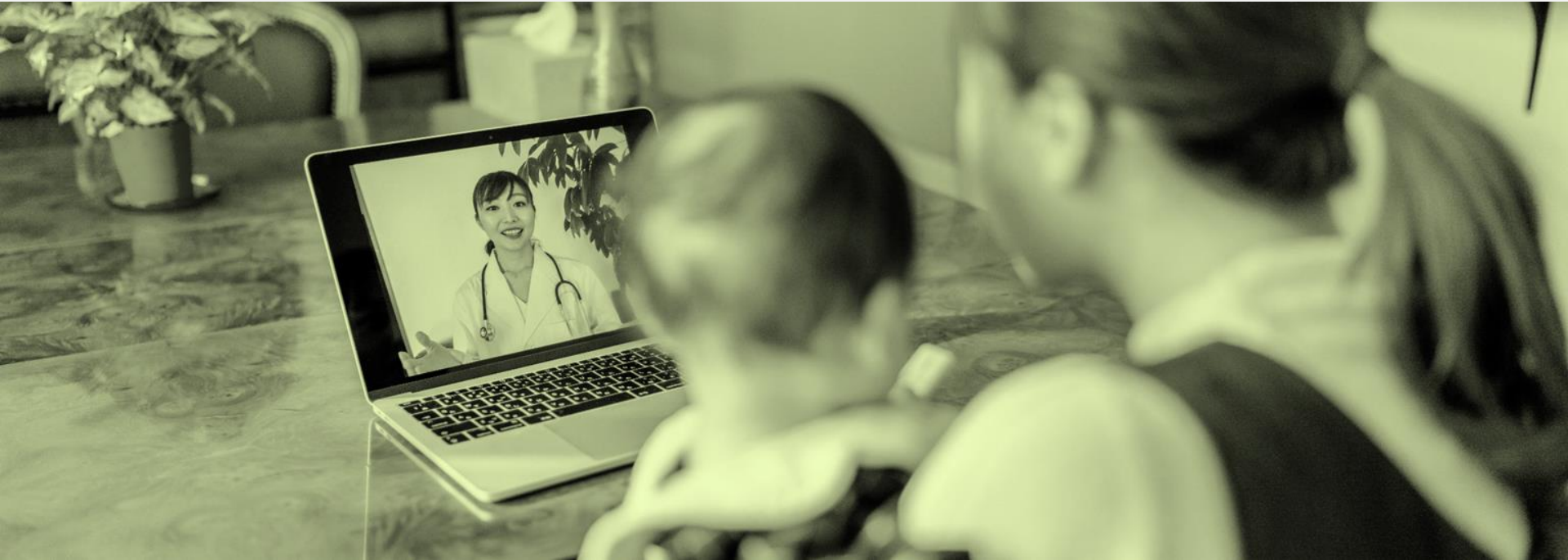


Close to one half of Ontario residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID; close to three in four have been anxious or somewhat anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital

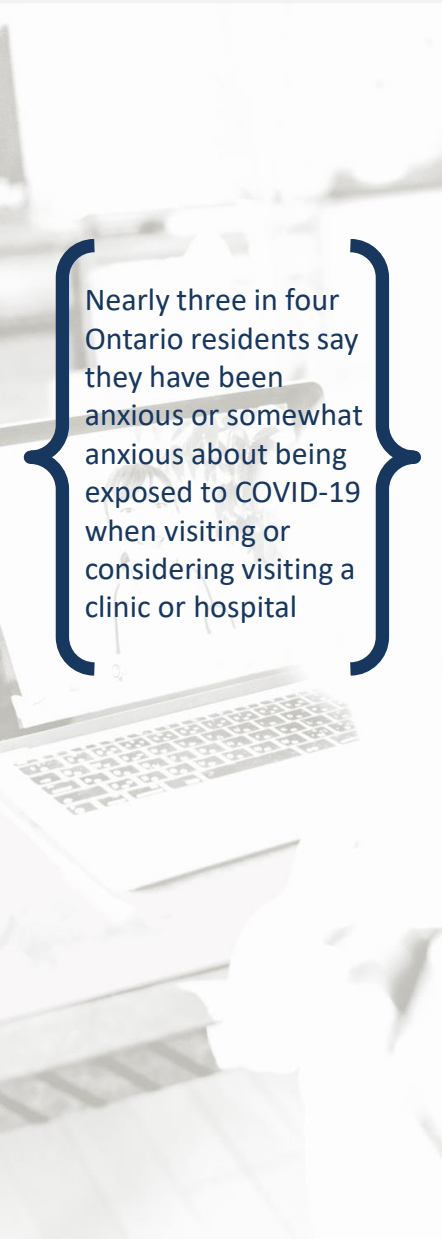
2020-1681 | ON Survey | Summary

Conducted by Nanos for TelusHealth ON, July 2020
Submission 2020-1681



 **TELUS[®]** Health

 **NANOS**




Nearly three in four Ontario residents say they have been anxious or somewhat anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital

Just under one in two Ontario residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID, and a strong majority say they have been anxious or somewhat anxious about being exposed to COVID-19 when visiting a clinic or hospital. Over three in four residents agree or somewhat agree they are concerned a second wave of COVID could impact their ability to access medical care.

Close to three in five residents who needed medical care for themselves or a loved one report they or their loved one accessed care through a phone or video call with their family doctor. More than three in five are comfortable or somewhat comfortable having a virtual consultation, and a majority of residents who make healthcare decisions for someone other than themselves think the use of virtual care would make it easier or somewhat easier to help their loved ones consult with a doctor. Close to six in ten residents agree or somewhat agree that they are likely to use an Ontario Health Insurance virtual care service even once the pandemic is over.

Healthcare access and decision making

- **Six in ten residents of Ontario report they make healthcare decisions for someone other than themselves** – Just over four in ten Ontario residents report they do not make healthcare decisions for anyone other than themselves (45%), while 35 per cent report making healthcare decisions for their spouse/partner, and 25 per cent report making decisions for their child(ren). Ten per cent report making healthcare decisions for their parent(s), while three per cent report making these decisions for another family member, and one per cent are unsure/ prefer not to say. Residents 35 to 54 years of age are significantly more likely to report making healthcare decisions for a child (47%) than those 18 to 34 (eight per cent) or 55 plus (16%), while those 35 to 54 are more likely to report making healthcare decisions for their partner/spouse (42%) than younger residents (18-34: 25%).
- **A majority of Ontario residents report they currently have a family doctor** – Eighty-eight per cent of Ontario residents report they currently have a family doctor, while 11 per cent report they do not. This is consistent across region and age groups.



Over four in ten Ontario residents report they have needed to access non-emergency medical care for themselves or a loved one since March of this year

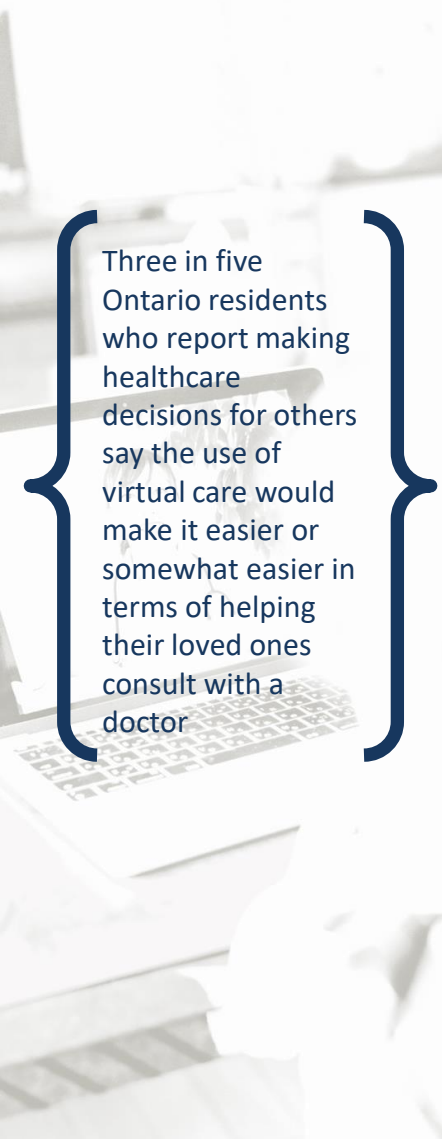
Accessing medical care since March

- **About three in four Ontario residents say they have been anxious or somewhat anxious about being exposed to COVID-19 when visiting a clinic or hospital** – A majority of Ontario residents say since March they have been anxious (29%) or somewhat anxious (47%) about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital, while just under one in four say they have been somewhat not anxious (11%) or not anxious (12%). One per cent are unsure/prefer not to answer.
- **Under one in two Ontario residents report they have needed to access non-emergency medical care for themselves or a loved one since March of this year** – Over four in ten Ontario residents report they have needed to access non-emergency medical care for themselves (31%) or a loved one (15%), while 57 per cent report they have not needed to access non-emergency medical care. Two per cent are unsure/prefer not to answer.
- **Ontario residents who needed medical care for themselves more often report they needed medical care for a new, non-emergency and non-COVID related health concerns or prescription renewals** – More than one in two Ontario residents who report needing medical care for themselves since March say the care they needed was for a new, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms or allergies)(55%), followed by prescription renewals (54%) questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)(31%), mental health concerns (e.g. anxiety, depression)(18%), and COVID or COVID related concerns (11%).
- **Ontario residents who needed medical care for themselves more often report they accessed care through a phone or video call with their family doctor** – Over one in two Ontario residents who report needing medical care for themselves since March report they accessed medical care by way of a phone or video call with their family doctor (55%), followed by in-person at their doctor's office (31%), a virtual care service (i.e. a video chat with a local doctor other than your family doctor)(20%), Telehealth (12%), at a hospital emergency room (11%), at a walk-in clinic (11%), and an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (eight per cent). Eight per cent report they chose not to access medical care during the pandemic.



Just under one in two Ontario residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID

- **Ontario residents who needed to access medical care for a loved one more often report their loved one needed medical care for a new, non-emergency and non-COVID related health concerns** – Close to three in five Ontario residents who report needing medical care for a loved one since March each report the care their loved one needed was for a new, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms or allergies)(58%), followed by prescription renewals (36%), questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)(27%), mental health concerns (e.g. anxiety, depression)(six per cent), and COVID or COVID related concerns (four per cent).
- **Ontario residents who needed medical care for a loved one more often report their loved one accessed care through a phone or video call with their family doctor** – Just under three in five Ontario residents who report needing medical care for a loved one since March report their loved one accessed medical care by way of a phone or video call with their family doctor (58%), followed by in-person at their doctor's office (27%), a hospital emergency room (15%), Telehealth (10%), a walk-in clinic (eight per cent), an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (six per cent), and a virtual care service offered through employee health benefits (two per cent). Eight per cent report their loved one chose not to access medical care during the pandemic.
- **Almost one half of Ontario residents report they have delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID** – Fifty-four per cent of Ontario residents report they have not delayed getting medical care for themselves or a loved one because they were afraid of being exposed to COVID-19 in a clinic or hospital, while 40 per cent report they delayed care for themselves, and 10 per cent report they delayed care for someone else. One per cent are unsure/would prefer not to answer. Women are more likely to report delaying getting medical care for themselves (46%) than men (33%), as are residents 55 plus (45%; 35-54: 33%).
- **More than two in three Ontario residents who report delaying getting medical care due to COVID fears say they were concerned or somewhat concerned about their or their loved one's medical condition getting worse** – A majority of Ontario residents who report they delayed getting medical for themselves or a loved one due to a fear of COVID exposure at a clinic or hospital say they were concerned (29%) or somewhat concerned (40%) about their or their loved one's condition getting worse because they delayed medical care or advice. Three in ten say they were somewhat not concerned (16%) or not concerned (14%), while two per cent are unsure/would prefer not to say. Women are more likely to say they were concerned (35%) than men (19%).



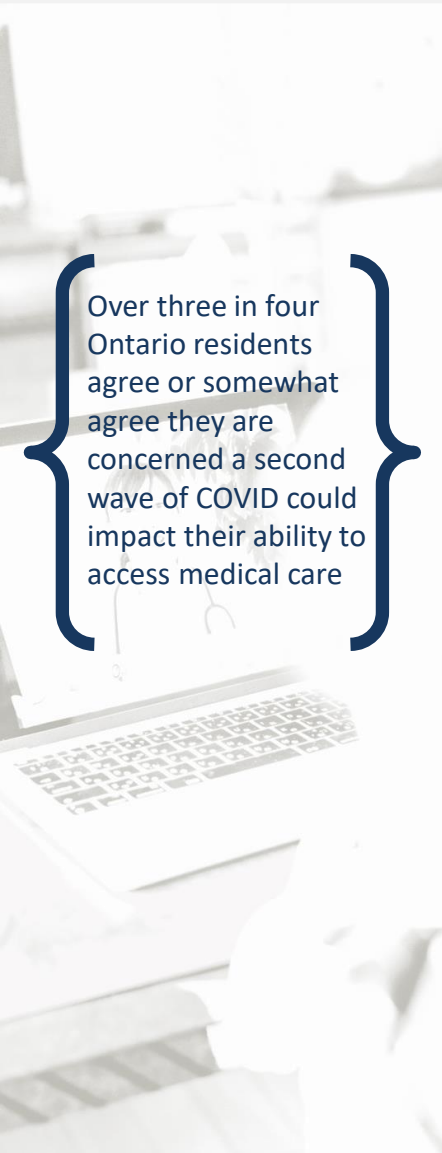
Three in five Ontario residents who report making healthcare decisions for others say the use of virtual care would make it easier or somewhat easier in terms of helping their loved ones consult with a doctor

Virtual Care

- **Ontario residents more often say they would prefer to have medical appointments in-person or by phone call given the option to consult with a doctor virtually** – Asked how they would prefer to have medical appointments given the option to consult with a doctor virtually, either their family doctor or another healthcare provider, 34 per cent say they would prefer to have appointments in-person. Thirty-two per cent say they would prefer a phone call, followed by a video chat (20%), no preference (eight per cent), secure chat/text messaging (three per cent), and two per cent are unsure. Older residents (55 plus) are more likely to say they would prefer an in-person appointment (44%; 35-54: 28%; 18-34: 27%), while younger residents are more likely to say they prefer a video chat (18-34: 30%; 35-54: 24%; 55 plus: 10%).
- **Three in five Ontario residents who report making healthcare decisions for others say the use of virtual care would make it easier or somewhat easier in terms of helping their loved ones consult with a doctor** – A majority of Ontario residents who report they make healthcare decisions for someone other than themselves say they think the use of virtual care would make it easier (21%) or somewhat easier (39%) when it comes to helping their loved ones consult with a doctor, while over one in four think this would make it somewhat difficult (18%) or difficult (10%). Five per cent say it makes no difference and six per cent say they don't know/would prefer not to say.
- **Ontario residents with a family doctor most often report their family doctor offers virtual consultations via a phone call** – Asked if their family doctor offers virtual consultations, over four in ten Ontario residents with a family doctor report their doctor offers virtual consultations via a phone call (43%), followed by no, they do not offer virtual consultations (16%), yes, via a video chat (12%), and yes, via secure chat/text messaging (five per cent). Thirty-two per cent say they don't know/would prefer not to answer.
- **Ontario residents without a family doctor most often report they do not use virtual care options** – Ontario residents who report they do not have a family doctor (n=54) most often report they do not use virtual care (66%), followed by yes, through Telehealth (19%), yes, virtual care service offered through employee health benefits (five per cent), and yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (five per cent). Seven per cent say they don't know/would prefer not to answer.

About two in three Ontario residents say they are comfortable or somewhat comfortable having a virtual consultation through an OHIP covered service offered by a third party

- **Close to two in three Ontario residents say they are comfortable or somewhat comfortable having a virtual consultation through an Ontario Health Insurance (OHIP) covered service offered by a third party** – A majority of Ontario residents say they are comfortable (23%) or somewhat comfortable (42%) having a virtual consultation through an Ontario Health Insurance (OHIP) covered service offered by a third party, while over one in four say they are somewhat not comfortable (16%) or not comfortable (12%). Eight per cent are unsure/would prefer not to answer. Those who report they needed medical care for themselves since March are more likely to say they are comfortable (36%) than those who report they did not need medical care for themselves or a loved one since March (16%).
- **Ontario residents who say they are somewhat uncomfortable or uncomfortable having a virtual consultation with a doctor more often cite they would prefer to see a doctor in person** – Asked why they are somewhat not comfortable or not comfortable with the idea of having a virtual consultation with a doctor through OHIP, Ontario residents more often say they would prefer to see a doctor in person (52%), followed by they don't want to see a doctor they don't already have a relationship with (44%), they are worried they wouldn't be able to diagnose them without being seen in person (42%), they have security concerns (e.g. data privacy)(31%), they don't trust it (21%), they think it would be expensive (14%), and they don't believe in private healthcare (13%).
- **Ontario residents are split on whether they agree or disagree that they feel nervous or unprepared for virtual care appointments** – Close to one in two Ontario residents somewhat disagree (21%) or disagree (25%) that they feel nervous or unprepared for virtual care appointments, while over four in ten somewhat agree (30%) or agree (14%) with this. Ten per cent are unsure/ would prefer not to answer. Residents of the City of Toronto are more likely to disagree with this (35%) than residents of the GTA/Golden Horseshoe (19%).
- **Two in three Ontario residents agree or somewhat agree they are interested in learning tips on how to use virtual care services** – A majority of Ontario residents agree (24%) or somewhat agree (42%) that they are interested in learning tips on how to use virtual care services, while one in four somewhat disagree (12%) or disagree (13%). Nine per cent are unsure/ would prefer not to answer. Residents of the GTA/Golden Horseshoe are more likely to agree with this (33%) than residents of the City of Toronto (16%) or the rest of Ontario (20%). Those who report they needed medical care for themselves since March are more likely to say agree (32%) than those who report they did not need medical care for themselves or a loved one since March (20%).



Over three in four Ontario residents agree or somewhat agree they are concerned a second wave of COVID could impact their ability to access medical care

- **More than three in four Ontario residents agree or somewhat agree they are concerned a second wave of COVID could impact their ability to access medical care** – A strong majority of Ontario residents agree (34%) or somewhat agree (43%) that they are concerned that a second wave of COVID-19 would impact their ability to access medical care, while under two in ten somewhat disagree (10%) or disagree (eight per cent). Five per cent are unsure/would prefer not to answer.
- **Close to six in ten Ontario residents agree or somewhat agree that they are likely to use an Ontario Health Insurance virtual care service even once the pandemic is over** – A majority of Ontario residents agree (19%) or somewhat agree (38%) that they are likely to use an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over, while close to one in three somewhat disagree (15%) or disagree (17%). Eleven per cent are unsure/would prefer not to answer. Those who report they needed medical care for themselves since March are more likely to agree (30%) than those who report they did not need medical care for themselves or a loved one since March (12%).
- **Ontario residents more often say they want to learn about how virtual care works**– Asked what aspects of virtual care they would like to learn more about, residents of Ontario more often say nothing (19%), followed closely by how it all works/all aspects (not specified)(16%), scheduling/access and types of services available (13%), privacy/security (10%), and the logistics (internet connection, platform required, etc.)(eight per cent).

Nanos conducted a representative online survey of 502 residents of Ontario, between July 8th to 10th, 2020 drawn from a non-probability panel. 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 Ontario.

The research was commissioned by TelusHealth and was conducted by Nanos Research.



76% of Ontarians are **anxious** or **somewhat anxious** about being exposed to COVID-19 while visiting a clinic or hospital



47% of Ontarians report they have **delayed getting medical care** for themselves or a loved one due to COVID-19 fears



77%

of Ontarians **agree** or **somewhat agree** they are concerned a second wave of COVID-19 could impact their ability to access medical care



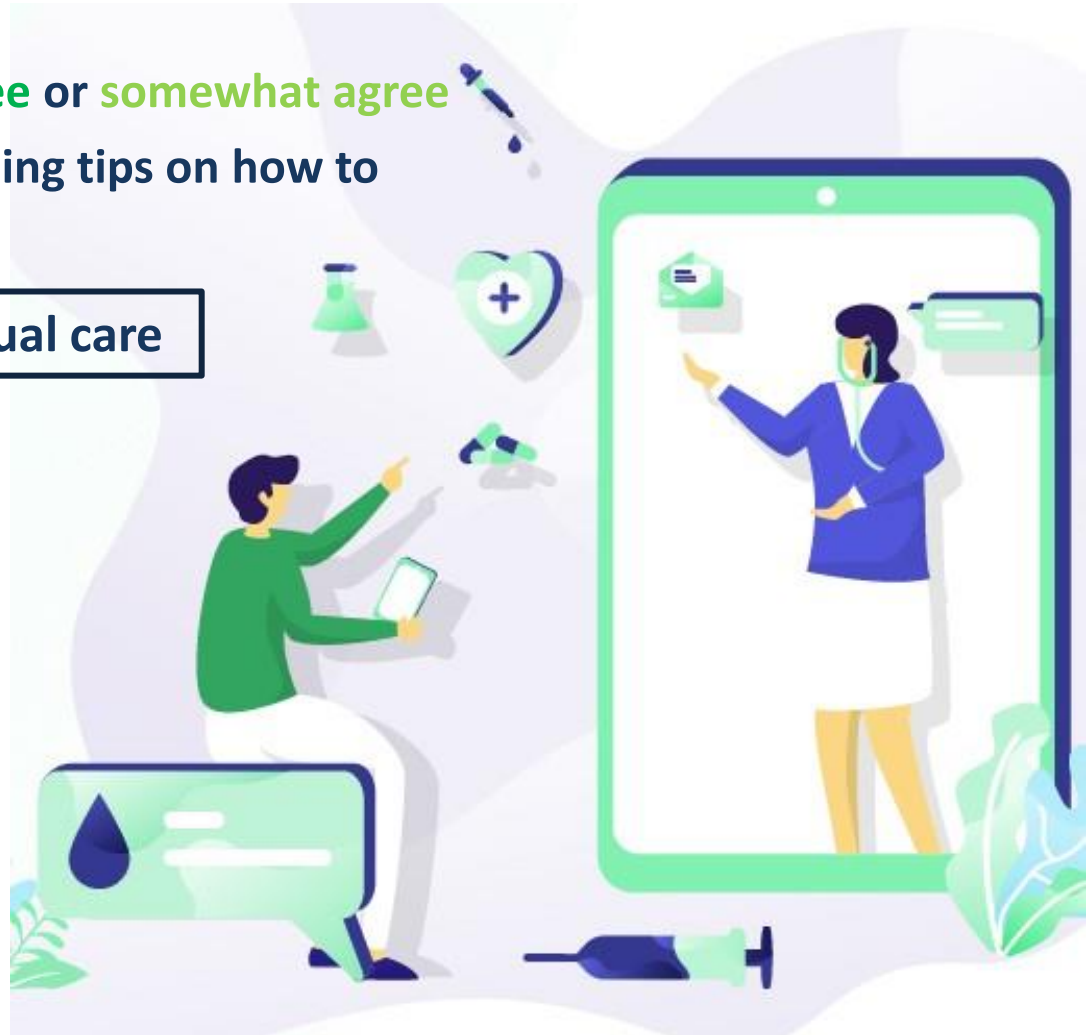
65% of Ontarians are **comfortable** or **somewhat comfortable** having a virtual care consultation covered by OHIP



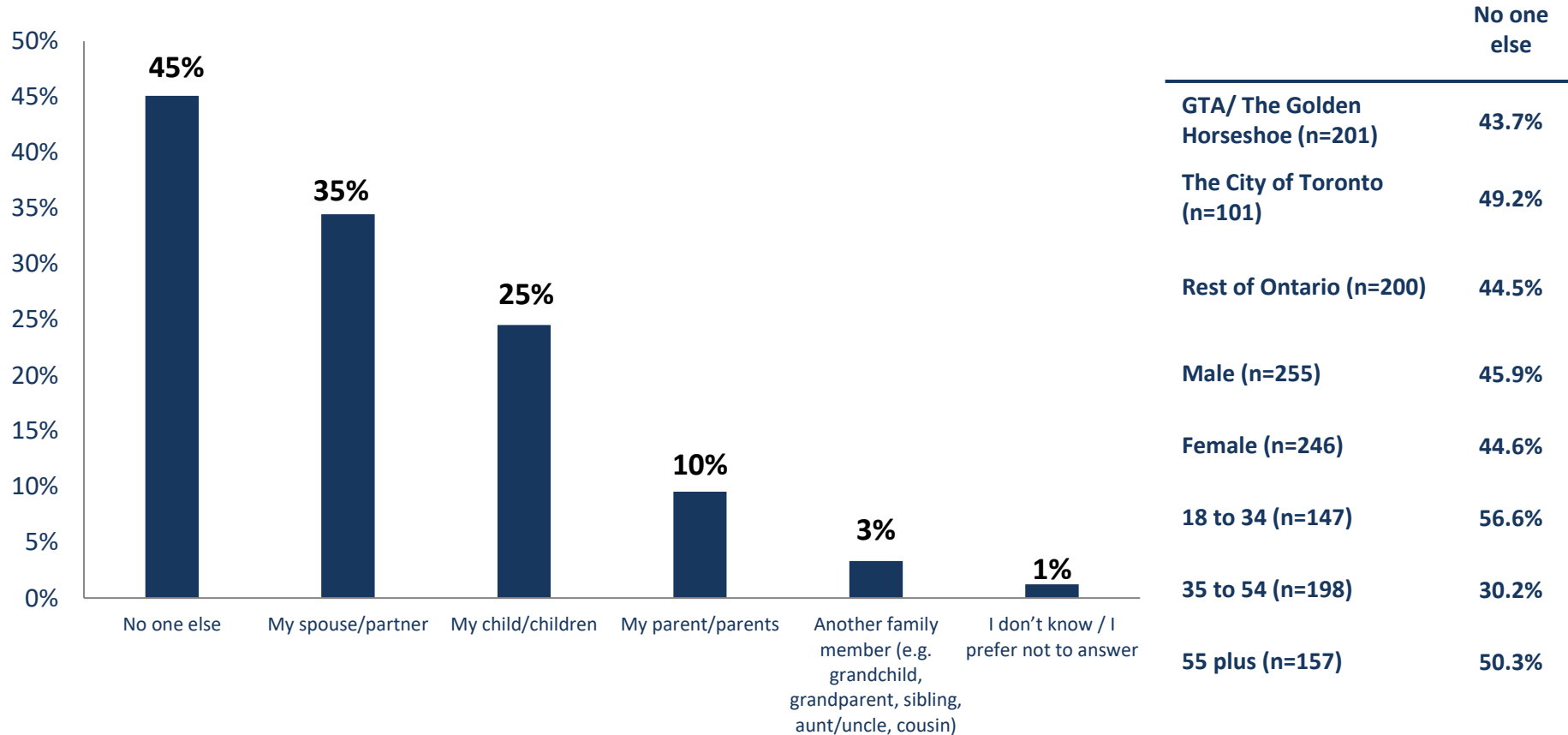
66% of Ontarians **agree** or **somewhat agree** they are interested in learning tips on how to use virtual care services

What they want to know about virtual care

- 16%** How these services work
- 13%** How to schedule appointments
- 11%** How assessments/diagnostics will work
- 10%** How these platforms manage privacy and security
- 8%** What technology is required

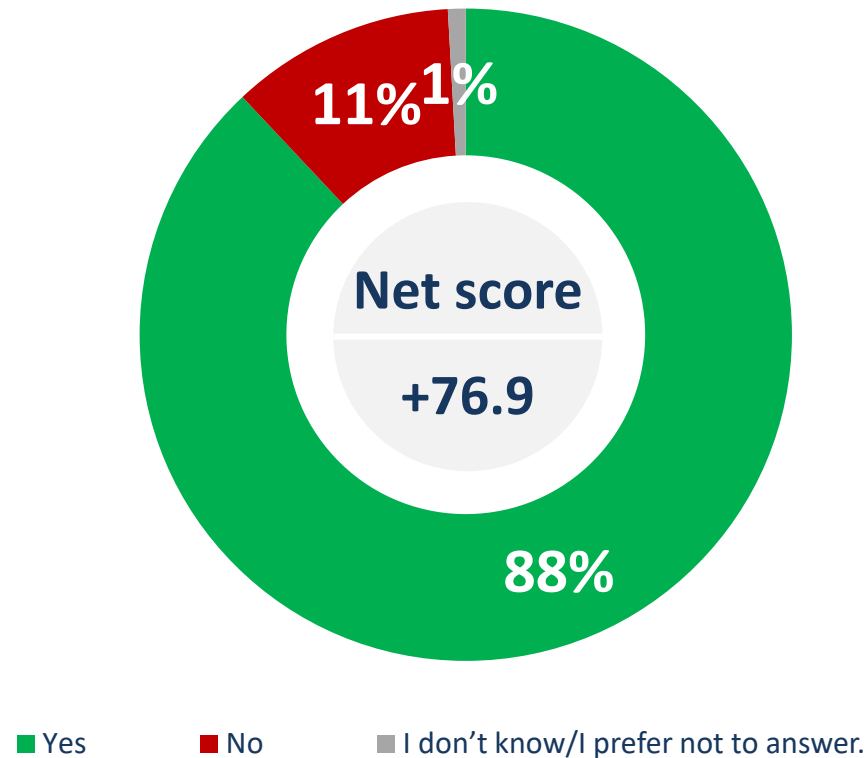


Making healthcare decisions



QUESTION – [ASK ALL] Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

Having a family doctor



	Yes
GTA/ The Golden Horseshoe (n=201)	91.1%
The City of Toronto (n=101)	83.1%
Rest of Ontario (n=200)	87.5%
Male (n=255)	87.8%
Female (n=246)	88.1%
18 to 34 (n=147)	83.7%
35 to 54 (n=198)	88.6%
55 plus (n=157)	90.6%

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

QUESTION – [ASK ALL] Do you currently have a family doctor?

Accessing medical care since March

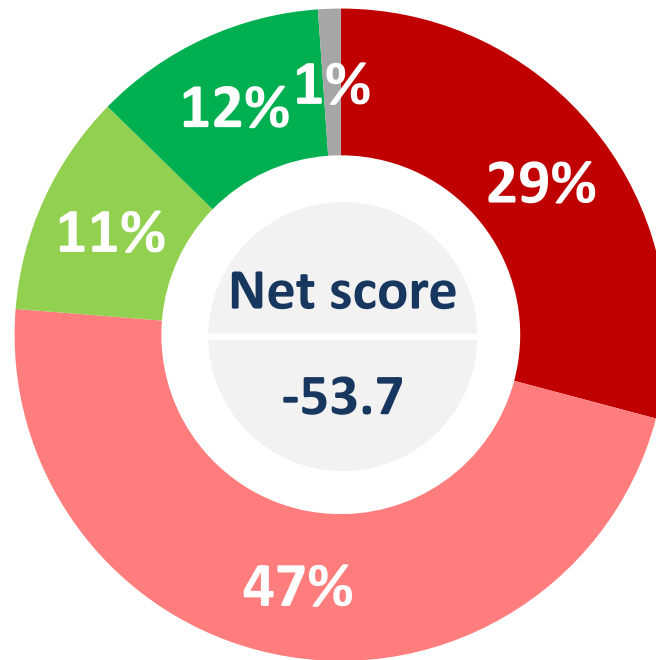


“

Three in four Ontarians are anxious or somewhat anxious about being exposed to COVID-19 when visiting a clinic or hospital.

”

Anxiety about being exposed to COVID-19 when visiting a clinic or hospital



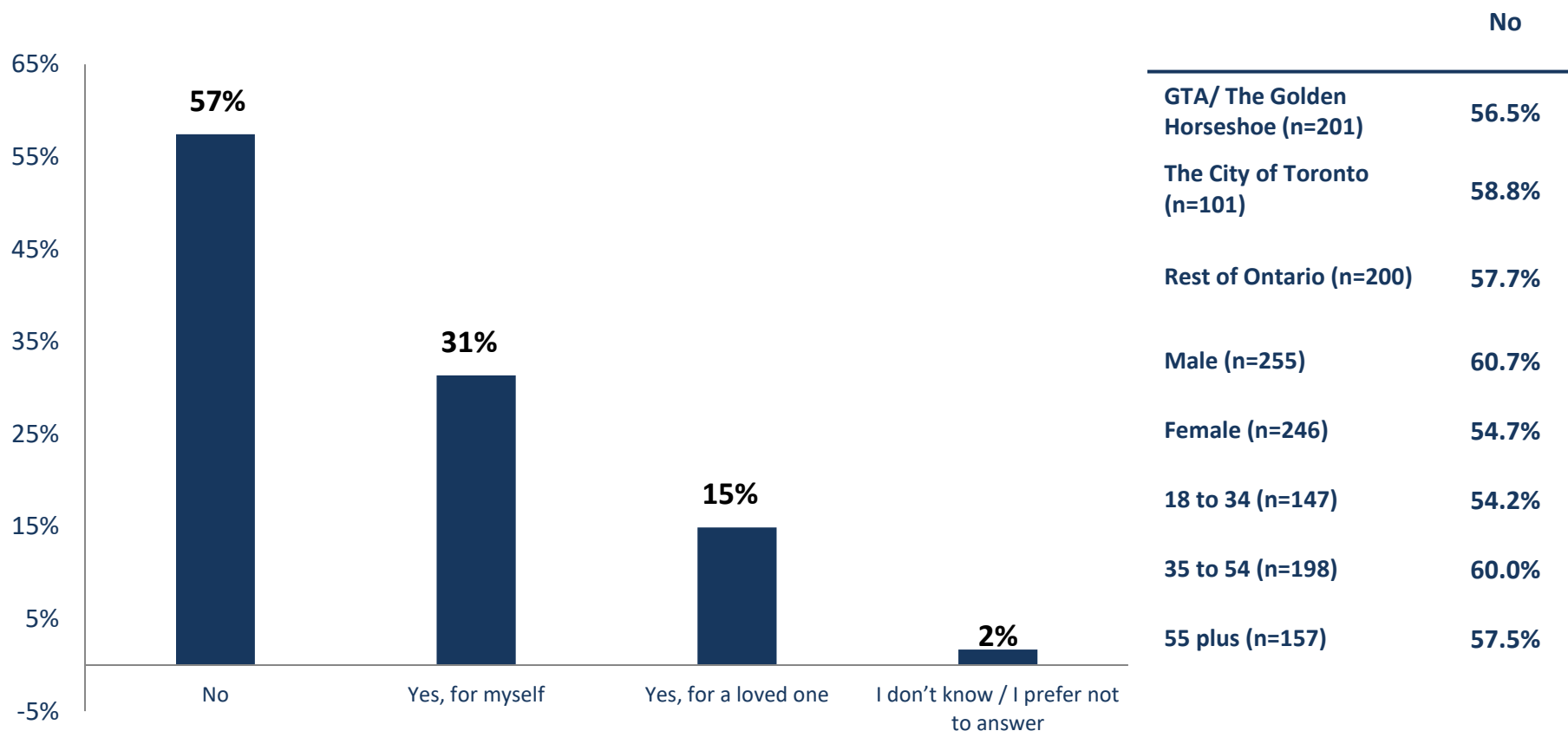
- Anxious
- Somewhat anxious
- Somewhat not anxious
- Not anxious
- I don't know/I prefer not to answer

	Anxious/ Somewhat anxious
GTA/ The Golden Horseshoe (n=201)	78.0%
The City of Toronto (n=101)	77.6%
Rest of Ontario (n=200)	73.8%
Male (n=255)	73.2%
Female (n=246)	79.4%
18 to 34 (n=147)	82.7%
35 to 54 (n=198)	74.4%
55 plus (n=157)	73.2%

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

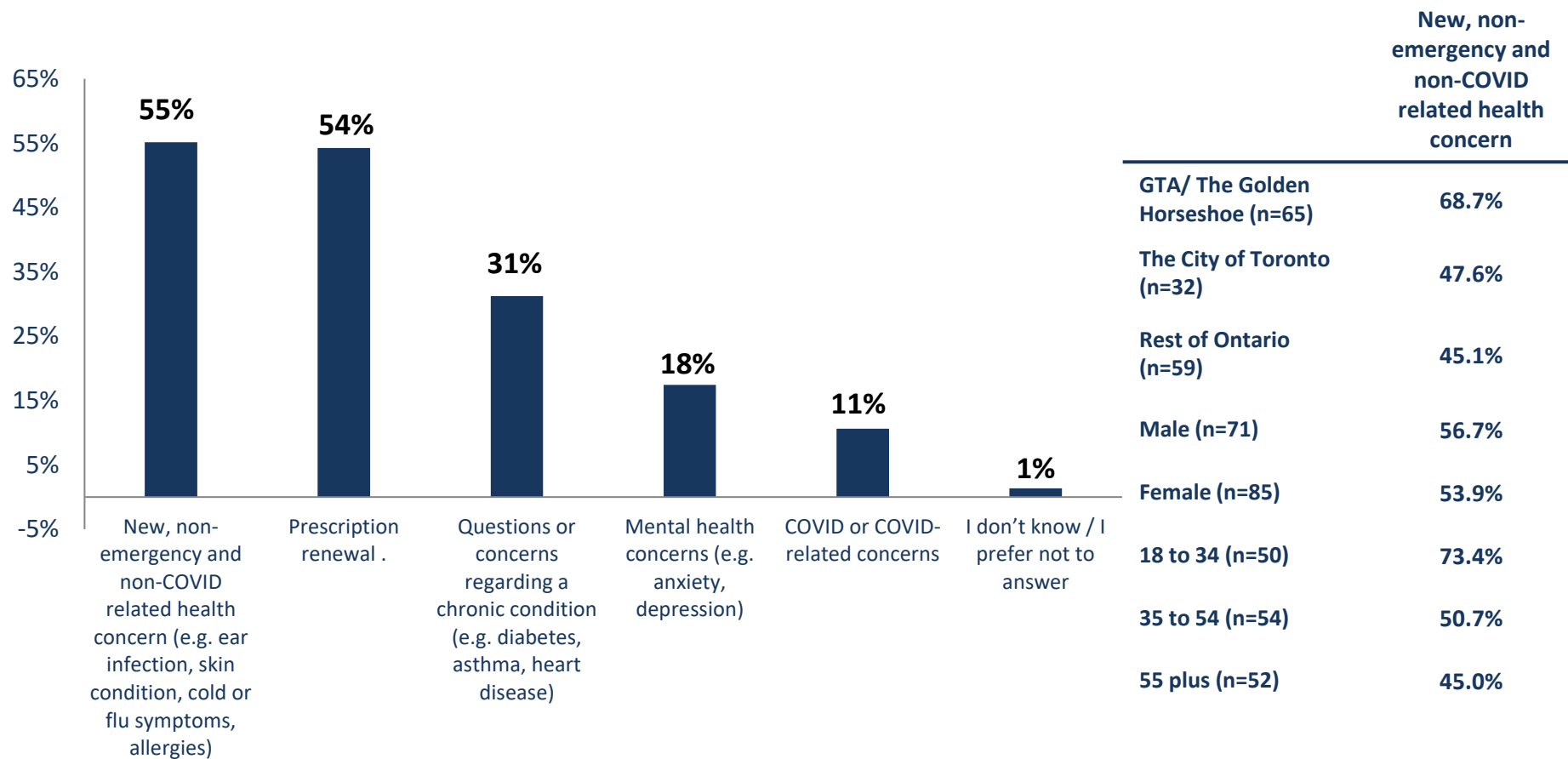
QUESTION – [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital?

Needed access to non-emergency medical care



QUESTION – [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?

Type of medical care needed for themselves



QUESTION – [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]

Way of accessing medical care for themselves or a loved one by region

	Ontario (n=156)	GTA/ The Golden Horseshoe (n=65)	The City of Toronto (n=32)	Rest of Ontario (n=59)
Phone or video call with my family doctor	55.3%	56.6%	53.5%	54.8%
In-person at my doctor's office	30.8%	30.3%	25.0%	34.5%
Virtual care service (i.e. video chat with a local doctor other than your family doctor)	19.7%	14.9%	31.7%	18.1%
Telehealth	11.6%	8.5%	23.0%	8.4%
At a hospital emergency room	11.3%	8.6%	14.4%	12.4%
At a walk-in clinic	11.0%	13.3%	11.4%	8.4%
Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	8.3%	9.8%	-	11.4%
I chose not to access medical care during the pandemic	7.6%	8.1%	8.1%	6.7%
I don't know/I prefer not to answer	0.6%	-	2.9%	-

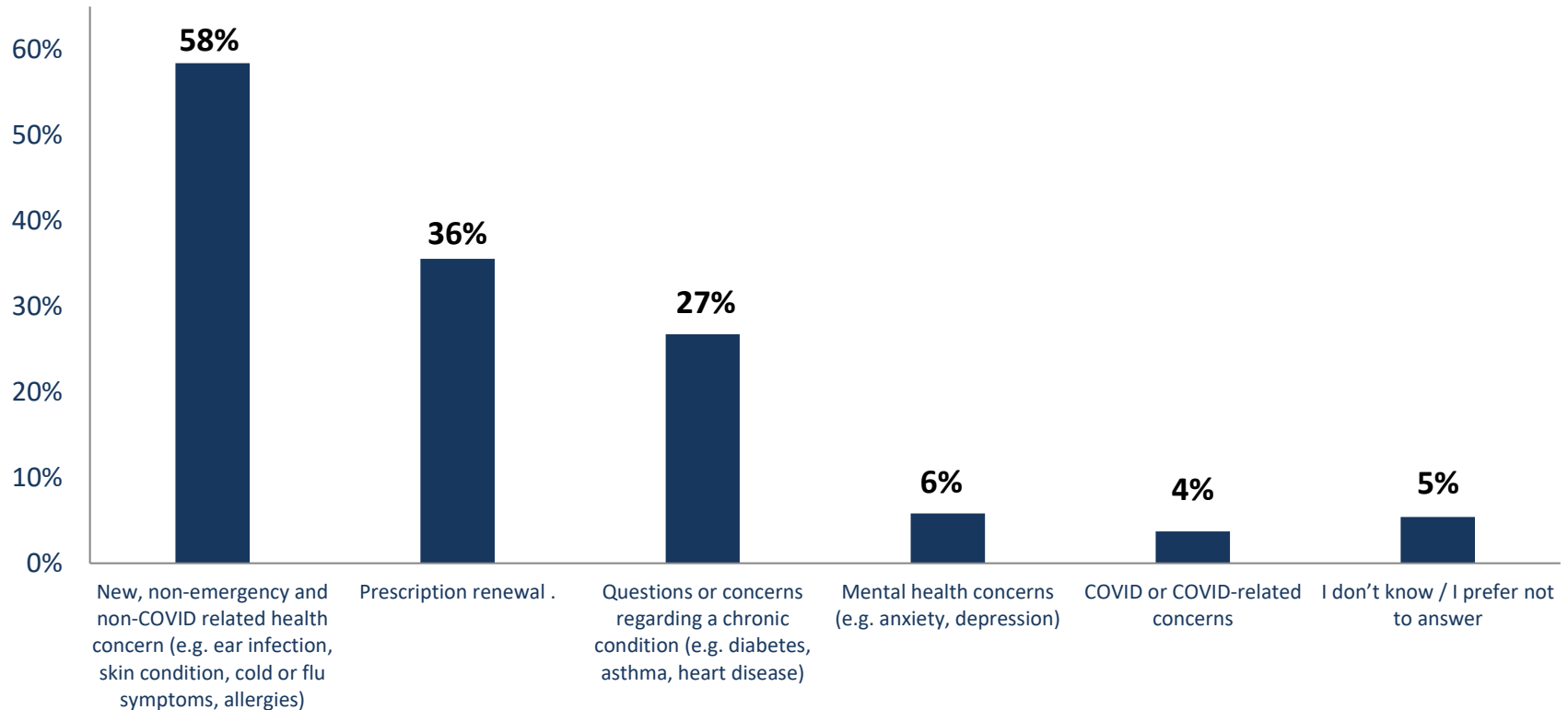
QUESTION – [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY)[RANDOMIZE]

Way of accessing medical care for themselves or a loved one by gender and age

	Ontario (n=156)	Male (n=71)	Female (n=85)	18 to 34 (n=50)	35 to 54 (n=54)	55 plus (n=52)
Phone or video call with my family doctor	55.3%	50.7%	59.0%	41.3%	61.0%	61.2%
In-person at my doctor's office	30.8%	33.5%	28.6%	34.1%	33.0%	26.5%
Virtual care service (i.e. video chat with a local doctor other than your family doctor)	19.7%	23.4%	16.8%	26.9%	17.6%	16.0%
Telehealth	11.6%	11.6%	11.6%	17.9%	10.9%	7.5%
At a hospital emergency room	11.3%	8.5%	13.6%	10.5%	16.5%	7.8%
At a walk-in clinic	11.0%	18.6%	4.9%	13.7%	11.5%	8.7%
Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	8.3%	11.8%	5.5%	7.2%	8.3%	9.2%
I chose not to access medical care during the pandemic	7.6%	4.1%	10.4%	5.3%	5.3%	11.1%
I don't know/I prefer not to answer	0.6%	-	1.1%	-	2.0%	-

QUESTION – [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY)[RANDOMIZE]

Type of medical care needed for loved one(s)



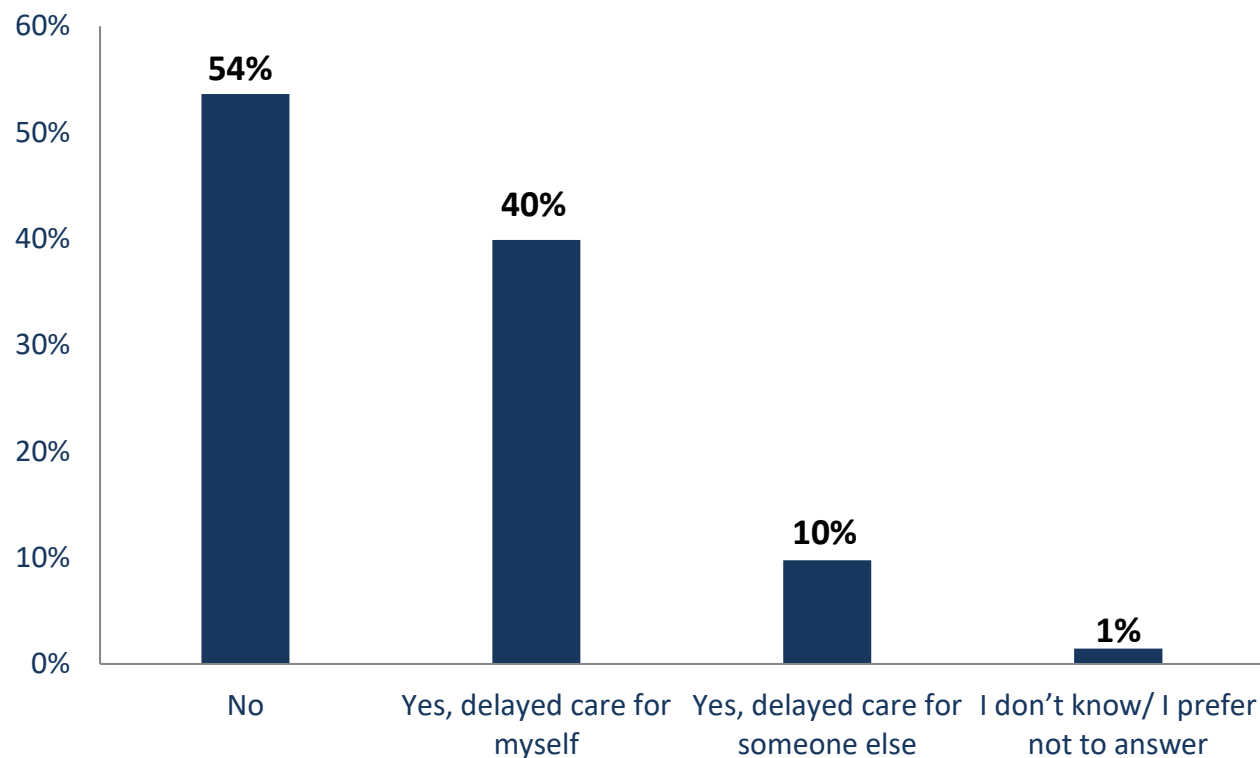
QUESTION – [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? Select all that apply.

Way loved one(s) accessed medical care

	Frequency (n=74)	Male (n=34)	Female (n=40)
Phone or video call with my family doctor	58.1%	60.5%	56.2%
In-person at my doctor's office	27.3%	30.6%	24.8%
At a hospital emergency room	14.8%	11.9%	17.2%
Telehealth	10.1%	12.6%	8.2%
At a walk-in clinic	7.7%	6.4%	8.7%
They chose not to access medical care during the pandemic	7.6%	2.7%	11.4%
Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	6.1%	14.0%	-
Virtual care service (i.e. video chat with a local doctor other than your family doctor)	2.0%	2.2%	1.8%
I don't know/I prefer not to answer	1.2%	2.7%	-

QUESTION – [ASK IF REQUIRED ACCESS TO MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? Select all that apply. [RANDOMIZE]

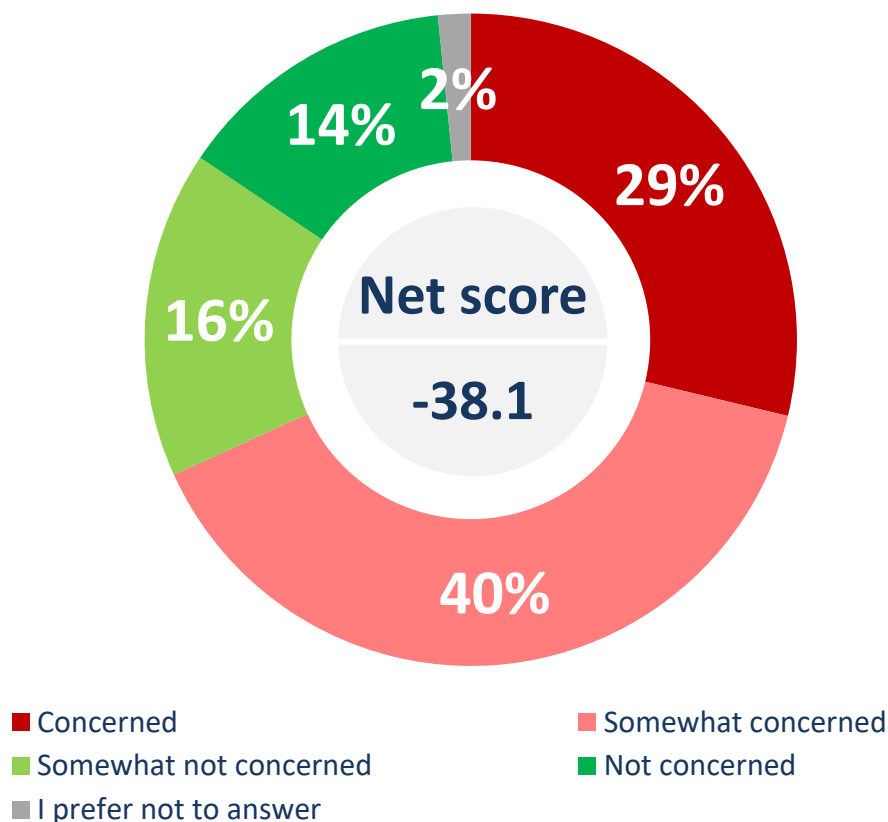
Delaying accessing medical help for themselves or a loved one due to COVID-19



	No
GTA/ The Golden Horseshoe (n=201)	50.1%
The City of Toronto (n=101)	56.8%
Rest of Ontario (n=200)	55.5%
Male (n=255)	59.5%
Female (n=246)	48.0%
18 to 34 (n=147)	49.9%
35 to 54 (n=198)	59.0%
55 plus (n=157)	51.5%

QUESTION – [ASK ALL] Have you delayed getting medical care for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)


Concern for condition getting worse due to delaying medical care or advice



	Concerned/ Somewhat concerned
GTA/ The Golden Horseshoe (n=100)	66.5%
The City of Toronto (n=40)	62.2%
Rest of Ontario (n=83)	73.1%
Male (n=98)	68.3%
Female (n=125)	68.1%
18 to 34 (n=70)	66.0%
35 to 54 (n=80)	68.0%
55 plus (n=73)	69.9%

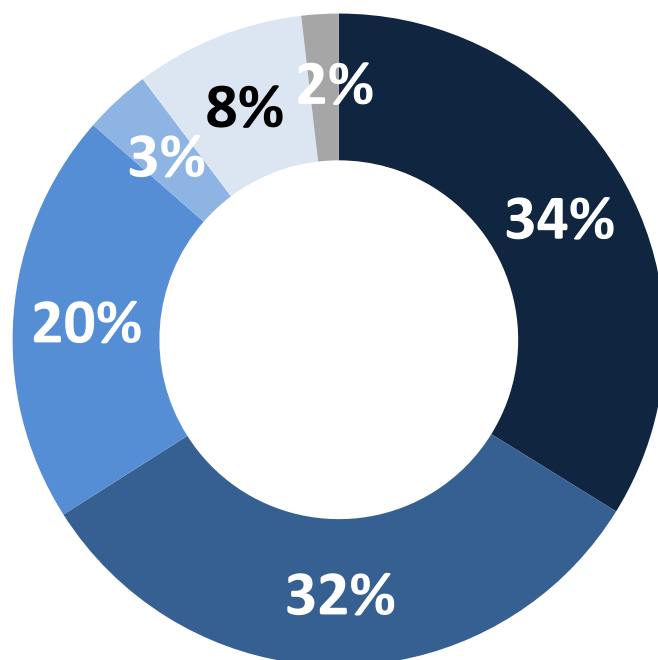
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

QUESTION – [IF DELAYED CARE] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice?

The background of the slide is a blurred image of a medical professional, likely a doctor, wearing a white coat and gloves, examining a large X-ray film. The doctor's hands are visible, pointing at the X-ray. The overall tone is professional and clinical.

“ More than three in five Ontario residents are comfortable or somewhat comfortable having a virtual consultation through an Ontario Health Insurance Plan (OHIP) covered service offered by a third party. ”

Preferred mode virtual of communication with a healthcare provider



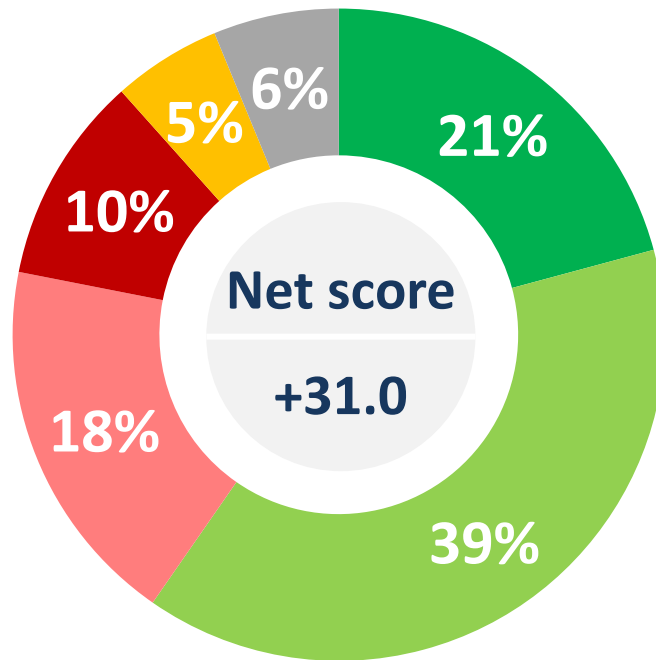
- In-person
- By phone call
- By video chat
- By secure chat/text messaging
- No preference
- I don't know / I prefer not to answer

	In-person	By phone call
GTA/ The Golden Horseshoe (n=201)	31.8%	37.0%
The City of Toronto (n=101)	30.8%	32.3%
Rest of Ontario (n=200)	37.4%	27.3%
Male (n=255)	34.3%	29.9%
Female (n=246)	33.5%	34.0%
18 to 34 (n=147)	27.0%	27.9%
35 to 54 (n=198)	27.9%	34.6%
55 plus (n=157)	44.2%	33.1%

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

QUESTION – [ASK ALL] Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments? Select one. [RANDOMIZE]

Impact of virtual care on ease of consulting with a doctor



- Easier
- Somewhat easier
- Somewhat difficult
- Difficult
- No difference
- I don't know/ I prefer not to answer.

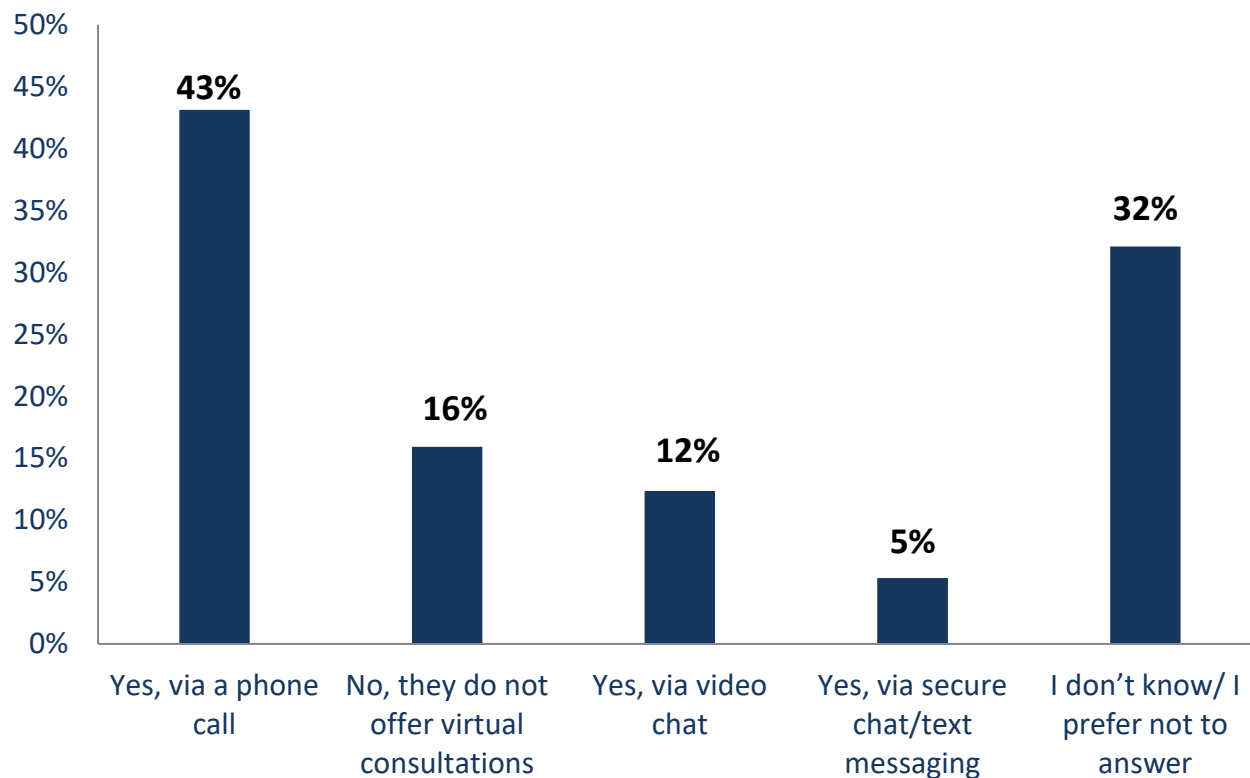
	Easier/ Somewhat easier
GTA/ The Golden Horseshoe (n=113)	53.5%
The City of Toronto (n=53)	67.2%
Rest of Ontario (n=112)	62.4%
Male (n=139)	59.0%
Female (n=138)	60.0%
18 to 34 (n=61)	53.7%
35 to 54 (n=139)	59.9%
55 plus (n=78)	62.9%

*Weighted to the true population proportion.

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

QUESTION – [IF MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS, SPOUSE, AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor?

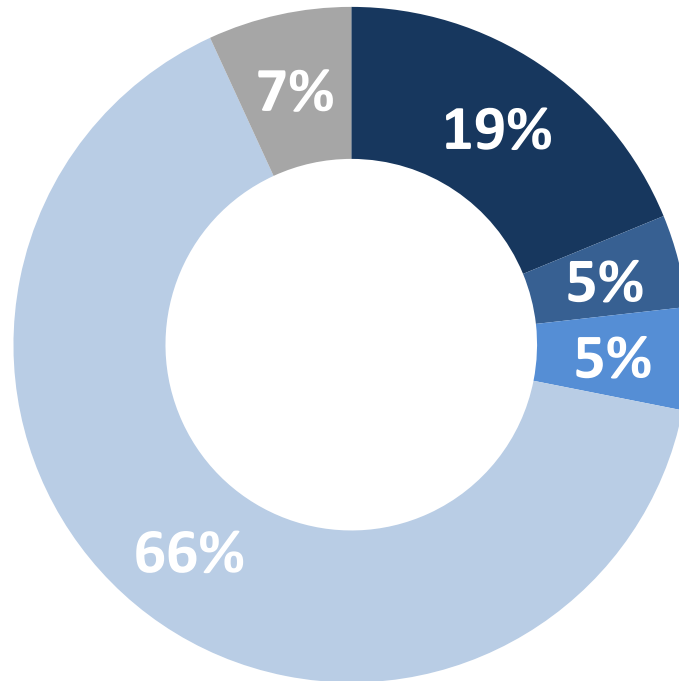
Current family doctor offering virtual consultations



	Yes, via a phone call
GTA/ The Golden Horseshoe (n=182)	46.0%
The City of Toronto (n=85)	43.6%
Rest of Ontario (n=176)	40.0%
Male (n=226)	41.2%
Female (n=216)	44.6%
18 to 34 (n=125)	41.2%
35 to 54 (n=175)	40.1%
55 plus (n=143)	47.1%

QUESTION – [THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]

Use of virtual care options



■ Yes, through Telehealth

■ Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)

■ Virtual care service offered through my employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than my family doctor)

■ No, I do not use virtual care options

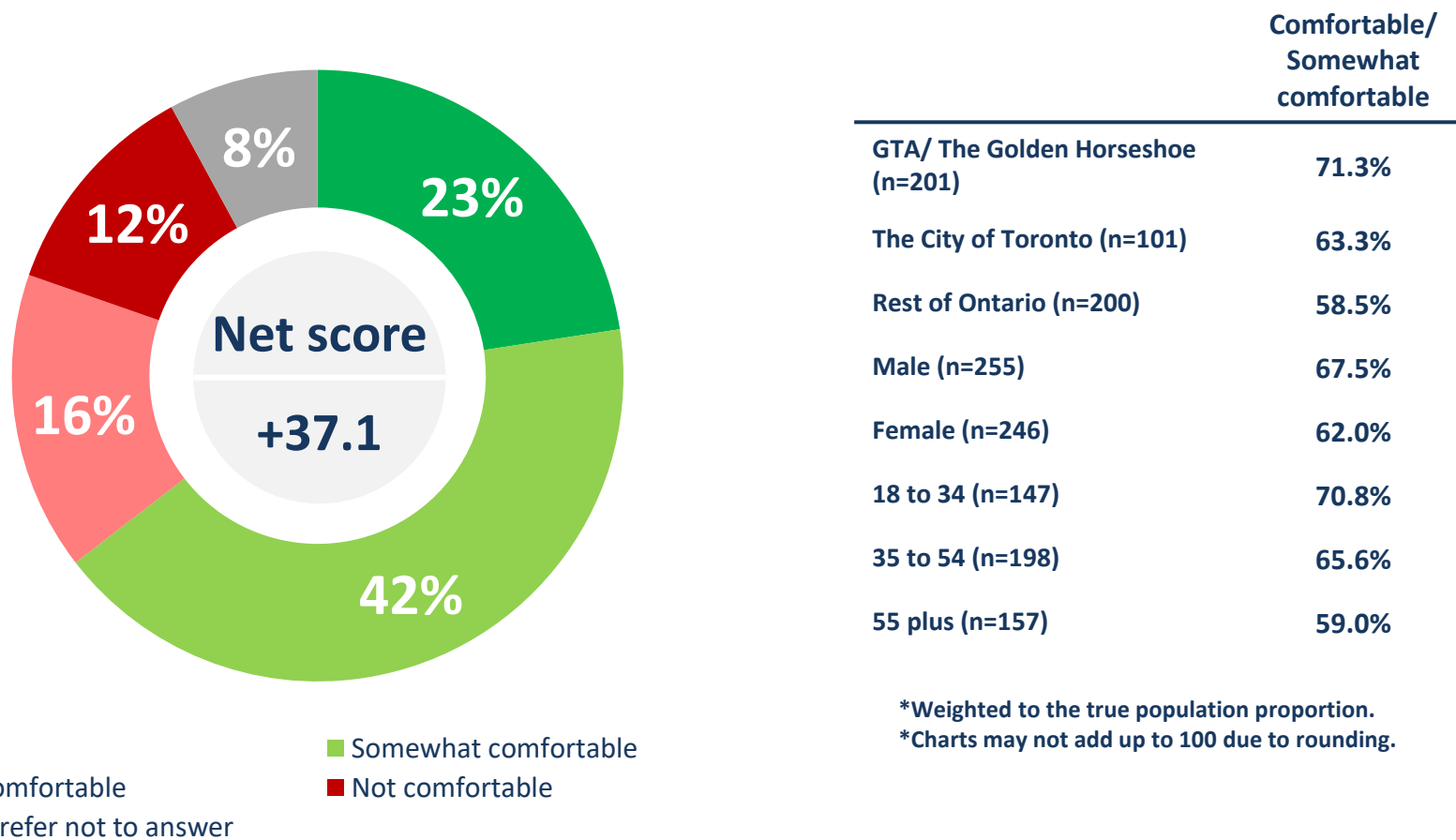
■ I don't know / I prefer not to answer

*Weighted to the true population proportion.

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

QUESTION – [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?

Comfort having a virtual consultation through an OHIP covered service offered by a third party



QUESTION – [ASK ALL] Are you comfortable, somewhat comfortable, somewhat uncomfortable or not comfortable having a virtual consultation through an Ontario Health Insurance (OHIP) covered service offered by a third party?

Reason for discomfort having a virtual consultation by region

	Frequency (n=131)	GTA/ The Golden Horseshoe (n=44)	The City of Toronto (n=26)*	Rest of Ontario (n=61)
I prefer to see a doctor in person	51.8%	56.0%		52.0%
I don't want to see a doctor I do not already have a relationship with	43.7%	48.2%		44.8%
I am worried they wouldn't be able to diagnose me without seeing me in person	41.5%	46.2%		41.1%
I have security concerns (e.g. data privacy)	30.9%	26.2%		34.3%
I do not trust it	20.6%	19.9%		23.4%
I think it would be expensive	14.4%	17.2%		14.4%
I don't believe in private healthcare	12.6%	15.2%		7.6%
I do not need it	8.2%	9.8%		6.6%
I am not comfortable enough with technology	7.2%	11.6%		7.2%
I am concerned about my home data usage	4.8%	6.3%		5.8%
I am concerned about my mobility data usage	3.2%	6.3%		2.3%
Other	1.6%	-		3.5%

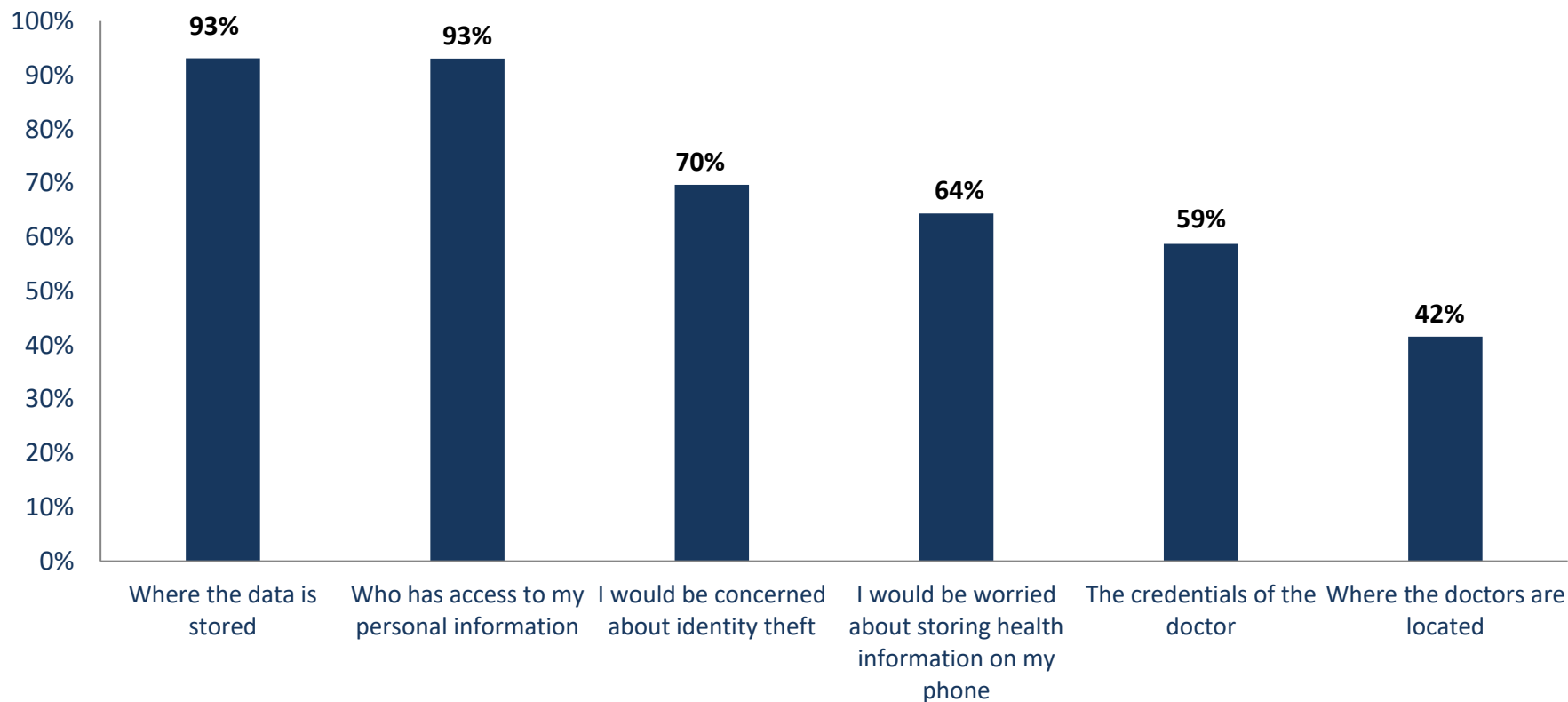
QUESTION – [ASK IF SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]

Reason for discomfort having a virtual consultation by gender and age

	Frequency (n=131)	Male (n=58)	Female (n=72)	18 to 34 (n=28)*	35 to 54 (n=54)	55 plus (n=49)
I prefer to see a doctor in person	51.8%	57.3%	47.3%		42.7%	55.6%
I don't want to see a doctor I do not already have a relationship with	43.7%	42.8%	43.7%		42.3%	48.0%
I am worried they wouldn't be able to diagnose me without seeing me in person	41.5%	39.2%	42.3%		40.6%	39.6%
I have security concerns (e.g. data privacy)	30.9%	39.4%	25.4%		31.4%	28.0%
I do not trust it	20.6%	21.8%	18.7%		27.0%	14.1%
I think it would be expensive	14.4%	15.2%	12.8%		11.3%	13.7%
I don't believe in private healthcare	12.6%	15.3%	10.8%		13.7%	13.8%
I do not need it	8.2%	5.0%	10.5%		8.5%	7.6%
I am not comfortable enough with technology	7.2%	7.8%	6.9%		3.5%	13.5%
I am concerned about my home data usage	4.8%	8.0%	2.6%		3.5%	8.1%
I am concerned about my mobility data usage	3.2%	4.3%	1.1%		7.1%	-
Other	1.6%	-	2.8%		2.1%	1.9%

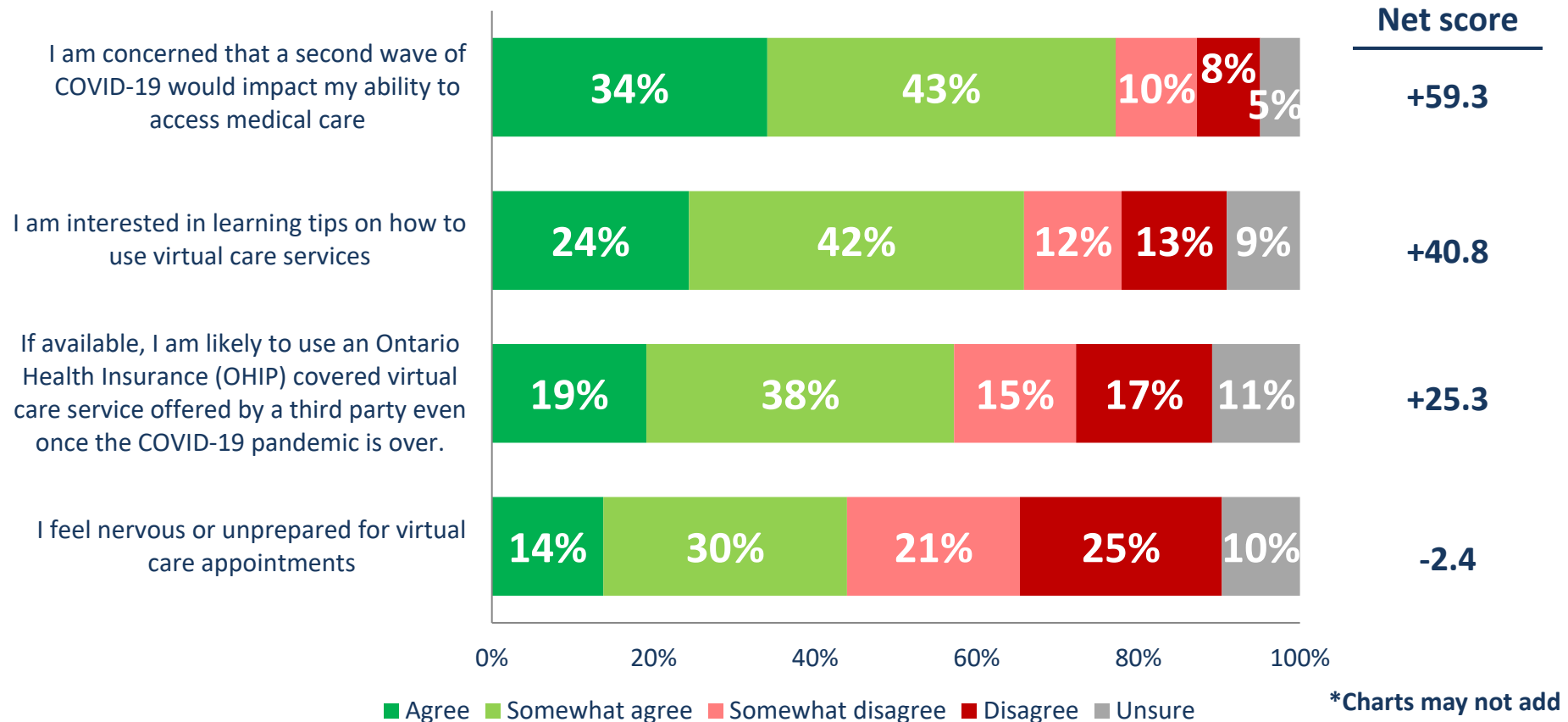
the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]

Security concerns related to virtual consultation from a doctor



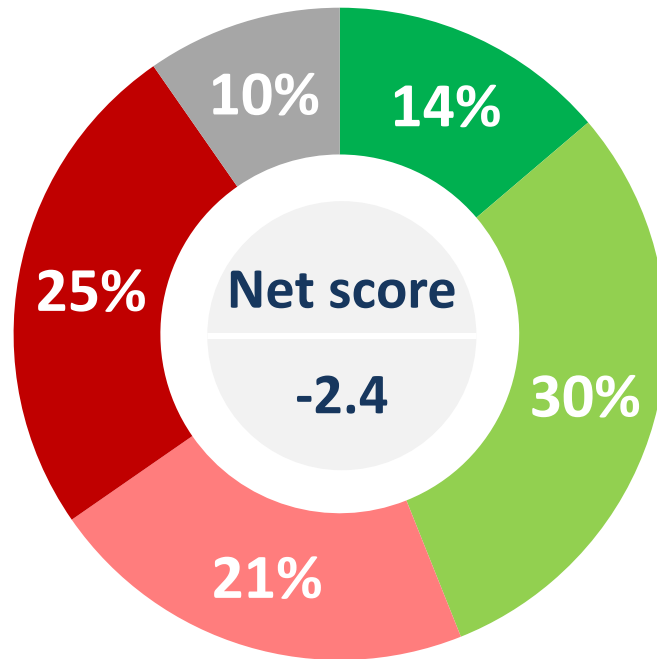
QUESTION – [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]

Views on virtual care services offered by a third party



QUESTION – [ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

Nervousness towards virtual care appointments



- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- I don't know/I prefer not to answer

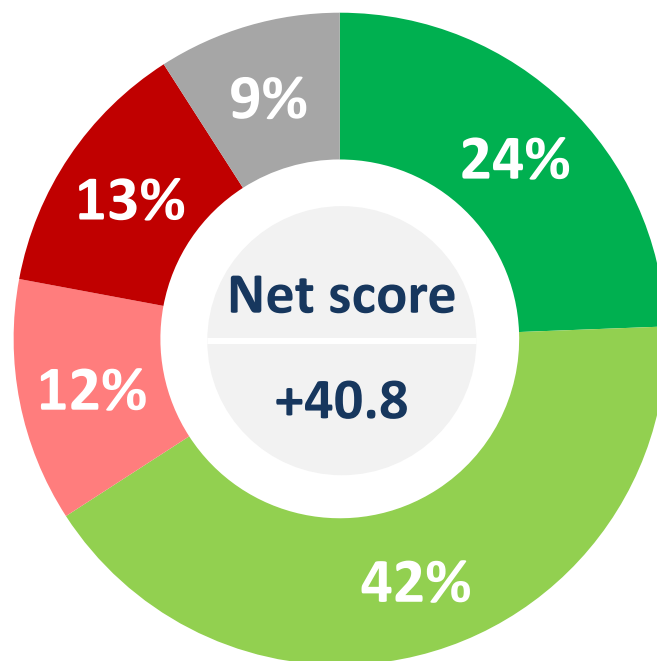
	Disagree/ Somewhat disagree
GTA/ The Golden Horseshoe (n=201)	44.9%
The City of Toronto (n=100)	55.9%
Rest of Ontario (n=199)	43.0%
Male (n=253)	50.3%
Female (n=246)	43.0%
18 to 34 (n=147)	43.2%
35 to 54 (n=198)	54.5%
55 plus (n=155)	41.3%

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

QUESTION – [ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

I feel nervous or unprepared for virtual care appointments.

Interest in learning tips on use of virtual care services



- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- I don't know/I prefer not to answer

	Agree/ Somewhat agree
GTA/ The Golden Horseshoe (n=201)	72.4%
The City of Toronto (n=101)	66.7%
Rest of Ontario (n=199)	58.9%
Male (n=254)	67.7%
Female (n=246)	64.0%
18 to 34 (n=147)	69.1%
35 to 54 (n=198)	68.1%
55 plus (n=156)	61.4%

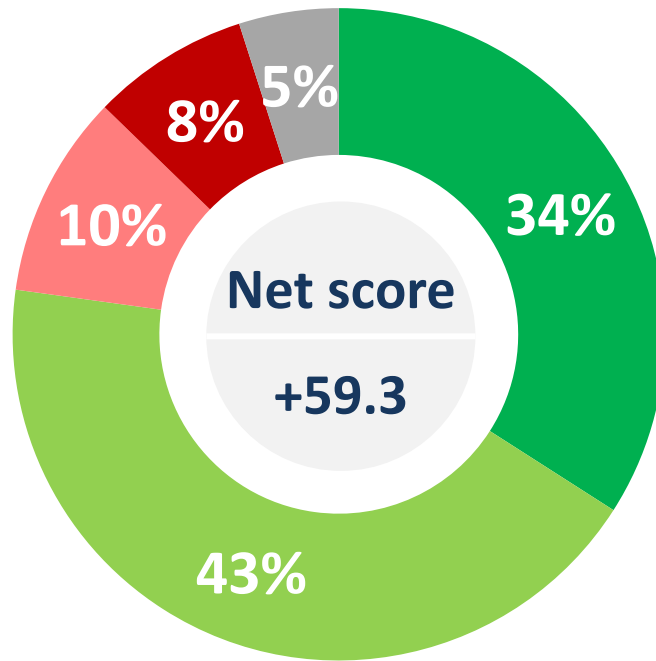
*Weighted to the true population proportion.

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

QUESTION – [ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

I am interested in learning tips on how to use virtual care services.

Concern for second wave of COVID-19 and access to medical care



- Agree
- Somewhat agree
- Somewhat disagree
- Disagree
- I don't know/I prefer not to answer

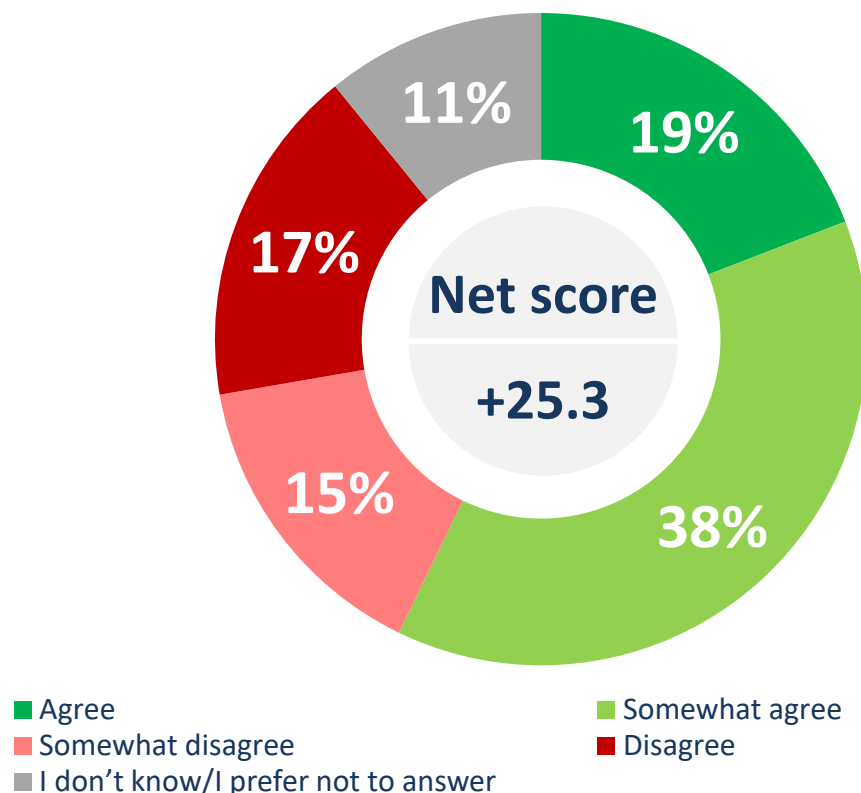
	Agree/ Somewhat agree
GTA/ The Golden Horseshoe (n=201)	82.1%
The City of Toronto (n=101)	77.9%
Rest of Ontario (n=200)	71.9%
Male (n=255)	74.9%
Female (n=246)	79.1%
18 to 34 (n=147)	78.9%
35 to 54 (n=198)	77.3%
55 plus (n=157)	75.8%

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

QUESTION – [ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

I am concerned that a second wave of COVID-19 would impact my ability to access medical care.

Likelihood of using OHIP-covered virtual care service once pandemic is over



	Agree/ Somewhat agree
GTA/ The Golden Horseshoe (n=201)	63.3%
The City of Toronto (n=101)	62.2%
Rest of Ontario (n=198)	48.3%
Male (n=254)	55.4%
Female (n=245)	59.0%
18 to 34 (n=147)	60.6%
35 to 54 (n=198)	60.9%
55 plus (n=155)	51.3%

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

QUESTION – [ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]

If available, I am likely to use an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over.

Top Mentions	Frequency (n=410)
Nothing	18.9%
How it works/all aspects (not specified)	16.4%
Scheduling/access and types of services available	12.9%
How assessments/diagnostics will work	10.5%
Privacy/security	10.2%
The logistics (internet connection, platform required, etc.)	8.3%
Unsure	7.2%

QUESTION – [ASK ALL] What aspects of virtual care would you like to learn more about? [OPEN-ENDED]



Nanos conducted a representative online survey of 502 residents of Ontario between July 8th to 10th, 2020, drawn from a non-probability panel. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified into three regions, the Greater Toronto Area (GTA)/ The Golden Horseshoe, the City of Toronto, and the rest of Ontario, to be representative of Ontario.

geographically stratified into three regions to be representative of Ontario.

The research was commissioned by TelusHealth and was conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding. *It is also important to note that some results have been shaded due to small sample size.

TECHNICAL NOTE

Element	Description
Research sponsor	TelusHealth
Population and Final Sample Size	502 residents of Ontario drawn from a panel
Source of Sample	Prodege
Type of Sample	Representative non-probability
Margin of Error	No margin of error applies to this research.
Mode of Survey	Online survey
Sampling Method Base	Non-probability.
Demographics (Captured)	Ontario residents; 18 years or older. Six digit postal code was used to validate geography.
Demographics (Other)	Age, gender, education, income
Field Dates	July 8 th to 10 th , 2020
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/

Element	Description
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 Ontario. See tables for full weighting disclosure.
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.
Excluded Demographics	Individuals younger than 18 years old; individuals without internet access could not participate.
Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of the province of Ontario.
Estimated Response Rate	Not applicable.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in the report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
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 .



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

nanos dimap analytika



This international joint venture between dimap and Nanos 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

NANOS RUTHERFORD McKAY & Co.

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

TABULATIONS





2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	My spouse/partner	%	34.5	33.6	35.7	34.7	36.3	32.9		24.9	41.5	35.0
	My child/children	%	24.5	25.4	20.0	25.9	22.4	26.2		8.3	46.7	16.2
	My parent/parents	%	9.5	14.4	7.4	5.8	8.9	10.2		9.6	13.4	6.0
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	3.3	3.8	3.4	2.9	2.6	4.0		5.7	2.3	2.6
	No one else	%	45.1	43.7	49.2	44.5	45.9	44.6		56.6	30.2	50.3
	I don't know/I prefer not to answer	%	1.2	0.7	1.3	1.7	2.0	0.6		3.5	0.0	0.7

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific relation (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	601	246	120	235	305	295	1	162	265	174
		Wgt N	592	242	119	231	283	308	1	151	231	211
	My spouse/partner	%	29.1	27.6	30.5	30.1	30.7	27.8		22.9	31.0	31.6
	My child/children	%	20.7	20.9	17.1	22.4	19.0	22.1		7.6	34.8	14.7
	My parent/parents	%	8.1	11.8	6.3	5.1	7.5	8.6		8.8	10.0	5.4
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	2.8	3.1	2.9	2.5	2.2	3.4		5.3	1.7	2.3
	No one else	%	38.2	35.9	42.1	38.5	38.9	37.6		52.1	22.5	45.4
	I don't know/I prefer not to answer	%	1.1	0.6	1.1	1.5	1.7	0.5		3.3	0.0	0.6

*Multifrequency question grouped by responses. Values are based on the proportion a relation represents of all responses (columns add up to 100 percent).

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 2 - [ASK ALL] Do you currently have a family doctor?	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	Yes	%	88.0	91.1	83.1	87.5	87.8	88.1		83.7	88.6	90.6
	No	%	11.1	8.1	16.9	11.2	11.0	11.3		13.9	10.8	9.4
	I don't know/I prefer not to answer	%	0.9	0.9	0.0	1.3	1.1	0.6		2.5	0.6	0.0

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 3 - [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital?	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	Anxious	%	29.1	28.5	26.4	31.2	23.6	34.3		33.7	28.8	26.2
	Somewhat anxious	%	47.1	49.5	51.3	42.6	49.6	45.1		49.0	45.6	47.1
	Somewhat not anxious	%	11.1	13.5	7.6	10.3	10.5	11.3		8.2	12.5	11.8
	Not anxious	%	11.6	8.4	13.5	13.7	14.5	8.9		6.9	12.2	14.3
	I don't know/I prefer not to answer	%	1.1	0.0	1.2	2.2	1.8	0.5		2.1	0.8	0.6

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	Yes, for myself	%	31.3	31.8	33.0	30.1	29.3	33.4		33.3	28.2	32.7
	Yes, for a loved one	%	14.9	19.0	8.7	13.9	13.5	16.2		11.7	19.0	13.4
	No	%	57.4	56.5	58.8	57.7	60.7	54.7		54.2	60.0	57.5
	I don't know/I prefer not to answer	%	1.7	1.0	2.0	2.2	1.9	1.0		5.3	0.5	0.0

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to medical access (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region			Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)			The City of Toronto			Rest of Ontario		
			Ontario 2020-07			Male	Female	Other	18 to 34	35 to 54	55 plus
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	530	219	103	268	261	1	154	212	164
		Wgt N	528	215	104	253	274	1	145	186	197
	Yes, for myself	%	29.8	29.4	32.2	27.8	31.7		31.9	26.2	31.6
	Yes, for a loved one	%	14.1	17.6	8.5	12.8	15.4		11.2	17.7	13.0
	No	%	54.5	52.2	57.4	57.6	51.9		51.8	55.7	55.5
	I don't know/I prefer not to answer	%	1.6	0.9	1.9	1.9	1.0		5.1	0.5	0.0

*Multifrequency question grouped by responses. Values are based on the proportion medical access represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	65	32	59	71	85	0	50	54	52
		Wgt N	157	63	34	60	70	87	0	46	49	62
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	55.2	68.7	47.6	45.1	56.7	53.9	-	73.4	50.7	45.0
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	31.2	24.4	35.4	36.1	25.7	35.7	-	8.4	35.5	44.8
	Mental health concerns (e.g. anxiety, depression)	%	17.5	13.5	11.8	24.8	16.8	18.0	-	18.5	22.1	13.1
	Prescription renewal	%	54.2	46.8	66.0	55.5	54.1	54.3	-	42.1	56.2	61.7
	COVID or COVID-related concerns	%	10.6	8.2	12.2	12.3	13.8	8.1	-	16.5	9.2	7.5
	I don't know / I prefer not to answer	%	1.4	0.0	0.0	3.6	0.0	2.5	-	2.1	0.0	1.9

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
				The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [Rank 2]	Total	Unwgt N	267	106	55	106	119	148	0	82	94	91
		Wgt N	267	102	58	107	117	150	0	74	84	108
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	32.4	42.5	27.5	25.4	33.9	31.2	-	45.6	29.2	25.9
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	18.4	15.1	20.4	20.4	15.4	20.7	-	5.2	20.4	25.8
	Mental health concerns (e.g. anxiety, depression)	%	10.3	8.3	6.8	14.0	10.0	10.4	-	11.5	12.7	7.5
	Prescription renewal	%	31.9	29.0	38.1	31.3	32.4	31.5	-	26.2	32.4	35.5
	COVID or COVID-related concerns	%	6.3	5.1	7.1	6.9	8.2	4.7	-	10.2	5.3	4.3
	I don't know / I prefer not to answer	%	0.8	0.0	0.0	2.0	0.0	1.4	-	1.3	0.0	1.1

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	65	32	59	71	85	0	50	54	52
		Wgt N	157	63	34	60	70	87	0	46	49	62
	In-person at my doctor's office	%	30.8	30.3	25.0	34.5	33.5	28.6	-	34.1	33.0	26.5
	At a walk-in clinic	%	11.0	13.3	11.4	8.4	18.6	4.9	-	13.7	11.5	8.7
	At a hospital emergency room	%	11.3	8.6	14.4	12.4	8.5	13.6	-	10.5	16.5	7.8
	Phone or video call with my family doctor	%	55.3	56.6	53.5	54.8	50.7	59.0	-	41.3	61.0	61.2
	Telehealth	%	11.6	8.5	23.0	8.4	11.6	11.6	-	17.9	10.9	7.5
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor	%	8.3	9.8	0.0	11.4	11.8	5.5	-	7.2	8.3	9.2
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	19.7	14.9	31.7	18.1	23.4	16.8	-	26.9	17.6	16.0
	I chose not to access medical care during the pandemic	%	7.6	8.1	8.1	6.7	4.1	10.4	-	5.3	5.3	11.1
I don't know / I prefer not to answer	%	0.6	0.0	2.9	0.0	0.0	1.1	-	0.0	2.0	0.0	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	246	99	54	93	116	130	0	78	91	77
		Wgt N	245	95	57	93	114	131	0	72	81	92
	In-person at my doctor's office	%	19.7	20.2	14.7	22.3	20.7	18.9	-	21.7	19.9	17.9
	At a walk-in clinic	%	7.1	8.9	6.7	5.4	11.5	3.3	-	8.7	7.0	5.9
	At a hospital emergency room	%	7.2	5.7	8.5	8.0	5.2	9.0	-	6.7	9.9	5.3
	Phone or video call with my family doctor	%	35.4	37.7	31.4	35.4	31.3	38.9	-	26.3	36.7	41.4
	Telehealth	%	7.4	5.7	13.5	5.4	7.1	7.7	-	11.4	6.6	5.1
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	5.3	6.5	0.0	7.4	7.3	3.6	-	4.6	5.0	6.2
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	12.6	9.9	18.7	11.7	14.4	11.1	-	17.2	10.6	10.8
	I chose not to access medical care during the pandemic	%	4.9	5.4	4.8	4.4	2.5	6.9	-	3.4	3.2	7.5
	I don't know / I prefer not to answer	%	0.4	0.0	1.7	0.0	0.0	0.7	-	0.0	1.2	0.0

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	75	40	8	27	34	41	0	17	36	22
		Wgt N	75	38	9	28	32	42	0	16	33	26
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	58.4	65.8			46.3	67.6	-		62.0	
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	26.7	36.3			33.8	21.4	-		21.8	
	Mental health concerns (e.g. anxiety, depression)	%	5.8	4.6			11.2	1.7	-		0.0	
	Prescription renewal	%	35.5	38.8			39.2	32.8	-		41.1	
	COVID-19 or COVID-19-related concerns	%	3.7	4.1			6.4	1.7	-		0.0	
	I don't know / I prefer not to answer	%	5.4	2.4			2.7	7.4	-		5.9	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)									
			Ontario 2020-07		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	60	9	33	48	54	0	23	47	32
		Wgt N	101	58	11	33	45	56	0	21	43	37
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	43.0	43.3		39.1	33.2	51.0	-		47.4	43.1
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	19.7	23.9		18.8	24.2	16.1	-		16.7	21.0
	Mental health concerns (e.g. anxiety, depression)	%	4.3	3.0		7.9	8.0	1.3	-		0.0	5.1
	Prescription renewal	%	26.2	25.5		24.9	28.1	24.7	-		31.4	25.3
	COVID-19 or COVID-19-related concerns	%	2.8	2.7		0.0	4.6	1.3	-		0.0	0.0
	I don't know / I prefer not to answer	%	4.0	1.6		9.4	2.0	5.6	-		4.5	5.6

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region			Gender			Age			
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	74	40	8	26	34	40	0	17	35	22
		Wgt N	74	38	9	27	32	41	0	16	32	26
	In-person at their doctor's office	%	27.3	27.2			30.6	24.8	-		37.5	
	At a walk-in clinic	%	7.7	8.9			6.4	8.7	-		9.0	
	At a hospital emergency room	%	14.8	10.9			11.9	17.2	-		6.8	
	Phone or video call with their family doctor	%	58.1	67.0			60.5	56.2	-		55.0	
	Telehealth	%	10.1	11.6			12.6	8.2	-		7.1	
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	6.1	9.6			14.0	0.0	-		3.2	
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	2.0	1.9			2.2	1.8	-		2.3	
	They chose not to access medical care during the pandemic	%	7.6	9.3			2.7	11.4	-		8.7	
	I don't know / I prefer not to answer	%	1.2	0.0			2.7	0.0	-		0.0	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a means of access to medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	58	13	31	51	51	0	24	47	31
		Wgt N	99	55	13	31	46	53	0	21	41	37
	In-person at their doctor's office	%	20.3	18.6		29.9	21.3	19.3	-		29.0	13.1
	At a walk-in clinic	%	5.7	6.1		3.3	4.4	6.8	-		7.0	0.0
	At a hospital emergency room	%	11.0	7.4		12.3	8.3	13.4	-		5.2	15.2
	Phone or video call with their family doctor	%	43.0	45.8		31.7	42.1	43.8	-		42.5	50.8
	Telehealth	%	7.5	7.9		7.9	8.8	6.4	-		5.5	7.5
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5	6.6		2.9	9.7	0.0	-		2.4	5.2
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	1.5	1.3		2.3	1.6	1.4	-		1.8	0.0
	They chose not to access medical care during the pandemic	%	5.6	6.3		6.8	1.9	8.9	-		6.7	5.7
	I don't know / I prefer not to answer	%	0.9	0.0		2.9	1.9	0.0	-		0.0	2.4

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to medical represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age			
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)			The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Ontario 2020-07													
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157	
		Wgt N	501	199	102	200	240	260	1	139	172	190	
	Yes, delayed care for myself	%	39.9	43.1	34.0	39.7	33.3	46.2		41.6	32.7	45.2	
	Yes, delayed care for someone else	%	9.8	13.7	6.9	7.3	8.6	10.8		8.1	14.7	6.4	
	No	%	53.6	50.1	56.8	55.5	59.5	48.0		49.9	59.0	51.5	
	I don't know/ I prefer not to answer	%	1.4	0.0	3.7	1.7	1.9	1.0		3.9	0.0	0.9	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

			Region				Gender			Age		
				The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	525	214	103	208	263	261	1	152	210	163
		Wgt N	524	213	103	209	248	276	1	143	184	198
	Yes, delayed care for myself	%	38.1	40.3	33.5	38.1	32.2	43.6		40.2	30.7	43.4
	Yes, delayed care for someone else	%	9.3	12.8	6.8	7.0	8.3	10.2		7.8	13.8	6.2
	No	%	51.2	46.9	56.0	53.2	57.6	45.3		48.2	55.4	49.5
	I don't know/ I prefer not to answer	%	1.4	0.0	3.6	1.6	1.9	0.9		3.8	0.0	0.9

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 10 - [ASK THOSE THAT DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice?	Total	Unwgt N	223	100	40	83	98	125	0	70	80	73
		Wgt N	225	99	40	86	93	133	0	64	71	90
	Concerned	%	28.8	29.7	33.0	25.7	19.2	35.4	-	24.3	33.3	28.4
	Somewhat concerned	%	39.5	36.8	29.2	47.4	49.1	32.7	-	41.7	34.7	41.5
	Somewhat not concerned	%	16.2	21.9	19.6	8.0	17.9	15.1	-	18.8	22.0	9.9
	Not concerned	%	14.0	9.0	15.7	18.9	13.8	14.1	-	15.2	7.3	18.3
	I don't know / I prefer not to answer	%	1.6	2.7	2.4	0.0	0.0	2.7	-	0.0	2.7	1.9

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 11 - [ASK ALL Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments?	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	In-person	%	33.8	31.8	30.8	37.4	34.3	33.5		27.0	27.9	44.2
	By phone call	%	32.2	37.0	32.3	27.3	29.9	34.0		27.9	34.6	33.1
	By video chat	%	20.4	19.2	24.1	19.8	22.3	18.8		29.9	24.1	10.2
	By secure chat/text messaging	%	3.3	3.0	0.6	5.0	3.0	3.6		5.5	2.9	2.1
	No preference	%	8.4	7.2	10.9	8.3	8.8	8.2		6.2	8.9	9.6

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

I don't know / I prefer not to answer	%	1.8	1.7	1.3	2.2	1.7	2.0		3.5	1.5	0.9
---------------------------------------	---	-----	-----	-----	-----	-----	-----	--	-----	-----	-----

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)				The City of Toronto			Rest of Ontario		
			Ontario 2020-07				Male			Female		
			Other				18 to 34			35 to 54		
			55 plus									
Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult, when it comes to helping your loved ones consult with a doctor?	Total	Unwgt N	278	113	53	112	139	138	1	61	139	78
		Wgt N	269	111	50	108	125	143	1	55	120	93
	Easier	%	20.8	16.3	27.2	22.4	19.2	22.4		21.9	21.5	19.3
	Somewhat easier	%	38.9	37.2	40.0	40.0	39.8	37.6		31.8	38.4	43.6
	Somewhat difficult	%	18.4	26.9	21.4	8.3	18.6	18.4		20.0	21.0	14.1
	Difficult	%	10.3	8.8	3.9	14.8	8.9	11.6		18.7	8.4	7.8
	No difference	%	5.4	5.1	3.2	6.7	6.2	4.7		3.0	5.7	6.3
	I don't know/ I prefer not to answer	%	6.2	5.6	4.4	7.7	7.4	5.3		4.5	4.9	9.0

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)				The City of Toronto			Rest of Ontario		
			Ontario 2020-07				Male			Female		
			Other				18 to 34			35 to 54		
			55 plus									
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	443	182	85	176	226	216	1	125	175	143
		Wgt N	440	180	85	175	211	228	1	116	152	172
	Yes, via a phone call	%	43.1	46.0	43.6	40.0	41.2	44.6		41.2	40.1	47.1
	Yes, via video chat	%	12.4	13.0	21.0	7.4	13.1	11.7		15.2	12.6	10.2
	Yes, via secure chat/text messaging	%	5.3	6.5	9.8	1.9	6.9	3.8		4.4	6.6	4.7
	No, they do not offer virtual consultations	%	15.9	15.5	14.4	17.1	19.8	12.4		18.9	18.8	11.4

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

	I don't know/ I prefer not to answer	%	32.1	27.6	29.3	38.0	28.6	35.4		28.0	31.3	35.5
--	--------------------------------------	---	------	------	------	------	------	------	--	------	------	------

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	480	196	100	184	246	233	1	134	192	154
		Wgt N	479	196	100	183	231	247	1	125	166	188
	Yes, via a phone call	%	39.6	42.3	36.9	38.3	37.6	41.3		38.2	36.7	43.2
	Yes, via video chat	%	11.4	12.0	17.8	7.1	12.0	10.8		14.1	11.5	9.4
	Yes, via secure chat/text messaging	%	4.9	6.0	8.3	1.8	6.3	3.6		4.1	6.1	4.3
	No, they do not offer virtual consultations	%	14.6	14.2	12.2	16.4	18.0	11.5		17.5	17.1	10.5
	I don't know/ I prefer not to answer	%	29.5	25.4	24.8	36.4	26.1	32.8		26.0	28.6	32.6

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	54	16	16	22	27	27	0	19	21	14
		Wgt N	56	16	17	22	26	29	0	19	19	18
	Yes, through Telehealth	%	19.1						-			
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5						-			
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	5.0						-			
	No, I do not use virtual care options	%	66.2						-			
	Don't know/prefer not to answer	%	7.0						-			

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	55	16	17	22	27	28	0	19	22	14
		Wgt N	57	16	18	22	26	30	0	19	20	18
	Yes, through Telehealth	%	18.8									
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.4									
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	4.9									
	No, I do not use virtual care options	%	65.0									
	Don't know/prefer not to answer	%	6.9									

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – STAT SHEET

For the next set of questions, we would like you to think specifically of Ontario Health Insurance Plan (OHIP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor.

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through an Ontario Health Insurance Plan (OHIP) covered service offered by a third party	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	Comfortable	%	22.6	24.3	23.9	20.2	21.5	23.6		24.9	22.3	21.1
	Somewhat comfortable	%	42.0	47.0	39.4	38.3	46.0	38.4		45.9	43.3	37.9
	Somewhat not comfortable	%	15.8	13.9	17.0	17.1	14.5	16.7		15.8	16.9	14.8
	Not comfortable	%	11.7	9.4	10.7	14.5	9.0	14.3		4.9	10.7	17.7
	I don't know / I prefer not to answer	%	7.9	5.4	9.0	9.9	8.9	7.0		8.5	6.8	8.6

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 16 - [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]	Total	Unwgt N	131	44	26	61	58	72	1	28	54	49
		Wgt N	138	47	28	63	56	81	1	29	48	62
	I have security concerns (e.g. data privacy)	%	30.9	26.2	31.2	34.3	39.4	25.4		36.5	31.4	28.0
	I prefer to see a doctor in person	%	51.8	56.0	44.3	52.0	57.3	47.3		58.6	42.7	55.6
	I don't believe in private healthcare	%	12.6	15.2	19.3	7.6	15.3	10.8		8.0	13.7	13.8
	I think it would be expensive	%	14.4	17.2	9.7	14.4	15.2	12.8		21.0	11.3	13.7
	I do not need it	%	8.2	9.8	8.9	6.6	5.0	10.5		8.8	8.5	7.6
	I am concerned about my mobility data usage	%	3.2	6.3	0.0	2.3	4.3	1.1		3.5	7.1	0.0
	I am concerned about my home data usage	%	4.8	6.3	0.0	5.8	8.0	2.6		0.0	3.5	8.1
	I do not trust it	%	20.6	19.9	15.3	23.4	21.8	18.7		23.9	27.0	14.1
	I don't want to see a doctor I do not already have a relationship with	%	43.7	48.2	33.9	44.8	42.8	43.7		36.9	42.3	48.0
	I am not comfortable enough with technology	%	7.2	11.6	0.0	7.2	7.8	6.9		0.0	3.5	13.5
	I am worried they wouldn't be able to diagnose me without seeing me in person	%	41.5	46.2	34.6	41.1	39.2	42.3		47.0	40.6	39.6
Other		%	1.6	0.0	0.0	3.5	0.0	2.8		0.0	2.1	1.9

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 16 - [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]	Total	Unwgt N	324	116	55	153	155	163	6	72	128	124
		Wgt N	332	122	56	154	144	181	6	70	111	150
	I have security concerns (e.g. data privacy)	%	12.9	9.9	15.8	14.1	15.4	11.3		14.9	13.5	11.5
	I prefer to see a doctor in person	%	21.5	21.3	22.5	21.4	22.4	21.0		24.0	18.3	22.8
	I don't believe in private healthcare	%	5.2	5.8	9.8	3.1	6.0	4.8		3.3	5.9	5.7
	I think it would be expensive	%	6.0	6.6	4.9	5.9	5.9	5.7		8.6	4.8	5.6
	I do not need it	%	3.4	3.7	4.5	2.7	2.0	4.7		3.6	3.6	3.1
	I am concerned about my mobility data usage	%	1.3	2.4	0.0	0.9	1.7	0.5		1.4	3.0	0.0
	I am concerned about my home data usage	%	2.0	2.4	0.0	2.4	3.1	1.2		0.0	1.5	3.3
	I do not trust it	%	8.6	7.6	7.8	9.6	8.5	8.3		9.8	11.5	5.8
	I don't want to see a doctor I do not already have a relationship with	%	18.2	18.3	17.2	18.4	16.7	19.4		15.1	18.1	19.7
	I am not comfortable enough with technology	%	3.0	4.4	0.0	3.0	3.0	3.1		0.0	1.5	5.5
	I am worried they wouldn't be able to diagnose me without seeing me in person	%	17.3	17.6	17.5	16.9	15.3	18.8		19.2	17.4	16.3
Other		%	0.7	0.0	0.0	1.4	0.0	1.2		0.0	0.9	0.8

*Multifrequency question grouped by responses. Values are based on the proportion a reason for discomfort represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	41	12	8	21	22	19	0	10	17	14
		Wgt N	41	12	7	22	21	20	0	10	15	16
	Where the data is stored	%	93.1							-		
	Where the doctors are located	%	41.6							-		
	Who has access to my personal information	%	93.1							-		
	I would be worried about storing health information on my phone	%	64.4							-		
	The credentials of the doctor	%	58.7							-		
	I would be concerned about identity theft	%	69.7							-		

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	170	46	30	94	91	79	0	41	63	66
		Wgt N	174	48	27	98	87	86	0	44	55	75
	Where the data is stored	%	22.1	21.5	27.5	21.0	21.8	22.5	-	21.7	23.6	21.3
	Where the doctors are located	%	9.9	11.8	7.8	9.5	11.0	8.8	-	7.3	7.8	13.0
	Who has access to my personal information	%	22.1	23.1	20.6	22.0	20.6	23.7	-	20.7	24.4	21.3
	I would be worried about storing health information on my phone	%	15.3	11.2	16.1	17.1	14.6	16.0	-	18.3	12.2	15.8
	The credentials of the doctor	%	14.0	13.3	11.4	15.0	14.4	13.6	-	12.9	17.7	11.9
	I would be concerned about identity theft	%	16.6	19.1	16.5	15.3	17.7	15.5	-	19.0	14.3	16.8

*Multifrequency question grouped by responses. Values are based on the proportion a type of security concern represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 18 - I feel nervous or unprepared for virtual care appointments	Total	Unwgt N	500	201	100	199	253	246	1	147	198	155
		Wgt N	499	199	101	199	238	260	1	139	172	188
	Agree	%	13.8	18.4	6.3	12.9	10.6	16.3		11.9	14.7	14.3
	Somewhat agree	%	30.2	28.9	29.4	31.8	31.8	28.8		38.0	24.3	29.7
	Somewhat disagree	%	21.4	25.6	21.3	17.2	23.6	19.5		19.6	28.6	16.1
	Disagree	%	25.0	19.3	34.6	25.8	26.7	23.5		23.6	25.9	25.2
	I don't know/I prefer not to answer	%	9.7	7.7	8.4	12.3	7.3	11.9		6.9	6.4	14.7

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 19 - I am interested in learning tips on how to use virtual care services	Total	Unwgt N	501	201	101	199	254	246	1	147	198	156
		Wgt N	500	199	102	199	239	260	1	139	172	189
	Agree	%	24.4	33.3	16.1	19.7	23.6	25.2		19.8	24.7	27.5
	Somewhat agree	%	41.5	39.1	50.6	39.2	44.1	38.8		49.3	43.4	33.9
	Somewhat disagree	%	12.1	7.5	13.2	16.1	12.2	12.0		15.4	13.0	8.9
	Disagree	%	13.0	13.0	8.7	15.1	12.9	13.1		7.9	13.5	16.2
	I don't know/I prefer not to answer	%	9.1	7.0	11.5	9.9	7.2	10.8		7.6	5.5	13.5

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 20 - I am concerned that a second wave of COVID-19 would impact my ability to access medical care	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	Agree	%	34.1	37.6	31.8	31.7	28.8	38.6		31.7	32.7	37.0
	Somewhat agree	%	43.1	44.5	46.1	40.2	46.1	40.5		47.2	44.6	38.8
	Somewhat disagree	%	10.1	9.5	9.4	11.0	12.9	7.5		11.2	10.2	9.2
	Disagree	%	7.8	3.8	9.0	11.2	8.0	7.6		6.9	8.7	7.6
	I don't know/I prefer not to answer	%	4.9	4.5	3.7	6.0	4.1	5.7		3.0	3.7	7.4

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 21 - If available, I am likely to use an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over	Total	Unwgt N	500	201	101	198	254	245	1	147	198	155
		Wgt N	499	199	102	198	239	259	1	139	172	188
	Agree	%	19.1	22.4	14.6	18.1	17.7	20.5		17.8	17.5	21.7
	Somewhat agree	%	38.1	40.9	47.6	30.2	37.7	38.5		42.8	43.4	29.6
	Somewhat disagree	%	15.1	14.2	13.9	16.7	17.4	13.0		15.2	14.0	16.1
	Disagree	%	16.8	13.5	16.8	20.3	17.1	16.2		17.4	14.0	19.1
	I don't know/I prefer not to answer	%	10.9	9.0	7.1	14.7	10.0	11.7		6.9	11.2	13.6

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

			Region				Gender			Age		
			Ontario 2020-07	The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)	The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 22 - [ASK ALL] What aspects of virtual care would you like to learn more about? [OPEN-ENDED]	Total	Unwgt N	410	164	77	169	210	199	1	106	169	135
		Wgt N	407	161	80	167	195	211	1	97	148	161
	Privacy/security	%	10.2	10.1	8.1	11.3	11.0	9.5		15.1	8.0	9.3
	The logistics (internet connection, platform required, etc.)	%	8.3	6.1	12.6	8.5	7.2	9.4		5.7	10.8	7.7
	How assessments/diagnostics will work	%	10.5	11.2	13.2	8.6	11.9	9.4		12.6	13.4	6.7
	Scheduling/access and types of services available	%	12.9	18.1	10.4	9.0	12.4	13.4		17.9	10.7	11.9
	How it works/all aspects (not specified)	%	16.4	19.3	16.8	13.3	15.4	16.9		13.3	14.9	19.6
	Nothing	%	18.9	12.9	16.1	26.0	19.0	18.8		14.2	20.3	20.4
	Payment/coverage	%	1.5	0.6	0.9	2.5	0.5	2.3		1.8	2.1	0.7
	Third party involved	%	1.5	0.0	0.8	3.2	2.0	1.0		1.0	1.4	1.8
	Prescriptions	%	1.3	2.2	0.9	0.6	1.4	1.2		3.3	0.7	0.6
	Qualifications of doctors/choosing a doctor	%	3.8	3.5	4.7	3.6	4.4	3.2		1.6	2.1	6.6
	Benefits of doing it virtually	%	2.2	2.7	1.6	2.1	2.7	1.7		4.7	3.0	0.0
	Preparing for an appointment	%	1.4	1.7	2.2	0.7	0.9	1.8		0.8	1.3	1.8
	Other	%	4.0	5.7	4.4	2.3	4.1	4.0		3.3	3.8	4.7

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – STAT SHEET

	Unsure	%	7.2	5.8	7.4	8.4	6.9	7.4		4.8	7.6	8.2
--	--------	---	-----	-----	-----	-----	-----	-----	--	-----	-----	-----

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	My spouse/partner	%	34.5	64.2	-	
	My child/children	%	24.5	45.7	-	
	My parent/parents.	%	9.5	17.8	-	
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	3.3	6.2	-	
	No one else.	%	45.1	-	100.0	
	I don't know/I prefer not to answer.	%	1.2	-	-	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific relation (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	601	377	219	5
		Wgt N	592	360	226	6
	My spouse/partner	%	29.1	48.0	0.0	0.0
	My child/children	%	20.7	34.1	0.0	0.0
	My parent/parents.	%	8.1	13.3	0.0	0.0
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	2.8	4.6	0.0	0.0
	No one else.	%	38.2	0.0	100.0	0.0
	I don't know/I prefer not to answer.	%	1.1	0.0	0.0	100.0

*Multifrequency question grouped by responses. Values are based on the proportion a relation represents of all responses (columns add up to 100 percent).

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 2 - [ASK ALL] Do you currently have a family doctor?	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	Yes	%	88.0	89.7	86.4	72.6
	No	%	11.1	10.0	12.8	0.0
	I don't know/I prefer not to answer	%	0.9	0.3	0.9	27.4

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co

Page 3



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 3 - [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital?	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	Anxious	%	29.1	31.6	25.6	
	Somewhat anxious	%	47.1	45.2	50.0	
	Somewhat not anxious	%	11.1	12.0	10.3	
	Not anxious	%	11.6	10.6	13.0	
	I don't know/I prefer not to answer	%	1.1	0.5	1.1	

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	Yes, for myself	%	31.3	29.3	34.1	
	Yes, for a loved one	%	14.9	23.0	5.7	
	No	%	57.4	56.0	60.1	
	I don't know/I prefer not to answer	%	1.7	0.7	1.4	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to medical access (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	530	303	222	5
		Wgt N	528	292	229	6
	Yes, for myself	%	29.8	26.9	33.6	
	Yes, for a loved one	%	14.1	21.1	5.6	
	No	%	54.5	51.4	59.4	
	I don't know/I prefer not to answer	%	1.6	0.6	1.4	

*Multifrequency question grouped by responses. Values are based on the proportion medical access represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	82	73	1
		Wgt N	157	79	77	1
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	55.2	59.1	50.4	
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	31.2	26.9	36.3	
	Mental health concerns (e.g. anxiety, depression)	%	17.5	16.7	18.5	
	Prescription renewal	%	54.2	58.5	49.1	
	COVID or COVID-related concerns	%	10.6	13.4	8.0	
	I don't know / I prefer not to answer	%	1.4	1.5	1.2	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	267	145	120	2
		Wgt N	267	138	126	3
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	32.4	33.5	30.8	
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	18.4	15.3	22.2	
	Mental health concerns (e.g. anxiety, depression)	%	10.3	9.5	11.3	
	Prescription renewal	%	31.9	33.2	30.1	
	COVID or COVID-related concerns	%	6.3	7.6	4.9	
	I don't know / I prefer not to answer	%	0.8	0.9	0.8	

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	82	73	1
		Wgt N	157	79	77	1
	In-person at my doctor's office	%	30.8	33.2	28.8	
	At a walk-in clinic	%	11.0	10.9	9.6	
	At a hospital emergency room	%	11.3	13.1	9.7	
	Phone or video call with my family doctor	%	55.3	64.5	45.0	
	Telehealth	%	11.6	13.8	9.6	
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	8.3	9.9	6.8	
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	19.7	20.1	19.7	
	I chose not to access medical care during the pandemic	%	7.6	4.5	10.9	
	I don't know / I prefer not to answer	%	0.6	0.0	1.3	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	246	139	105	2
		Wgt N	245	134	109	3
	In-person at my doctor's office	%	19.7	19.5	20.4	
	At a walk-in clinic	%	7.1	6.4	6.8	
	At a hospital emergency room	%	7.2	7.7	6.9	
	Phone or video call with my family doctor	%	35.4	37.9	31.9	
	Telehealth	%	7.4	8.1	6.8	
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	5.3	5.8	4.8	
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	12.6	11.8	13.9	
	I chose not to access medical care during the pandemic	%	4.9	2.6	7.7	
	I don't know / I prefer not to answer	%	0.4	0.0	0.9	

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	75	63	12	0
		Wgt N	75	62	13	0
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	58.4	63.5		-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	26.7	26.8		-
	Mental health concerns (e.g. anxiety, depression)	%	5.8	7.0		-
	Prescription renewal	%	35.5	38.5		-
	COVID-19 or COVID-19-related concerns	%	3.7	4.5		-
	I don't know / I prefer not to answer	%	5.4	1.5		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	89	13	0
		Wgt N	101	88	14	0
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	43.0	44.7		-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	19.7	18.9		-
	Mental health concerns (e.g. anxiety, depression)	%	4.3	5.0		-
	Prescription renewal	%	26.2	27.2		-
	COVID-19 or COVID-19-related concerns	%	2.8	3.2		-
	I don't know / I prefer not to answer	%	4.0	1.1		-

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	74	62	12	0
		Wgt N	74	61	13	0
	In-person at their doctor's office	%	27.3	27.2		-
	At a walk-in clinic	%	7.7	9.3		-
	At a hospital emergency room]	%	14.8	13.2		-
	Phone or video call with their family doctor	%	58.1	62.9		-
	Telehealth	%	10.1	8.2		-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	6.1	7.4		-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	2.0	2.4		-
	They chose not to access medical care during the pandemic	%	7.6	7.7		-
	I don't know / I prefer not to answer	%	1.2	0.0		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to means of access to healthcare (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	88	14	0
		Wgt N	99	84	15	0
	In-person at their doctor's office	%	20.3	19.7		-
	At a walk-in clinic	%	5.7	6.7		-
	At a hospital emergency room]	%	11.0	9.5		-
	Phone or video call with their family doctor	%	43.0	45.5		-
	Telehealth	%	7.5	5.9		-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5	5.4		-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	1.5	1.7		-
	They chose not to access medical care during the pandemic	%	5.6	5.5		-
	I don't know / I prefer not to answer	%	0.9	0.0		-

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	Yes, delayed care for myself	%	39.9	42.4	37.7	
	Yes, delayed care for someone else	%	9.8	15.2	2.8	
	No	%	53.6	48.9	59.7	
	I don't know/ I prefer not to answer	%	1.4	1.3	0.9	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	525	299	221	5
		Wgt N	524	290	229	6
	Yes, delayed care for myself	%	38.1	39.3	37.3	
	Yes, delayed care for someone else	%	9.3	14.1	2.8	
	No	%	51.2	45.4	59.0	
	I don't know/ I prefer not to answer	%	1.4	1.2	0.9	

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 10 - [ASK THOSE THAT DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice?	Total	Unwgt N	223	136	85	2
		Wgt N	225	134	89	2
	Concerned	%	28.8	31.6	23.3	
	Somewhat concerned	%	39.5	35.3	46.7	
	Somewhat not concerned	%	16.2	15.3	17.2	
	Not concerned	%	14.0	15.7	11.7	
	I don't know / I prefer not to answer	%	1.6	2.0	1.1	

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 11 - [ASK ALL Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments?	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	In-person	%	33.8	32.7	36.1	
	By phone call	%	32.2	34.0	30.5	
	By video chat	%	20.4	21.5	19.2	
	By secure chat/text messaging	%	3.3	4.2	2.3	
	No preference	%	8.4	7.3	9.7	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

I don't know / I prefer not to answer	%	1.8	0.2	2.3	
---------------------------------------	---	-----	-----	-----	--

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor?	Total	Unwgt N	278	278	0	0
		Wgt N	269	269	0	0
	Easier	%	20.8	20.8	-	-
	Somewhat easier	%	38.9	38.9	-	-
	Somewhat difficult	%	18.4	18.4	-	-
	Difficult	%	10.3	10.3	-	-
	No difference	%	5.4	5.4	-	-
	I don't know/ I prefer not to answer	%	6.2	6.2	-	-

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	443	250	189	4
		Wgt N	440	240	195	5
	Yes, via a phone call	%	43.1	48.4	36.6	
	Yes, via video chat	%	12.4	11.8	12.6	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Yes, via secure chat/text messaging	%	5.3	6.4	3.4	
No, they do not offer virtual consultations	%	15.9	19.2	12.3	
I don't know/ I prefer not to answer	%	32.1	23.3	42.4	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

		Ontario 2020-07		Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	480	272	202	6
		Wgt N	479	262	210	7
	Yes, via a phone call	%	39.6	44.4	34.1	
	Yes, via video chat	%	11.4	10.8	11.8	
	Yes, via secure chat/text messaging	%	4.9	5.8	3.2	
	No, they do not offer virtual consultations	%	14.6	17.6	11.4	
	I don't know/ I prefer not to answer	%	29.5	21.4	39.5	

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	54	26	28	0
		Wgt N	56	27	29	0
	Yes, through Telehealth	%	19.1			-
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5			-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	5.0			-
	No, I do not use virtual care options	%	66.2			-
	I don't know/prefer not to answer	%	7.0			-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	55	26	29	0
		Wgt N	57	27	30	0
	Yes, through Telehealth	%	18.8			-
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.4			-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	4.9			-
	No, I do not use virtual care options	%	65.0			-
	I don't know/prefer not to answer	%	6.9			-

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

For the next set of questions, we would like you to think specifically of Ontario Health Insurance Plan (OHIP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor.

				Other than yourself, who else do you make healthcare decisions for? Choose all that apply.		
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through a Medical Services Plan (MSP) covered service offered by a third party	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	Comfortable	%	22.6	21.5	24.5	
	Somewhat comfortable	%	42.0	47.2	35.9	
	Somewhat not comfortable	%	15.8	15.4	16.7	
	Not comfortable	%	11.7	10.5	13.5	
	I don't know / I prefer not to answer	%	7.9	5.3	9.4	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 16 - [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]	Total	Unwgt N	131	70	61	0
		Wgt N	138	70	68	0
	I have security concerns (e.g. data privacy)	%	30.9	29.1	32.8	-
	I prefer to see a doctor in person	%	51.8	57.7	45.7	-
	I don't believe in private healthcare	%	12.6	8.4	16.8	-
	I think it would be expensive	%	14.4	12.7	16.2	-
	I do not need it	%	8.2	8.5	7.8	-
	I am concerned about my mobility data usage	%	3.2	2.9	3.5	-
	I am concerned about my home data usage	%	4.8	2.7	6.9	-
	I do not trust it	%	20.6	23.5	17.5	-
	I don't want to see a doctor I do not already have a relationship with	%	43.7	41.5	45.9	-
	I am not comfortable enough with technology	%	7.2	5.7	8.8	-
	I am worried they wouldn't be able to diagnose me without seeing me in person	%	41.5	45.9	37.0	-
	Other	%	1.6	3.2	0.0	-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 16 - [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE]	Total	Unwgt N	324	172	152	0
Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]		Wgt N	332	168	163	0
I have security concerns (e.g. data privacy)		%	12.9	12.0	13.7	-
I prefer to see a doctor in person		%	21.5	23.9	19.1	-
I don't believe in private healthcare		%	5.2	3.5	7.0	-
I think it would be expensive		%	6.0	5.2	6.8	-
I do not need it		%	3.4	3.5	3.3	-
I am concerned about my mobility data usage		%	1.3	1.2	1.5	-
I am concerned about my home data usage		%	2.0	1.1	2.9	-
I do not trust it		%	8.6	9.7	7.3	-
I don't want to see a doctor I do not already have a relationship with		%	18.2	17.2	19.2	-
I am not comfortable enough with technology		%	3.0	2.4	3.7	-
I am worried they wouldn't be able to diagnose me without seeing me in person		%	17.3	19.0	15.5	-
Other		%	0.7	1.3	0.0	-

*Multifrequency question grouped by responses. Values are based on the proportion a type of reason for discomfort represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	41	20	21	0
		Wgt N	41	19	22	0
	Where the data is stored.	%	93.1			-
	Where the doctors are located	%	41.6			-
	Who has access to my personal information	%	93.1			-
	I would be worried about storing health information on my phone	%	64.4			-
	The credentials of the doctor	%	58.7			-
	I would be concerned about identity theft	%	69.7			-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern option (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	170	79	91	0
		Wgt N	174	74	100	0
	Where the data is stored.	%	22.1	22.8	21.7	-
	Where the doctors are located	%	9.9	8.5	11.0	-
	Who has access to my personal information	%	22.1	23.3	21.2	-
	I would be worried about storing health information on my phone	%	15.3	16.9	14.1	-
	The credentials of the doctor	%	14.0	13.0	14.7	-
	I would be concerned about identity theft	%	16.6	15.6	17.3	-

*Multifrequency question grouped by responses. Values are based on the proportion a type of security concern represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 18 - I feel nervous or unprepared for virtual care appointments	Total	Unwgt N	500	278	217	5
		Wgt N	499	269	224	6
	Agree	%	13.8	12.6	15.6	
	Somewhat agree	%	30.2	30.7	30.4	
	Somewhat disagree	%	21.4	23.4	18.9	
	Disagree	%	25.0	26.0	23.8	
	I don't know/I prefer not to answer	%	9.7	7.3	11.3	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Other than yourself, who else do you make healthcare decisions for? Choose all that apply.			
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 19 - I am interested in learning tips on how to use virtual care services	Total	Unwgt N	501	278	218	5
		Wgt N	500	269	225	6
	Agree	%	24.4	26.5	22.6	
	Somewhat agree	%	41.5	43.8	38.5	
	Somewhat disagree	%	12.1	10.7	13.3	
	Disagree	%	13.0	10.5	16.3	
	I don't know/I prefer not to answer	%	9.1	8.4	9.3	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.

		Ontario 2020-07		Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 20 - I am concerned that a second wave of COVID-19 would impact my ability to access medical care	Total	Unwgt N	502	278	219	5
		Wgt N	501	269	226	6
	Agree	%	34.1	36.0	31.6	
	Somewhat agree	%	43.1	41.3	45.6	
	Somewhat disagree	%	10.1	11.0	9.2	
	Disagree	%	7.8	8.0	7.7	
	I don't know/I prefer not to answer	%	4.9	3.6	5.9	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

Other than yourself, who else do you make healthcare decisions for? Choose all that apply.						
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 21 - If available, I am likely to use an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over	Total	Unwgt N	500	278	217	5
		Wgt N	499	269	224	6
	Agree	%	19.1	22.5	15.6	
	Somewhat agree	%	38.1	42.9	32.3	
	Somewhat disagree	%	15.1	11.7	19.6	
	Disagree	%	16.8	13.7	21.1	
	I don't know/I prefer not to answer	%	10.9	9.2	11.4	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By caregiver status – STAT SHEET

				Other than yourself, who else do you make healthcare decisions for? Choose all that apply.		
			Ontario 2020-07	Caregiver	Not a caregiver	I don't know/prefer not to answer
Question 22 - What aspects of virtual care would you like to learn more about? [OPEN-ENDED]	Total	Unwgt N	410	222	183	5
		Wgt N	407	213	187	6
	Privacy/security	%	10.2	10.7	9.6	
	The logistics (internet connection, platform required, etc.)	%	8.3	8.4	8.5	
	How assessments/diagnostics will work	%	10.5	13.5	7.6	
	Scheduling/access and types of services available	%	12.9	9.8	16.9	
	How it works/all aspects (not specified)	%	16.4	17.7	14.3	
	Nothing	%	18.9	15.4	22.5	
	Payment/coverage	%	1.5	2.0	0.9	
	Third party involved	%	1.5	1.2	1.8	
	Prescriptions	%	1.3	0.9	1.7	
	Qualifications of doctors/choosing a doctor	%	3.8	5.9	1.4	
	Benefits of doing it virtually	%	2.2	2.8	1.6	
	Preparing for an appointment	%	1.4	0.9	2.0	
	Othert	%	4.0	4.8	3.3	
	Unsure	%	7.2	6.0	7.8	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	502	444	54	4
		Wgt N	501	441	56	4
	My spouse/partner	%	34.5	35.1	31.8	
	My child/children	%	24.5	25.2	21.3	
	My parent/parents	%	9.5	9.8	6.8	
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	3.3	3.6	1.8	
	No one else	%	45.1	44.3	51.7	
	I don't know/I prefer not to answer	%	1.2	1.0	0.0	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific relation (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

Do you currently have a family doctor?						
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	601	536	61	4
		Wgt N	592	525	63	4
	My spouse/partner	%	29.1	29.5	28.0	
	My child/children	%	20.7	21.1	18.8	
	My parent/parents	%	8.1	8.3	6.0	
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	2.8	3.0	1.6	
	No one else	%	38.2	37.2	45.6	
	I don't know/I prefer not to answer	%	1.1	0.9	0.0	

*Multifrequency question grouped by responses. Values are based on the proportion a relation represents of all responses (columns add up to 100 percent).

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)				The City of Toronto					
			Ontario 2020-07				Male	Female	Other	18 to 34	35 to 54	55 plus
Question 2 - [ASK ALL] Do you currently have a family doctor?	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	Yes	%	88.0	91.1	83.1	87.5	87.8	88.1		83.7	88.6	90.6
	No	%	11.1	8.1	16.9	11.2	11.0	11.3		13.9	10.8	9.4
	I don't know/I prefer not to answer	%	0.9	0.9	0.0	1.3	1.1	0.6		2.5	0.6	0.0

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

Do you currently have a family doctor?

		Ontario 2020-06		Yes	No	I don't know/I prefer not to answer
Question 3 - [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital?	Total	Unwgt N	502	444	54	4
		Wgt N	501	441	56	4
	Anxious	%	29.1	29.7	23.7	
	Somewhat anxious	%	47.1	46.4	53.7	
	Somewhat not anxious	%	11.1	11.7	5.2	
	Not anxious	%	11.6	11.1	16.1	
	I don't know/I prefer not to answer	%	1.1	1.1	1.3	

Do you currently have a family doctor?

		Ontario 2020-06		Yes	No	I don't know/I prefer not to answer
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	502	444	54	4
		Wgt N	501	441	56	4
	Yes, for myself	%	31.3	34.3	10.6	
	Yes, for a loved one	%	14.9	15.5	10.8	
	No	%	57.4	54.5	80.8	
	I don't know/I prefer not to answer	%	1.7	1.5	0.0	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to medical access (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co

Page 4



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

Do you currently have a family doctor?						
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	530	471	55	4
		Wgt N	528	466	57	4
	Yes, for myself	%	29.8	32.4	10.4	
	Yes, for a loved one	%	14.1	14.7	10.6	
	No	%	54.5	51.5	79.0	
	I don't know/I prefer not to answer	%	1.6	1.4	0.0	

*Multifrequency question grouped by responses. Values are based on the proportion medical access represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	149	7	0
		Wgt N	157	151	6	0
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	55.2	55.3		-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	31.2	32.0		-
	Mental health concerns (e.g. anxiety, depression)	%	17.5	18.1		-
	Prescription renewal	%	54.2	55.1		-
	COVID or COVID-related concerns	%	10.6	10.4		-
	I don't know / I prefer not to answer	%	1.4	1.4		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	267	259	8	0
		Wgt N	267	260	7	0
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	32.4	32.1		-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	18.4	18.5		-
	Mental health concerns (e.g. anxiety, depression)	%	10.3	10.5		-
	Prescription renewal	%	31.9	31.9		-
	COVID or COVID-related concerns	%	6.3	6.1		-
	I don't know / I prefer not to answer	%	0.8	0.8		-

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	149	7	0
		Wgt N	157	151	6	0
	In-person at my doctor's office	%	30.8	31.3		-
	At a walk-in clinic	%	11.0	10.4		-
	At a hospital emergency room	%	11.3	11.2		-
	Phone or video call with my family doctor	%	55.3	57.4		-
	Telehealth	%	11.6	11.6		-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	8.3	8.6		-
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	19.7	18.2		-
	I chose not to access medical care during the pandemic	%	7.6	7.4		-
	I don't know / I prefer not to answer	%	0.6	0.6		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	246	236	10	0
		Wgt N	245	237	8	0
	In-person at my doctor's office	%	19.7	20.0		-
	At a walk-in clinic	%	7.1	6.7		-
	At a hospital emergency room	%	7.2	7.2		-
	Phone or video call with my family doctor	%	35.4	36.6		-
	Telehealth	%	7.4	7.4		-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	5.3	5.5		-
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	12.6	11.6		-
	I chose not to access medical care during the pandemic	%	4.9	4.7		-
	I don't know / I prefer not to answer	%	0.4	0.4		-

*Multifrequency question grouped by responses. Values are based on the proportion a type of access to health care represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	75	69	6	0
		Wgt N	75	69	6	0
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	58.4	62.2		-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	26.7	25.2		-
	Mental health concerns (e.g. anxiety, depression)	%	5.8	6.3		-
	Prescription renewal	%	35.5	34.0		-
	COVID-19 or COVID-19-related concerns	%	3.7	4.1		-
	I don't know / I prefer not to answer	%	5.4	5.9		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	95	7	0
		Wgt N	101	94	7	0
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	43.0	45.1		-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	19.7	18.3		-
	Mental health concerns (e.g. anxiety, depression)	%	4.3	4.6		-
	Prescription renewal	%	26.2	24.7		-
	COVID-19 or COVID-19-related concerns	%	2.8	3.0		-
	I don't know / I prefer not to answer	%	4.0	4.3		-

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	74	68	6	0
		Wgt N	74	67	6	0
	In-person at their doctor's office	%	27.3	28.7		-
	At a walk-in clinic	%	7.7	8.4		-
	At a hospital emergency room	%	14.8	14.8		-
	Phone or video call with their family doctor	%	58.1	57.1		-
	Telehealth	%	10.1	11.0		-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	6.1	6.7		-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	2.0	2.2		-
	They chose not to access medical care during the pandemic	%	7.6	6.9		-
	I don't know / I prefer not to answer	%	1.2	1.3		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a means of access to medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	95	7	0
		Wgt N	99	92	7	0
	In-person at their doctor's office	%	20.3	20.9		-
	At a walk-in clinic	%	5.7	6.1		-
	At a hospital emergency room	%	11.0	10.8		-
	Phone or video call with their family doctor	%	43.0	41.6		-
	Telehealth	%	7.5	8.1		-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5	4.9		-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	1.5	1.6		-
	They chose not to access medical care during the pandemic	%	5.6	5.0		-
	I don't know / I prefer not to answer	%	0.9	1.0		-

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to medical represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	502	444	54	4
		Wgt N	501	441	56	4
	Yes, delayed care for myself	%	39.9	41.6	29.3	
	Yes, delayed care for someone else	%	9.8	8.8	14.9	
	No	%	53.6	52.7	60.6	
	I don't know/ I prefer not to answer	%	1.4	1.6	0.0	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	525	465	56	4
		Wgt N	524	462	58	4
	Yes, delayed care for myself	%	38.1	39.7	28.0	
	Yes, delayed care for someone else	%	9.3	8.4	14.2	
	No	%	51.2	50.3	57.8	
	I don't know/ I prefer not to answer	%	1.4	1.6	0.0	

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 10 - [ASK THOSE THAT DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice?	Total	Unwgt N	223	201	21	1
		Wgt N	225	202	22	2
	Concerned	%	28.8	29.0		
	Somewhat concerned	%	39.5	40.1		
	Somewhat not concerned	%	16.2	15.7		
	Not concerned	%	14.0	14.2		
	I don't know / I prefer not to answer	%	1.6	0.9		

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 11 - [ASK ALL Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments?	Total	Unwgt N	502	444	54	4
		Wgt N	501	441	56	4
	In-person	%	33.8	34.9	28.1	
	By phone call	%	32.2	33.9	20.9	
	By video chat	%	20.4	21.2	13.1	
	By secure chat/text messaging	%	3.3	1.7	16.7	
	No preference	%	8.4	6.7	21.3	
	I don't know / I prefer not to answer	%	1.8	1.7	0.0	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor?	Total	Unwgt N	278	251	26	1
		Wgt N	269	241	27	1
	Easier	%	20.8	20.7		
	Somewhat easier	%	38.9	38.5		
	Somewhat difficult	%	18.4	18.8		
	Difficult	%	10.3	10.7		
	No difference	%	5.4	5.2		
	I don't know/ I prefer not to answer	%	6.2	6.2		

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	443	443	0	0
		Wgt N	440	440	0	0
	Yes, via a phone call	%	43.1	43.1	-	-
	Yes, via video chat	%	12.4	12.4	-	-
	Yes, via secure chat/text messaging	%	5.3	5.3	-	-
	No, they do not offer virtual consultations	%	15.9	15.9	-	-
	I don't know/ I prefer not to answer	%	32.1	32.1	-	-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	480	480	0	0
		Wgt N	479	479	0	0
	Yes, via a phone call	%	39.6	39.6	-	-
	Yes, via video chat	%	11.4	11.4	-	-
	Yes, via secure chat/text messaging	%	4.9	4.9	-	-
	No, they do not offer virtual consultations	%	14.6	14.6	-	-
	I don't know/ I prefer not to answer	%	29.5	29.5	-	-

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	54	0	54	0
		Wgt N	56	0	56	0
	Yes, through Telehealth	%	19.1	-	19.1	-
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5	-	4.5	-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	5.0	-	5.0	-
	No, I do not use virtual care options	%	66.2	-	66.2	-

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

Don't know/prefer not to answer	%	7.0	-	7.0	-
---------------------------------	---	-----	---	-----	---

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	55	0	55	0
		Wgt N	57	0	57	0
	Yes, through Telehealth	%	18.8	-	18.8	-
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.4	-	4.4	-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	4.9	-	4.9	-
	No, I do not use virtual care options	%	65.0	-	65.0	-
	Don't know/prefer not to answer	%	6.9	-	6.9	-

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

For the next set of questions, we would like you to think specifically of Ontario Health Insurance Plan (OHIP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor.

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through an Ontario Health Insurance Plan (OHIP) covered service offered by a third party	Total	Unwgt N	502	444	54	4
		Wgt N	501	441	56	4
	Comfortable	%	22.6	23.9	10.1	
	Somewhat comfortable	%	42.0	42.0	43.5	
	Somewhat not comfortable	%	15.8	14.6	26.3	
	Not comfortable	%	11.7	11.6	13.6	
	I don't know / I prefer not to answer	%	7.9	7.8	6.5	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 16 - [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]	Total	Unwgt N	131	110	21	0
		Wgt N	138	116	22	0
	I have security concerns (e.g. data privacy)	%	30.0	31.3		-
	I prefer to see a doctor in person	%	51.8	53.4		-
	I don't believe in private healthcare	%	12.6	13.6		-
	I think it would be expensive	%	14.4	15.0		-
	I do not need it	%	8.2	4.7		-
	I am concerned about my mobility data usage	%	3.2	3.2		-
	I am concerned about my home data usage	%	4.8	5.1		-
	I do not trust it	%	20.6	21.6		-
	I don't want to see a doctor I do not already have a relationship with	%	43.7	46.7		-
	I am not comfortable enough with technology	%	7.2	7.0		-
	I am worried they wouldn't be able to diagnose me without seeing me in person	%	41.5	43.4		-
	Other	%	3.1	1.8		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 16 - [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE] Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]	Total	Unwgt N	325	276	49	0
		Wgt N	332	286	47	0
	I have security concerns (e.g. data privacy)	%	12.4	12.7	10.9	-
	I prefer to see a doctor in person	%	21.5	21.7	20.5	-
	I don't believe in private healthcare	%	5.2	5.5	3.4	-
	I think it would be expensive	%	6.0	6.1	5.4	-
	I do not need it	%	3.4	1.9	12.4	-
	I am concerned about my mobility data usage	%	1.3	1.3	1.5	-
	I am concerned about my home data usage	%	2.0	2.1	1.5	-
	I do not trust it	%	8.5	8.8	7.1	-
	I don't want to see a doctor I do not already have a relationship with	%	18.1	18.9	13.4	-
	I am not comfortable enough with technology	%	3.0	2.8	4.1	-
	I am worried they wouldn't be able to diagnose me without seeing me in person	%	17.2	17.6	15.1	-
	Other	%	1.3	0.7	4.7	-

*Multifrequency question grouped by responses. Values are based on the proportion a reason for discomfort represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	41	36	5	0
		Wgt N	41	36	5	0
	Where the data is stored	%	93.1	92.2		-
	Where the doctors are located	%	41.6	36.2		-
	Who has access to my personal information	%	93.1	92.1		-
	I would be worried about storing health information on my phone	%	64.4	62.2		-
	The credentials of the doctor	%	58.7	55.7		-
	I would be concerned about identity theft	%	69.7	65.5		-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern (columns exceed 100%)



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	170	143	27	0
		Wgt N	174	146	27	0
	Where the data is stored	%	22.1	22.8		-
	Where the doctors are located	%	9.9	9.0		-
	Who has access to my personal information	%	22.1	22.8		-
	I would be worried about storing health information on my phone	%	15.3	15.4		-
	The credentials of the doctor	%	14.0	13.8		-
	I would be concerned about identity theft	%	16.6	16.2		-

*Multifrequency question grouped by responses. Values are based on the proportion a type of security concern represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 18 - I feel nervous or unprepared for virtual care appointments	Total	Unwgt N	500	442	54	4
		Wgt N	499	439	56	4
	Agree	%	13.8	13.3	18.7	
	Somewhat agree	%	30.2	29.2	39.0	
	Somewhat disagree	%	21.4	22.2	16.5	
	Disagree	%	25.0	25.3	21.0	
	I don't know/I prefer not to answer	%	9.7	10.0	4.7	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 19 - I am interested in learning tips on how to use virtual care services	Total	Unwgt N	501	443	54	4
		Wgt N	500	440	56	4
	Agree	%	24.4	25.1	20.9	
	Somewhat agree	%	41.5	41.5	41.6	
	Somewhat disagree	%	12.1	11.8	15.3	
	Disagree	%	13.0	13.3	10.1	
	I don't know/I prefer not to answer	%	9.1	8.4	12.2	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 20 - I am concerned that a second wave of COVID-19 would impact my ability to access medical care	Total	Unwgt N	502	444	54	4
		Wgt N	501	441	56	4
	Agree	%	34.1	35.6	24.6	
	Somewhat agree	%	43.1	42.1	50.8	
	Somewhat disagree	%	10.1	10.4	7.2	
	Disagree	%	7.8	7.2	12.9	
	I don't know/I prefer not to answer	%	4.9	4.7	4.5	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 21 - If available, I am likely to use an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over	Total	Unwgt N	500	442	54	4
		Wgt N	499	439	56	4
	Agree	%	19.1	20.6	9.4	
	Somewhat agree	%	38.1	36.2	51.0	
	Somewhat disagree	%	15.1	15.5	13.2	
	Disagree	%	16.8	16.3	22.7	
	I don't know/I prefer not to answer	%	10.9	11.5	3.7	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By individuals with or without a family doctor – STAT SHEET

			Do you currently have a family doctor?			
			Ontario 2020-06	Yes	No	I don't know/I prefer not to answer
Question 22 - [ASK ALL] What aspects of virtual care would you like to learn more about? [OPEN-ENDED]	Total	Unwgt N	410	363	43	4
		Wgt N	407	359	44	4
	Privacy/security	%	10.2	9.9	11.4	
	The logistics (internet connection, platform required, etc.)	%	8.3	8.6	6.7	
	How assessments/diagnostics will work	%	10.5	10.5	9.9	
	Scheduling/access and types of services available	%	12.9	12.9	14.3	
	How it works/all aspects (not specified)	%	16.4	16.7	15.5	
	Nothing	%	18.9	19.0	17.0	
	Payment/coverage	%	1.5	1.4	2.3	
	Third party involved	%	1.5	1.7	0.0	
	Prescriptions	%	1.3	1.2	2.2	
	Qualifications of doctors/choosing a doctor	%	3.8	4.0	2.3	
	Benefits of doing it virtually	%	2.2	2.2	2.2	
	Preparing for an appointment	%	1.4	1.4	1.8	
	Other	%	4.0	4.3	2.1	
	Unsure	%	7.2	6.2	12.2	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	502	156	75	292	7
		Wgt N	501	157	75	288	8
	My spouse/partner	%	34.5	39.2	47.1	32.7	
	My child/children	%	24.5	20.8	36.9	25.4	
	My parent/parents	%	9.5	8.1	20.7	8.1	
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	3.3	3.4	11.5	2.2	
	No one else	%	45.1	49.1	17.2	47.2	
	I don't know/I prefer not to answer	%	1.2	0.9	0.0	0.5	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific relation (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 1 - [ASK ALL] Other than yourself, who else do you make healthcare decisions for? (Choose all that apply.)	Total	Unwgt N	601	193	101	343	7
		Wgt N	592	191	99	334	8
	My spouse/partner	%	29.1	32.3	35.3	28.1	
	My child/children	%	20.7	17.1	27.7	21.9	
	My parent/parents	%	8.1	6.7	15.5	7.0	
	Another family member (e.g. grandchild, grandparent, sibling, aunt/uncle, cousin)	%	2.8	2.8	8.6	1.9	
	No one else	%	38.2	40.4	12.9	40.7	
	I don't know/I prefer not to answer	%	1.1	0.7	0.0	0.4	

*Multifrequency question grouped by responses. Values are based on the proportion a relation represents of all responses (columns add up to 100 percent).

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 2 - [ASK ALL] Do you currently have a family doctor?	Total	Unwgt N	502	156	75	292	7
		Wgt N	501	157	75	288	8
	Yes	%	88.0	96.2	91.9	83.4	
	No	%	11.1	3.8	8.1	15.6	
	I don't know/I prefer not to answer	%	0.9	0.0	0.0	0.9	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)							
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 3 - [ASK ALL] Since March have you been anxious, somewhat anxious, somewhat not anxious or not anxious about being exposed to COVID-19 when visiting or considering visiting a clinic or hospital?	Total	Unwgt N	502	156	75	292	7
		Wgt N	501	157	75	288	8
	Anxious	%	29.1	41.0	49.2	19.7	
	Somewhat anxious	%	47.1	42.1	39.4	51.3	
	Somewhat not anxious	%	11.1	9.8	6.5	12.5	
	Not anxious	%	11.6	7.1	4.9	15.6	
	I don't know/I prefer not to answer	%	1.1	0.0	0.0	0.9	

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)									
			Ontario 2020-07		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	502	201	101	200	255	246	1	147	198	157
		Wgt N	501	199	102	200	240	260	1	139	172	190
	Yes, for myself	%	31.3	31.8	33.0	30.1	29.3	33.4		33.3	28.2	32.7
	Yes, for a loved one	%	14.9	19.0	8.7	13.9	13.5	16.2		11.7	19.0	13.4
	No	%	57.4	56.5	58.8	57.7	60.7	54.7		54.2	60.0	57.5
	I don't know/I prefer not to answer	%	1.7	1.0	2.0	2.2	1.9	1.0		5.3	0.5	0.0

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to medical access (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Region				Gender			Age		
			The Greater Toronto Area (GTA)/the Golden Horseshoe (excluding Toronto)		The City of Toronto	Rest of Ontario	Male	Female	Other	18 to 34	35 to 54	55 plus
Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)	Total	Unwgt N	530	219	103	208	268	261	1	154	212	164
		Wgt N	528	215	104	208	253	274	1	145	186	197
	Yes, for myself	%	29.8	29.4	32.2	28.9	27.8	31.7		31.9	26.2	31.6
	Yes, for a loved one	%	14.1	17.6	8.5	13.4	12.8	15.4		11.2	17.7	13.0
	No	%	54.5	52.2	57.4	55.5	57.6	51.9		51.8	55.7	55.5
	I don't know/I prefer not to answer	%	1.6	0.9	1.9	2.1	1.9	1.0		5.1	0.5	0.0

*Multifrequency question grouped by responses. Values are based on the proportion medical access represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	156	28	0	0
		Wgt N	157	157	27	0	0
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	55.2	55.2		-	-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	31.2	31.2		-	-
	Mental health concerns (e.g. anxiety, depression)	%	17.5	17.5		-	-
	Prescription renewal	%	54.2	54.2		-	-
	COVID or COVID-related concerns	%	10.6	10.6		-	-
	I don't know / I prefer not to answer	%	1.4	1.4		-	-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 5 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] What best describes the type of medical care you have needed for yourself since March of this year? (SELECT ALL THAT APPLY)	Total	Unwgt N	267	267	59	0	0
		Wgt N	267	267	55	0	0
	New, non-emergency and non-COVID related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	32.4	32.4	33.5	-	-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	18.4	18.4	21.7	-	-
	Mental health concerns (e.g. anxiety, depression)	%	10.3	10.3	8.2	-	-
	Prescription renewal	%	31.9	31.9	31.3	-	-
	COVID or COVID-related concerns	%	6.3	6.3	5.2	-	-
	I don't know / I prefer not to answer	%	0.8	0.8	0.0	-	-

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	156	156	28	0	0
		Wgt N	157	157	27	0	0
	In-person at my doctor's office	%	30.8	30.8		-	-
	At a walk-in clinic	%	11.0	11.0		-	-
	At a hospital emergency room	%	11.3	11.3		-	-
	Phone or video call with my family doctor	%	55.3	55.3		-	-
	Telehealth	%	11.6	11.6		-	-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	8.3	8.3		-	-
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	19.7	19.7		-	-
	I chose not to access medical care during the pandemic	%	7.6	7.6		-	-
I don't know / I prefer not to answer	%	0.6	0.6		-	-	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific means of access to healthcare (columns exceed 100%)



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)							
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 6 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR THEMSELVES] How have you accessed the medical care you received for yourself since March of this year? (SELECT ALL THAT APPLY) [RANDOMIZE]	Total	Unwgt N	246	246	47	0	0
		Wgt N	245	245	44	0	0
	In-person at my doctor's office	%	19.7	19.7	23.9	-	-
	At a walk-in clinic	%	7.1	7.1	8.9	-	-
	At a hospital emergency room	%	7.2	7.2	4.6	-	-
	Phone or video call with my family doctor	%	35.4	35.4	34.5	-	-
	Telehealth	%	7.4	7.4	5.6	-	-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	5.3	5.3	1.8	-	-
	Virtual care service (i.e. video chat with a local doctor other than your family doctor)	%	12.6	12.6	16.5	-	-
	I chose not to access medical care during the pandemic	%	4.9	4.9	4.3	-	-
	I don't know / I prefer not to answer	%	0.4	0.4	0.0	-	-

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to healthcare represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	75	28	75	0	0
		Wgt N	75	27	75	0	0
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	58.4		58.4	-	-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	26.7		26.7	-	-
	Mental health concerns (e.g. anxiety, depression)	%	5.8		5.8	-	-
	Prescription renewal	%	35.5		35.5	-	-
	COVID-19 or COVID-19-related concerns	%	3.7		3.7	-	-
I don't know / I prefer not to answer			5.4		5.4	-	-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 7 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] What best describes the type of medical care a loved one has needed for themselves since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	44	102	0	0
		Wgt N	101	41	101	0	0
	New, non-emergency and non-COVID-19 related health concern (e.g. ear infection, skin condition, cold or flu symptoms, allergies)	%	43.0	27.2	43.0	-	-
	Questions or concerns regarding a chronic condition (e.g. diabetes, asthma, heart disease)	%	19.7	27.4	19.7	-	-
	Mental health concerns (e.g. anxiety, depression)	%	4.3	4.2	4.3	-	-
	Prescription renewal	%	26.2	34.1	26.2	-	-
	COVID-19 or COVID-19-related concerns	%	2.8	4.8	2.8	-	-
	I don't know / I prefer not to answer	%	4.0	2.2	4.0	-	-

*Multifrequency question grouped by responses. Values are based on the proportion a type of medical care represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	74	27	74	0	0
		Wgt N	74	26	74	0	0
	In-person at their doctor's office	%	27.3	33.8	27.3	-	-
	At a walk-in clinic	%	7.7	11.3	7.7	-	-
	At a hospital emergency room	%	14.8	2.9	14.8	-	-
	Phone or video call with their family doctor	%	58.1	70.8	58.1	-	-
	Telehealth	%	10.1	9.3	10.1	-	-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	6.1	10.6	6.1	-	-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	2.0	0.0	2.0	-	-
	They chose not to access medical care during the pandemic	%	7.6	0.0	7.6	-	-
I don't know / I prefer not to answer			1.2	3.5	1.2	-	-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a means of access to medical care (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 8 - [ASK IF REQUIRED TO ACCESS MEDICAL CARE FOR A LOVED ONE] How has your loved one accessed the medical care they received since March of this year? [SELECT ALL THAT APPLY] [RANDOMIZE]	Total	Unwgt N	102	39	102	0	0
		Wgt N	99	36	99	0	0
	In-person at their doctor's office	%	20.3	23.8	20.3	-	-
	At a walk-in clinic	%	5.7	8.0	5.7	-	-
	At a hospital emergency room	%	11.0	2.0	11.0	-	-
	Phone or video call with their family doctor	%	43.0	49.8	43.0	-	-
	Telehealth	%	7.5	6.5	7.5	-	-
	Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5	7.4	4.5	-	-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	1.5	0.0	1.5	-	-
	They chose not to access medical care during the pandemic	%	5.6	0.0	5.6	-	-
I don't know / I prefer not to answer		%	0.9	2.4	0.9	-	-

*Multifrequency question grouped by responses. Values are based on the proportion a means of access to medical represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	502	156	75	292	7
		Wgt N	501	157	75	288	8
	Yes, delayed care for myself	%	39.9	53.3	58.3	30.9	
	Yes, delayed care for someone else	%	9.8	8.9	23.1	7.7	
	No	%	53.6	43.3	27.7	64.8	
	I don't know/ I prefer not to answer	%	1.4	0.5	2.3	0.6	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to delaying health care (columns exceed 100%)

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 9 - [ASK ALL] Have you delayed getting medical care or advice for yourself or a loved one because you were afraid of being exposed to COVID-19 in a clinic or hospital? (Select all that apply)	Total	Unwgt N	525	165	84	303	8
		Wgt N	524	166	83	299	9
	Yes, delayed care for myself	%	38.1	50.3	52.3	29.8	
	Yes, delayed care for someone else	%	9.3	8.4	20.7	7.4	
	No	%	51.2	40.8	24.9	62.3	
	I don't know/ I prefer not to answer	%	1.4	0.5	2.1	0.6	

*Multifrequency question grouped by responses. Values are based on the proportion delaying care represents of all responses (columns add up to 100 percent)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 10 - [ASK THOSE THAT DELAYED CARE IN Q9] Were you concerned, somewhat concerned, somewhat not concerned or not concerned of you or your loved one's condition getting worse because you delayed medical care or advice?	Total	Unwgt N	223	87	52	100	4
		Wgt N	225	88	52	100	4
	Concerned	%	28.8	36.6	38.7	18.3	
	Somewhat concerned	%	39.5	40.6	42.2	36.9	
	Somewhat not concerned	%	16.2	12.5	12.3	21.4	
	Not concerned	%	14.0	9.2	6.8	20.6	
	I don't know / I prefer not to answer	%	1.6	1.0	0.0	2.7	

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 11 - [ASK ALL Given the option to consult with a doctor virtually, whether with your family doctor or another healthcare provider, how would you prefer to have medical appointments?	Total	Unwgt N	502	156	75	292	7
		Wgt N	501	157	75	288	8
	In-person	%	33.8	31.1	30.0	36.5	
	By phone call	%	32.2	41.5	41.4	25.3	
	By video chat	%	20.4	17.5	20.2	21.8	
	By secure chat/text messaging	%	3.3	2.4	3.6	4.0	
	No preference	%	8.4	6.2	4.8	11.0	
	I don't know / I prefer not to answer	%	1.8	1.2	0.0	1.3	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 12 - [ASK THOSE MAKING HEALTHCARE DECISIONS FOR CHILDREN, PARENTS AND/OR ANOTHER FAMILY MEMBER] Do you think that the use of virtual care would make it easier, somewhat easier, somewhat difficult or difficult, when it comes to helping your loved ones consult with a doctor?	Total	Unwgt N	278	82	63	156	2
		Wgt N	269	79	62	150	2
	Easier	%	20.8	21.2	26.5	18.0	
	Somewhat easier	%	38.9	38.3	34.8	40.6	
	Somewhat difficult	%	18.4	18.7	21.5	17.1	
	Difficult	%	10.3	14.7	8.8	9.0	
	No difference	%	5.4	5.8	5.7	6.0	
	I don't know/ I prefer not to answer	%	6.2	1.3	2.6	9.4	

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	443	149	69	246	6
		Wgt N	440	151	69	239	7
	Yes, via a phone call	%	43.1	57.7	45.2	35.6	
	Yes, via video chat	%	12.4	16.7	15.5	9.2	
	Yes, via secure chat/text messaging	%	5.3	5.6	3.5	5.2	
	No, they do not offer virtual consultations	%	15.9	11.0	17.4	18.4	
	I don't know/ I prefer not to answer	%	32.1	23.2	30.0	36.7	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific type of virtual consultation (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)						
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No
Question 13 - [ASK THOSE WITH A FAMILY DOCTOR] Does your family doctor offer virtual consultations? (Select all that apply) [RANDOMIZE]	Total	Unwgt N	480	169	76	259
		Wgt N	479	172	76	251
	Yes, via a phone call	%	39.6	50.6	40.5	33.8
	Yes, via video chat	%	11.4	14.6	13.9	8.8
	Yes, via secure chat/text messaging	%	4.9	4.9	3.2	5.0
	No, they do not offer virtual consultations	%	14.6	9.6	15.6	17.5
	I don't know/ I prefer not to answer	%	29.5	20.3	26.9	34.9

*Multifrequency question grouped by responses. Values are based on the proportion a type of virtual consultation represents of all responses (columns add up to 100 percent).



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?
(Select all that apply)

			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	54	7	6	42	0
		Wgt N	56	6	6	45	0
	Yes, through Telehealth	%	19.1			18.1	-
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.5			3.8	-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	5.0			1.6	-
	No, I do not use virtual care options	%	66.2			73.9	-
	I don't know/prefer not to answer	%	7.0			4.7	-

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific virtual care option (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 14 - [ASK THOSE WITHOUT A FAMILY DOCTOR] Do you use virtual care options when you need medical care?	Total	Unwgt N	55	7	6	43	0
		Wgt N	57	6	6	46	0
	Yes, through Telehealth	%	18.8			17.7	-
	Yes, through an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party (i.e. allows video appointments with a local doctor other than your family doctor)	%	4.4			3.7	-
	Virtual care service offered through your employee health benefits (i.e. allows video appointments with a doctor or another healthcare provider other than your family doctor)	%	4.9			1.6	-
	No, I do not use virtual care options	%	65.0			72.3	-
	I don't know/prefer not to answer	%	6.9			4.6	-

*Multifrequency question grouped by responses. Values are based on the proportion a virtual care option represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

For the next set of questions, we would like you to think specifically of Ontario Health Insurance Plan (OHIP) covered virtual care services offered by a third party (i.e. allows video appointments with a BC-licensed doctor other than your family doctor). This is different than having a telephone or video consultation with your own family doctor.

Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)

			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 15 - [ASK ALL] Are you comfortable, somewhat comfortable, somewhat not comfortable or not comfortable having a virtual consultation through an Ontario Health Insurance Plan (OHIP) covered service offered by a third party	Total	Unwgt N	502	156	75	292	7
		Wgt N	501	157	75	288	8
	Comfortable	%	22.6	36.3	23.6	16.4	
	Somewhat comfortable	%	42.0	33.0	34.3	49.1	
	Somewhat not comfortable	%	15.8	17.3	24.8	13.0	
	Not comfortable	%	11.7	9.7	12.6	12.6	
	I don't know / I prefer not to answer	%	7.9	3.8	4.8	8.9	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 16 - [ASK IF Q15 RESPONSE	Total	Unwgt N	131	40	27	70	2
SOMEWHAT							
UNCOMFORTABLE/UNCOMFORTABLE]		Wgt N	138	42	28	74	2
Why are you not comfortable with the	I have security concerns (e.g. data privacy)	%	30.9	36.6		24.0	
idea of having a virtual consultation with	I prefer to see a doctor in person	%	51.8	55.6		51.7	
a doctor through an Ontario Health	I don't believe in private healthcare	%	12.6	19.4		9.3	
Insurance (OHIP) covered service offered	I think it would be expensive	%	14.4	12.7		9.9	
by a third party? Select all that apply.	I do not need it	%	8.2	1.8		11.3	
[RANDOMIZE]	I am concerned about my mobility data	%	3.2	0.0		1.0	
	usage						
	I am concerned about my home data	%	4.8	9.7		1.2	
	usage						
	I do not trust it	%	20.6	31.1		11.3	
	I don't want to see a doctor I do not	%	43.7	45.4		36.7	
	already have a relationship with						
	I am not comfortable enough with	%	7.2	2.1		8.5	
	technology						
	I am worried they wouldn't be able to	%	41.5	53.1		31.1	
	diagnose me without seeing me in person						
	Other	%	1.6	0.0		1.4	

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific reason for discomfort (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 16 - [ASK IF Q15 RESPONSE SOMEWHAT UNCOMFORTABLE/UNCOMFORTABLE]	Total	Unwgt N	324	108	86	144	14
Why are you not comfortable with the idea of having a virtual consultation with a doctor through an Ontario Health Insurance (OHIP) covered service offered by a third party? Select all that apply. [RANDOMIZE]		Wgt N	332	113	86	146	13
	I have security concerns (e.g. data privacy)	%	12.9	13.7	13.3	12.2	
	I prefer to see a doctor in person	%	21.5	20.8	17.0	26.2	
	I don't believe in private healthcare	%	5.2	7.3	3.8	4.7	
	I think it would be expensive	%	6.0	4.8	9.1	5.0	
	I do not need it	%	3.4	0.7	2.6	5.7	
	I am concerned about my mobility data usage	%	1.3	0.0	2.0	0.5	
	I am concerned about my home data usage	%	2.0	3.6	3.0	0.6	
	I do not trust it	%	8.6	11.6	8.9	5.7	
	I don't want to see a doctor I do not already have a relationship with	%	18.2	17.0	17.6	18.6	
	I am not comfortable enough with technology	%	3.0	0.8	3.2	4.3	
	I am worried they wouldn't be able to diagnose me without seeing me in person	%	17.3	19.8	18.1	15.8	
	Other	%	0.7	0.0	1.4	0.7	

*Multifrequency question grouped by responses. Values are based on the proportion a reason for discomfort represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year?
(Select all that apply)

			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	41	15	12	16	1
		Wgt N	41	16	11	16	1
	Where the data is stored	%	93.1				
	Where the doctors are located	%	41.6				
	Who has access to my personal information	%	93.1				
	I would be worried about storing health information on my phone	%	64.4				
	The credentials of the doctor	%	58.7				
	I would be concerned about identity theft	%	69.7				

*Multifrequency question grouped by respondents. Values are based on the percentage of positive responses to a specific security concern (columns exceed 100%)

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)

			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 17 - [ASK IF Q16 RESPONSE WAS SECURITY CONCERNS] What sort of security concerns do you have, if any, with the idea of seeing a doctor virtually using video calling on your smartphone? Select all that apply. [RANDOMIZE]	Total	Unwgt N	170	56	52	70	5
		Wgt N	174	59	49	73	5
	Where the data is stored	%	22.1	21.4	23.2	22.4	
	Where the doctors are located	%	9.9	11.1	9.0	11.1	
	Who has access to my personal information	%	22.1	24.5	21.9	20.7	
	I would be worried about storing health information on my phone	%	15.3	13.3	15.9	14.8	
	The credentials of the doctor	%	14.0	14.1	10.8	15.8	
	I would be concerned about identity theft	%	16.6	15.6	19.2	15.1	

*Multifrequency question grouped by responses. Values are based on the proportion a type of security concern represents of all responses (columns add up to 100 percent).

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 18 - I feel nervous or unprepared for virtual care appointments	Total	Unwgt N	500	155	75	291	7
		Wgt N	499	156	75	287	8
	Agree	%	13.8	17.2	21.9	11.1	
	Somewhat agree	%	30.2	30.8	34.0	28.8	
	Somewhat disagree	%	21.4	17.7	21.9	23.6	
	Disagree	%	25.0	29.9	17.2	24.6	
	I don't know/I prefer not to answer	%	9.7	4.5	5.1	11.9	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 19 - I am interested in learning tips on how to use virtual care services	Total	Unwgt N	501	156	75	291	7
		Wgt N	500	157	75	287	8
	Agree	%	24.4	32.2	30.7	19.9	
	Somewhat agree	%	41.5	31.5	40.1	46.2	
	Somewhat disagree	%	12.1	14.7	12.5	11.2	
	Disagree	%	13.0	15.2	7.6	13.3	
	I don't know/I prefer not to answer	%	9.1	6.4	9.1	9.3	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 20 - I am concerned that a second wave of COVID-19 would impact my ability to access medical care	Total	Unwgt N	502	156	75	292	7
		Wgt N	501	157	75	288	8
	Agree	%	34.1	39.2	44.3	29.6	
	Somewhat agree	%	43.1	39.4	37.8	46.4	
	Somewhat disagree	%	10.1	10.6	10.0	9.0	
	Disagree	%	7.8	6.7	5.2	9.7	
	I don't know/I prefer not to answer	%	4.9	4.1	2.6	5.4	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

[ASK ALL] Still thinking specifically of Ontario Health Insurance (OHIP) covered virtual care services offered by a third party (i.e. allows video / audio appointments with an Ontario licensed other than your family doctor), please tell us how much you agree or disagree with the following statements [RANDOMIZE]:

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 21 - If available, I am likely to use an Ontario Health Insurance (OHIP) covered virtual care service offered by a third party even once the COVID-19 pandemic is over	Total	Unwgt N	500	156	75	290	7
		Wgt N	499	157	75	286	8
	Agree	%	19.1	29.9	30.2	12.4	
	Somewhat agree	%	38.1	34.4	35.0	41.6	
	Somewhat disagree	%	15.1	14.7	14.4	15.7	
	Disagree	%	16.8	15.6	13.7	16.9	
	I don't know/I prefer not to answer	%	10.9	5.4	6.7	13.4	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.

www.nanos.co



2020-1681 – TelusHealth Ontario – By need for non-emergency medical care – STAT SHEET

			Question 4 - [ASK ALL] Have you needed to access non-emergency medical care for yourself or a loved one since March of this year? (Select all that apply)				
			Ontario 2020-06	Yes, for myself	Yes, for a loved one	No	I don't know/I prefer not to answer
Question 22 - [ASK ALL] What aspects of virtual care would you like to learn more about? [OPEN-ENDED]	Total	Unwgt N	410	129	60	238	5
		Wgt N	407	130	60	232	7
	Privacy/security	%	10.2	10.4	12.7	9.6	
	The logistics (internet connection, platform required, etc.)	%	8.3	12.5	9.8	5.9	
	How assessments/diagnostics will work	%	10.5	8.7	18.0	11.1	
	Scheduling/access and types of services available	%	12.9	16.9	7.8	12.4	
	How it works/all aspects (not specified)	%	16.4	12.2	14.8	18.2	
	Nothing	%	18.9	17.2	10.0	19.9	
	Payment/coverage	%	1.5	3.1	5.3	0.4	
	Third party involved	%	1.5	0.0	0.0	2.6	
	Prescriptions	%	1.3	0.6	0.0	1.9	
	Qualifications of doctors/choosing a doctor	%	3.8	3.0	8.8	3.0	
	Benefits of doing it virtually	%	2.2	2.5	3.8	2.5	
	Preparing for an appointment	%	1.4	2.9	0.0	0.8	
	Other	%	4.0	2.2	4.9	5.0	
	Unsure	%	7.2	7.8	4.0	6.4	

Nanos conducted an online representative non-probability survey of 502 Ontario residents drawn from a panel, 18 years of age or older, between July 8th and July 10th, 2020. *Note that some results have been shaded due to small sample size.