

INTERACTING WITH THE HEALTHCARE SYSTEM DURING AND AFTER THE PANDEMIC

COVID-19 turned the healthcare system on its head, leaving providers looking for new ways of interacting with their patients. Where do we stand today: have we settled into a “new normal” or have we reverted to pre-pandemic days?

Leger has been tracking perspectives on interacting with the healthcare system from the beginning. We are now presenting our 4th wave of the study to understand how Canadians, particularly those with chronic conditions, are faring as they navigate the healthcare system.



Online survey of **1,500 Canadians** (1,000 with at least one chronic condition; 500 with no chronic conditions)



Fielded in October 2021, with **results in November**



The questionnaire includes key tracking metrics and addresses new subject areas:

- usage of **telehealth services** (free vs paid services, outcome, level of satisfaction, etc.)
- **virtual counselling** services (usage, areas of opportunity and barriers to use)
- **interactions with GPs/specialists/pharmacists** (modality, preferences, satisfaction and outcomes)
- types of **healthcare services used** (dental, substance use, physiotherapy, etc. and interaction modality)
- identification of **concerns regarding medical care** (including lab and diagnostic tests)
- level of interest in various types of electronic communication with HCPs post pandemic