this measure are Newfoundland, Quebec and Manitoba (9% very satisfied each).

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## **TORONTO**

**June 7<sup>th</sup>, 2012**

## **HIGHLIGHTS:**

- Satisfaction with specialists is highest in Quebec (45%) and lowest by far in Newfoundland (19%).
- Nurses are also seen in a very positive light, especially in Quebec (54% very satisfied). Satisfaction with nurses is not so high, however, in Newfoundland (32%), Alberta (34%) and Nova Scotia (35%).
- "While it may have become a 'have' province due to offshore oil, Newfoundland is still the orphan of Confederation when it comes to effective health care, whereas the birthplace of Medicare, Saskatchewan, appears to be doing it right" said Dr. Lorne Bozinoff, President.

## **Residents of Quebec most satisfied with specialists, Newfoundlanders least so**

Satisfaction with specialists is highest in Quebec (45%) and lowest by far in Newfoundland (19%).

Older Canadians were significantly more satisfied with specialists in their province such as cardiologists and pediatricians (30% 18-34, 25% 35-44, 28% 45-54, 35% 55-64, and 52% 65+).

## **Nurses most popular in Quebec, less so in Newfoundland, Alberta, and Nova Scotia**

Nurses are also seen in a very positive light, especially in Quebec (54% very satisfied). Satisfaction with nurses is not so high, however, in Newfoundland (32%), Alberta (34%) and Nova Scotia (35%).

Older Canadians were significantly more satisfied with nurses in their province (39% 18-34, 37% 35-44, 42% 45-54, 49% 55-64, and 54% 65+), as were males (46%; compared to 40% of females).

When results for these satisfaction measures are examined by those who have used them in the past only, findings are very similar to those noted here for all respondents, and Newfoundland is at a distinct disadvantage, compared to other provinces, especially Quebec and Saskatchewan. The same applies when results are examined only by those who had a loved one experience each.

"While it may have become a 'have' province due to offshore oil, Newfoundland is still the orphan of Confederation when it comes to effective health care, whereas the birthplace of Medicare, Saskatchewan, appears to be doing it right" said Dr. Lorne Bozinoff, President.

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**Health Care Service Provision Satisfaction Summary by Province (All Respondents; Top Box 'Very Satisfied' Scores Shown)**

%	OVERALL	PHARM	DENT	NURSES	FAM DOC	SPEC	LABS	HOSP	WALK - IN	EMERG
<b>TOTAL</b>	<b>20</b>	<b>63</b>	<b>51</b>	<b>43</b>	<b>37</b>	<b>33</b>	<b>27</b>	<b>22</b>	<b>21</b>	<b>14</b>
SK	26	64	49	41	40	27	24	26	21	21
NB	25	65	46	46	36	26	28	25	24	18
MB	25	56	52	41	37	32	23	19	17	9
QC	23	71	58	54	36	45	31	21	18	9
ON	20	58	50	42	40	36	28	26	23	17
AB	19	64	39	34	32	31	31	20	17	13
PEI	18	62	63	44	29	22	24	31	28	17
BC	17	55	49	43	37	27	31	19	27	19
NS	13	65	57	35	37	35	22	19	24	14
NF	10	62	37	32	32	19	11	8	11	9

**Health Care Service Provision Satisfaction Summary by Province (Yourself / Someone You Know Have Used Services; Top Box 'Very Satisfied' Scores Shown)**

%	HOSP	PHARM	DENT	NURSES	FAM DOC	SPEC	LABS	WALK - IN	EMERG
<b>TOTAL</b>	<b>22</b>	<b>64</b>	<b>53</b>	<b>44</b>	<b>38</b>	<b>35</b>	<b>27</b>	<b>21</b>	<b>14</b>
PEI	28	62	65	47	30	25	25	27	20
SK	28	65	51	43	41	26	26	20	23
NB	26	67	47	50	36	27	29	26	17
ON	26	58	52	44	42	37	29	24	18
MB	20	56	53	42	38	36	29	20	10
QC	18	72	60	54	38	45	27	17	9
AB	18	65	41	34	32	32	31	16	13
NS	16	67	60	37	37	37	22	27	10
BC	16	57	52	45	37	29	29	29	18
NF	8	65	39	30	33	19	14	12	8

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**Methodology**

The Forum Poll™ was conducted by Forum Research with the results based on an interactive voice response telephone survey of 3,932 randomly selected residents aged 18 or older across Canada. The poll was conducted on May 30-31<sup>st</sup>, 2012.

Results based on the total sample are considered accurate +/- 1.56%, 19 times out of 20. Subsample results will be less accurate. Margins of error for subsample results are available at [www.forumresearch.com/samplestim.asp](http://www.forumresearch.com/samplestim.asp).

Where appropriate, the data has been statistically weighted to ensure that the sample reflects the actual population according to the latest Census data.

This research is not necessarily predictive of future outcomes, but rather, captures opinion at one point in time. Forum Research conducted this poll as a public service and to demonstrate our survey research capabilities.

With offices across Canada and around the world, 100% Canadian-owned Forum Research is one of the country's leading survey research firms. This Forum Poll™ and other polls may be found at Forum's poll archive at [www.forumresearch.com/polls.asp](http://www.forumresearch.com/polls.asp).

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## Overall Satisfaction with Health Care

*'How satisfied are you overall with the health care in your province?'*

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
Very satisfied	20	10	13	18	25	23	20	25	26	19	17
Somewhat satisfied	45	44	51	44	47	38	46	50	45	45	53
Not very satisfied	24	30	28	27	16	25	24	17	21	25	19
Not at all satisfied	11	16	8	11	12	13	11	8	8	11	10

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
Very satisfied	20	19	17	17	19	32	22	19
Somewhat satisfied	45	44	43	45	48	44	44	46
Not very satisfied	24	24	28	25	22	18	22	25
Not at all satisfied	11	12	12	13	10	7	12	10

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
Very satisfied	20	23	20	20	18	18	21
Somewhat satisfied	45	37	43	44	49	54	45
Not very satisfied	24	25	26	23	23	18	25
Not at all satisfied	11	15	11	13	9	9	10

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**Satisfaction with Hospitals**

*'How satisfied are you with the hospitals in your province?'*

*[All Respondents]*

**Region**

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
<b>Sample</b>	<b>3819</b>	<b>209</b>	<b>207</b>	<b>215</b>	<b>198</b>	<b>791</b>	<b>1022</b>	<b>195</b>	<b>333</b>	<b>345</b>	<b>304</b>
Very satisfied	22	8	19	31	25	21	26	19	26	20	19
Somewhat satisfied	43	47	51	44	44	39	41	51	44	47	44
Not very satisfied	24	30	26	15	24	27	22	22	24	24	27
Not at all satisfied	10	15	4	10	7	13	11	8	6	10	10

**Age / Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
<b>Sample</b>	<b>3819</b>	<b>451</b>	<b>501</b>	<b>800</b>	<b>994</b>	<b>1073</b>	<b>1558</b>	<b>2261</b>
Very satisfied	22	17	18	19	26	36	25	20
Somewhat satisfied	43	43	43	44	45	43	43	44
Not very satisfied	24	27	29	26	20	16	22	26
Not at all satisfied	10	14	10	11	9	5	10	10

**Income**

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
<b>Sample</b>	<b>3819</b>	<b>533</b>	<b>749</b>	<b>583</b>	<b>485</b>	<b>319</b>	<b>513</b>
Very satisfied	22	25	22	23	20	19	22
Somewhat satisfied	43	35	45	43	45	48	44
Not very satisfied	24	25	24	22	25	27	25
Not at all satisfied	10	15	9	12	10	6	9

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## Satisfaction with Medical Diagnostic Labs

*'How satisfied are you with the medical diagnostic labs in your province?'*

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3624	206	194	203	185	710	983	188	322	342	291
Very satisfied	27	11	22	24	28	31	28	23	24	31	31
Somewhat satisfied	47	52	51	47	49	45	47	50	46	46	45
Not very satisfied	19	25	21	22	19	18	17	21	20	18	18
Not at all satisfied	7	12	7	8	4	6	8	5	9	5	7

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3624	403	472	761	959	1029	1462	2162
Very satisfied	27	21	20	24	31	44	28	26
Somewhat satisfied	47	46	51	49	46	42	46	48
Not very satisfied	19	22	21	21	18	11	19	19
Not at all satisfied	7	10	8	6	5	3	7	7

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3624	513	721	545	465	304	482
Very satisfied	27	28	29	28	22	27	25
Somewhat satisfied	47	44	47	45	55	43	46
Not very satisfied	19	18	19	19	17	24	23
Not at all satisfied	7	11	5	8	6	6	6

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## Satisfaction with Walk-in Clinics

*'How satisfied are you with the walk-in clinics in your province?'*

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3545	193	181	206	187	783	892	183	318	317	285
Very satisfied	21	11	24	28	24	18	23	17	21	17	27
Somewhat satisfied	35	31	35	29	42	28	39	39	38	37	38
Not very satisfied	28	33	20	25	26	32	26	26	30	32	26
Not at all satisfied	16	25	21	18	7	22	12	17	11	14	9

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3545	436	493	769	908	939	1459	2086
Very satisfied	21	18	16	21	26	28	24	18
Somewhat satisfied	35	31	36	34	36	43	34	36
Not very satisfied	28	30	30	30	27	21	28	28
Not at all satisfied	16	21	17	15	12	7	14	18

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3545	504	701	538	463	302	479
Very satisfied	21	25	23	18	18	18	20
Somewhat satisfied	35	32	37	35	38	36	36
Not very satisfied	28	24	25	33	28	31	31
Not at all satisfied	16	19	15	14	16	15	14

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**Satisfaction with Family Doctors**

*'How satisfied are you with the family doctors in your province?'*

*[All Respondents]*

**Region**

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3863	212	212	214	203	788	1037	199	340	354	304
Very satisfied	37	32	37	29	36	36	40	37	40	32	37
Somewhat satisfied	36	48	39	36	34	30	34	36	38	39	37
Not very satisfied	19	13	17	18	23	21	18	18	17	21	19
Not at all satisfied	9	8	7	17	7	14	8	9	4	8	7

**Age / Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3863	443	507	814	1012	1087	1569	2294
Very satisfied	37	31	31	33	38	55	39	34
Somewhat satisfied	36	33	37	38	39	32	33	38
Not very satisfied	19	24	22	18	16	9	19	18
Not at all satisfied	9	12	10	11	7	3	9	10

**Income**

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3863	539	761	585	489	326	523
Very satisfied	37	38	37	36	34	39	35
Somewhat satisfied	36	30	35	35	39	36	37
Not very satisfied	19	21	18	19	20	15	21
Not at all satisfied	9	11	9	11	7	10	8

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**Satisfaction with Pharmacists**

*'How satisfied are you with the pharmacists in your province?'*

*[All Respondents]*

**Region**

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3874	213	214	213	203	806	1028	198	339	354	306
Very satisfied	63	62	65	62	65	71	58	56	64	64	55
Somewhat satisfied	30	33	26	34	29	24	33	31	30	30	37
Not very satisfied	5	5	6	3	5	3	6	9	4	4	7
Not at all satisfied	2	0	3	1	2	2	3	4	2	2	2

**Age / Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3874	451	513	813	1011	1086	1574	2300
Very satisfied	63	57	59	61	69	76	60	66
Somewhat satisfied	30	33	35	32	26	20	33	27
Not very satisfied	5	7	5	6	4	2	5	5
Not at all satisfied	2	4	1	1	2	1	2	2

**Income**

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3874	542	761	589	490	327	520
Very satisfied	63	58	64	61	60	64	69
Somewhat satisfied	30	35	31	32	32	26	23
Not very satisfied	5	4	4	5	6	7	6
Not at all satisfied	2	3	2	2	1	3	2

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**Satisfaction with Dentists**

*'How satisfied are you with the dentists in your province?'*

*[All Respondents]*

**Region**

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3785	209	207	209	199	772	1015	195	332	344	303
Very satisfied	51	37	57	63	46	58	50	52	49	39	49
Somewhat satisfied	34	46	33	25	43	28	33	36	37	40	32
Not very satisfied	11	13	7	6	6	10	13	11	11	14	10
Not at all satisfied	5	4	2	6	5	5	5	1	3	7	9

**Age / Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3785	442	501	808	985	1049	1543	2242
Very satisfied	51	47	47	49	56	58	50	52
Somewhat satisfied	34	32	36	39	30	31	34	34
Not very satisfied	11	14	12	7	10	8	10	11
Not at all satisfied	5	7	4	5	4	3	6	4

**Income**

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3785	522	735	573	480	326	521
Very satisfied	51	44	49	49	52	57	57
Somewhat satisfied	34	32	34	35	36	29	33
Not very satisfied	11	16	10	12	9	9	7
Not at all satisfied	5	8	7	5	3	5	3

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## Satisfaction with Emergency Room Services

*'How satisfied are you with the emergency room services in your province?'*

*[All Respondents]*

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3721	208	198	208	195	782	985	186	326	333	300
Very satisfied	14	9	14	17	18	9	17	9	21	13	19
Somewhat satisfied	31	31	27	35	38	25	32	38	32	33	29
Not very satisfied	30	37	43	26	28	30	27	33	29	28	29
Not at all satisfied	25	23	16	22	16	36	24	20	18	26	23

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3721	438	496	794	968	1025	1518	2203
Very satisfied	14	14	11	12	13	24	16	13
Somewhat satisfied	31	28	30	30	32	37	32	30
Not very satisfied	30	29	31	32	32	26	28	31
Not at all satisfied	25	29	28	26	22	13	24	26

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3721	530	734	564	467	310	506
Very satisfied	14	18	15	15	11	9	13
Somewhat satisfied	31	25	34	32	28	36	33
Not very satisfied	30	29	28	30	34	32	29
Not at all satisfied	25	28	23	24	26	23	25

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### Satisfaction with Cardiologists and Paediatricians

*'How satisfied are you with the specialists like cardiologists and paediatricians in your province?'*

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[All Respondents]

#### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3378	193	176	195	176	710	894	172	297	299	266
Very satisfied	33	19	35	22	26	45	36	32	27	31	27
Somewhat satisfied	42	47	43	46	55	34	42	48	43	43	45
Not very satisfied	17	24	16	22	16	15	15	13	23	17	21
Not at all satisfied	7	10	7	11	2	6	7	7	7	9	7

#### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3378	392	465	721	872	928	1395	1983
Very satisfied	33	30	28	28	35	52	35	32
Somewhat satisfied	42	44	44	44	42	36	43	42
Not very satisfied	17	19	19	19	15	10	15	19
Not at all satisfied	7	8	8	9	7	3	7	8

#### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3378	480	674	520	433	290	460
Very satisfied	33	36	33	34	27	30	34
Somewhat satisfied	42	38	45	42	48	42	41
Not very satisfied	17	16	15	17	20	22	17
Not at all satisfied	7	11	6	6	6	6	8

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**Satisfaction with Nurses**

*'How satisfied are you with the nurses in your province?'*

*[All Respondents]*

**Region**

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3754	211	204	213	198	771	994	193	331	340	299
Very satisfied	43	32	35	44	46	54	42	41	41	34	43
Somewhat satisfied	40	45	51	47	37	34	39	39	40	45	41
Not very satisfied	12	16	10	5	14	7	13	18	15	14	11
Not at all satisfied	5	6	4	3	3	5	6	3	4	7	5

**Age / Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3754	448	500	796	964	1046	1535	2219
Very satisfied	43	39	37	42	49	54	46	40
Somewhat satisfied	40	39	44	44	37	36	37	43
Not very satisfied	12	14	14	11	9	8	11	13
Not at all satisfied	5	8	4	4	5	2	6	4

**Income**

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3754	519	737	575	482	315	511
Very satisfied	43	39	42	47	43	42	43
Somewhat satisfied	40	40	44	38	40	40	40
Not very satisfied	12	14	9	11	13	12	12
Not at all satisfied	5	7	5	5	4	5	5

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### Personal / Dependent Use of Various Health Care Services in Last 12 Months

*'In the last 12 months, have you or anyone that you care for used any of the following health care services in your province?'*

#### Hospitals

[All Respondents]

#### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have been treated in a hospital	46	49	48	42	51	49	47	41	42	39	45
Someone you care for has been treated in a hospital	35	36	34	38	35	32	34	40	37	37	35
Neither you nor someone you care for has been treated in a hospital	19	15	19	20	14	19	19	19	21	24	20

#### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have been treated in a hospital	46	49	46	44	42	45	46	45
Someone you care for has been treated in a hospital	35	36	36	37	33	31	35	35
Neither you nor someone you care for has been treated in a hospital	19	14	18	20	25	25	19	20

#### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have been treated in a hospital	46	54	43	46	46	45	47
Someone you care for has been treated in a hospital	35	29	35	36	34	37	34
Neither you nor someone you care for has been treated in a hospital	19	17	22	17	20	17	19

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## Medical Diagnostic Labs

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have visited a medical diagnostic lab	47	54	46	39	38	32	53	45	51	60	58
Someone you care for has visited a medical diagnostic lab	27	26	29	30	27	28	28	25	28	20	24
Neither you nor someone you care for has visited a medical diagnostic lab	26	20	25	31	35	40	20	30	21	20	18

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have visited a medical diagnostic lab	47	38	46	51	54	54	46	47
Someone you care for has visited a medical diagnostic lab	27	33	26	26	22	20	29	25
Neither you nor someone you care for has visited a medical diagnostic lab	26	29	28	24	24	26	25	28

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have visited a medical diagnostic lab	47	43	44	44	47	50	53
Someone you care for has visited a medical diagnostic lab	27	26	27	29	29	25	27
Neither you nor someone you care for has visited a medical diagnostic lab	26	32	30	28	24	24	19

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## Walk-in Clinics

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have been treated in a walk-in clinic	50	38	44	61	47	55	46	45	56	46	54
Someone you care for has been treated in a walk-in clinic	22	22	25	21	19	20	22	28	22	27	22
Neither you nor someone you care for has been treated in a walk-in clinic	28	40	31	18	34	25	32	27	23	27	24

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have been treated in a walk-in clinic	50	59	56	47	40	35	49	50
Someone you care for has been treated in a walk-in clinic	22	20	21	27	25	21	23	22
Neither you nor someone you care for has been treated in a walk-in clinic	28	21	23	25	35	44	28	28

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have been treated in a walk-in clinic	50	55	45	47	52	57	53
Someone you care for has been treated in a walk-in clinic	22	19	25	24	23	18	22
Neither you nor someone you care for has been treated in a walk-in clinic	28	26	30	29	25	25	25

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**Family Doctors**

[All Respondents]

**Region**

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have seen a family doctor	78	84	85	80	79	66	83	85	79	80	81
Someone you care for has seen a family doctor	15	10	13	13	15	20	12	11	15	15	15
Neither you nor someone you care for has seen a family doctor	7	6	2	7	6	14	6	4	6	5	4

**Age / Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have seen a family doctor	78	69	77	79	86	89	76	80
Someone you care for has seen a family doctor	15	22	13	14	10	7	16	13
Neither you nor someone you care for has seen a family doctor	7	9	10	8	4	4	8	7

**Income**

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have seen a family doctor	78	77	75	77	80	85	82
Someone you care for has seen a family doctor	15	13	17	15	13	11	13
Neither you nor someone you care for has seen a family doctor	7	10	8	8	7	4	5

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## Pharmacists

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have been served by a pharmacist	85	87	80	84	86	87	85	88	85	84	80
Someone you care for has been served by a pharmacist	11	8	13	12	6	10	11	10	12	11	15
Neither you nor someone you care for has been served by a pharmacist	4	5	7	4	7	3	4	2	4	4	5

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have been served by a pharmacist	85	81	85	86	89	90	82	89
Someone you care for has been served by a pharmacist	11	15	9	9	9	7	13	8
Neither you nor someone you care for has been served by a pharmacist	4	4	6	4	2	3	5	3

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have been served by a pharmacist	85	85	82	86	88	89	89
Someone you care for has been served by a pharmacist	11	8	14	11	8	9	9
Neither you nor someone you care for has been served by a pharmacist	4	7	5	2	4	1	2

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**Dentists**

[All Respondents]

**Region**

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have visited a dentist	72	67	72	67	66	71	78	78	69	69	72
Someone you care for has visited a dentist	15	15	14	18	20	14	13	13	19	16	17
Neither you nor someone you care for has visited a dentist	13	18	14	15	14	16	9	9	12	15	10

**Age / Gender**

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have visited a dentist	72	73	70	74	76	66	72	72
Someone you care for has visited a dentist	15	18	15	15	11	14	15	15
Neither you nor someone you care for has visited a dentist	13	10	15	10	13	20	13	13

**Income**

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have visited a dentist	72	60	60	71	78	82	85
Someone you care for has visited a dentist	15	21	21	17	12	10	9
Neither you nor someone you care for has visited a dentist	13	18	19	12	10	9	6

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## Emergency Rooms

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have been treated in an emergency room	39	44	36	36	50	40	40	36	33	36	39
Someone you care for has been treated in an emergency room	34	30	34	32	32	31	31	38	44	37	34
Neither you nor someone you care for has treated in an emergency room	27	25	30	31	19	28	29	26	23	27	27

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have been treated in an emergency room	39	42	42	39	32	36	40	39
Someone you care for has been treated in an emergency room	34	35	35	36	33	27	32	35
Neither you nor someone you care for has treated in an emergency room	27	22	23	25	35	37	29	26

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have been treated in an emergency room	39	47	41	38	39	38	38
Someone you care for has been treated in an emergency room	34	29	31	34	35	34	36
Neither you nor someone you care for has treated in an emergency room	27	23	28	29	26	28	26

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## Medical Specialists

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have seen a medical specialist	48	52	44	41	48	45	52	45	50	43	49
Someone you care for has seen a medical specialist	32	31	41	28	30	33	30	35	31	36	33
Neither you nor someone you care for has seen a medical specialist	20	17	15	30	22	22	18	20	19	22	18

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have seen a medical specialist	48	40	47	49	54	57	49	47
Someone you care for has seen a medical specialist	32	39	31	33	28	24	31	33
Neither you nor someone you care for has seen a medical specialist	20	21	23	18	18	19	20	20

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have seen a medical specialist	48	49	48	49	45	51	48
Someone you care for has seen a medical specialist	32	28	32	34	33	26	33
Neither you nor someone you care for has seen a medical specialist	20	23	20	16	21	23	19

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## Nurses

[All Respondents]

### Region

%	Total	NF	NS	PEI	NB	QC	ON	MB	SK	AB	BC
Sample	3932	213	215	218	203	821	1049	201	345	358	309
You yourself have been treated by a nurse	46	51	42	53	49	45	44	45	48	46	46
Someone you care for has been treated by a nurse	29	26	33	24	32	27	29	35	31	30	23
Neither you nor someone you care for has been treated by a nurse	25	22	25	23	19	28	27	20	21	24	31

### Age / Gender

%	Total	18-34	35-44	45-54	55-64	65+	Male	Female
Sample	3932	464	518	821	1025	1104	1599	2333
You yourself have been treated by a nurse	46	52	49	46	38	38	48	44
Someone you care for has been treated by a nurse	29	28	30	30	30	26	28	30
Neither you nor someone you care for has been treated by a nurse	25	20	21	24	32	37	25	26

### Income

%	Total	<20K	20-40K	40-60K	60-80K	80-100K	100K+
Sample	3932	552	776	596	495	329	527
You yourself have been treated by a nurse	46	50	43	45	49	47	51
Someone you care for has been treated by a nurse	29	24	32	27	26	30	27
Neither you nor someone you care for has been treated by a nurse	25	27	24	29	25	24	22

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