

CMA Physician Workforce Survey, 2019. National Results by FP/GP or Other Specialist, Gender, Age, and Province/Territory

Q17. Can patients in your practice do the following?

| | | FP/GP or other specialist | | Gender | | | | Age group | | | | | | |
|---|---|---------------------------|------------------|--------|-------|------------|-------------------------|-----------|-------|-------|-------|-------|-------|----------------|
| | | FP/GP | Other specialist | Female | Male | Non-binary | I prefer not to specify | <35 | 35-44 | 45-54 | 55-64 | 65+ | NR | All Physicians |
| Patients in your practice can do the following: | Request appointments online (i.e., advance access e-scheduling) | 17.9% | 7.0% | 13.4% | 13.2% | ** | 7.5% | 17.2% | 14.0% | 14.1% | 12.0% | 11.9% | 7.4% | 13.3% |
| | Request prescription renewals online | 7.6% | 4.4% | 5.2% | 7.2% | ** | 7.5% | 4.7% | 4.7% | 6.6% | 6.8% | 8.5% | 5.1% | 6.3% |
| | View information from their health record online (e.g., lab test results or immunization history) | 21.2% | 24.0% | 21.6% | 23.1% | ** | 17.5% | 24.3% | 22.5% | 21.7% | 22.1% | 22.0% | 26.5% | 22.4% |
| | Electronically add measurements (e.g., blood pressure readings) to their electronic record | 4.6% | 3.0% | 3.5% | 4.2% | ** | 5.0% | 3.8% | 3.0% | 4.3% | 4.5% | 3.5% | 4.4% | 3.9% |
| | Electronically add text and/or other documentation to their electronic record | 4.9% | 4.6% | 4.0% | 5.4% | ** | 5.0% | 3.2% | 3.8% | 5.2% | 5.3% | 5.6% | 5.9% | 4.8% |
| | Visit with you virtually (i.e., online by video) | 5.3% | 10.3% | 6.9% | 7.8% | ** | 10.0% | 5.5% | 8.7% | 7.8% | 7.3% | 6.5% | 5.1% | 7.4% |
| | Consult with you via email or text message | 17.9% | 21.0% | 17.1% | 21.0% | ** | 20.0% | 13.8% | 16.1% | 17.6% | 21.2% | 27.5% | 9.6% | 19.2% |
| | None of the above | 56.0% | 54.4% | 57.2% | 53.6% | ** | 65.0% | 54.9% | 56.5% | 55.2% | 55.3% | 53.0% | 61.8% | 55.3% |
| | NR | 0.0% | 0.0% | 0.0% | 0.0% | ** | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.7% | 0.0% |
| Total | n | 3141 | 2294 | 2502 | 2884 | 9 | 40 | 470 | 1285 | 1280 | 1418 | 846 | 136 | 5435 |

Notes:

Includes only those who provide patient care.

Excludes those who abandoned prior to this question.

Column totals may exceed 100% as this question allowed for multiple responses.

NR=No Response.

**Responses suppressed when column 'n' is less than 30.

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Q17. Can patients in your practice do the following?

| | | | Province or territory | | | | | | | | | | | |
|---|---|----------|-----------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| | | | BC | AB | SK | MB | ON | QC | NB | NS | PE | NL | Terr. | Canada |
| Patients in your practice can do the following: | Request appointments online (i.e., advance access e-scheduling) | | 15.7% | 13.5% | 8.6% | 19.3% | 13.0% | 17.5% | 5.3% | 6.6% | 0.0% | 4.6% | 4.4% | 13.3% |
| | Request prescription renewals online | | 3.1% | 4.4% | 4.9% | 6.7% | 10.2% | 3.8% | 4.7% | 7.1% | 0.0% | 3.4% | 2.2% | 6.3% |
| | View information from their health record online (e.g., lab test results or immunization history) | | 30.7% | 18.4% | 11.6% | 8.9% | 25.7% | 26.3% | 4.1% | 21.2% | 0.0% | 5.7% | 0.0% | 22.4% |
| | Electronically add measurements (e.g., blood pressure readings) to their electronic record | | 2.6% | 5.8% | 3.0% | 4.4% | 4.0% | 4.0% | 1.8% | 4.7% | 0.0% | 2.3% | 0.0% | 3.9% |
| | Electronically add text and/or other documentation to their electronic record | | 3.6% | 6.0% | 4.9% | 6.7% | 5.2% | 3.8% | 2.4% | 4.7% | 0.0% | 4.6% | 0.0% | 4.8% |
| | Visit with you virtually (i.e., online by video) | | 10.2% | 4.7% | 7.8% | 4.1% | 9.6% | 1.5% | 6.5% | 1.4% | 0.0% | 11.5% | 8.9% | 7.4% |
| | Consult with you via email or text message | | 21.7% | 14.7% | 14.2% | 15.6% | 23.3% | 12.3% | 15.3% | 21.2% | 12.9% | 14.9% | 13.3% | 19.2% |
| | None of the above | | 45.1% | 59.4% | 62.3% | 63.7% | 51.4% | 57.4% | 78.2% | 67.0% | 87.1% | 69.0% | 82.2% | 55.3% |
| | NR | | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| | Total | n | | 1094 | 978 | 268 | 270 | 1881 | 399 | 170 | 212 | 31 | 87 | 45 |

Notes:

Includes only those who provide patient care.

Excludes those who abandoned prior to this question.

Column totals may exceed 100% as this question allowed for multiple responses.

NR=No Response.

Source: CMA Physician Workforce Survey 2019, Canadian Medical Association.