

# Same-day response to phone call

## Alternate Name\*

Percentage of people aged 16 and older who were always or often able to reach their primary care provider or someone else in the office when they call, or receive a call back the same day

## INDICATOR DESCRIPTION

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### Description\*

This indicator measures the percentage of people in Ontario aged 16 and older who reported who were always or often able to reach their primary care provider (a family doctor, a general practitioner or GP, or nurse practitioner), or someone in their primary care provider's office, or get a call back the same day when they call to their primary care provider's office with a medical question or concern during the regular hours . A higher percentage is better.

### HQO Reporting tool/product

Public reporting

### Dimension\*

Timely

### Type\*

Process

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

Numerator divided by the denominator times 100

### Numerator (short description i.e. not inclusions/exclusions)\*

Weighted number of survey respondents who reported that in the last 12 months they were always or often able to reach their primary care provider, or someone in their primary care provider's office, or got a call back the same day

### Denominator (short description i.e. not inclusions/exclusions)\*

Weighted number of survey respondents who reported that they have called or tried to call their primary care provider's office with a medical question or concern during the day on a Monday to Friday in the last 12 months

### Adjustment (risk, age/sex standardization)- generalized

None

### Data Source

Health Care Experience Survey (HCES)

### Data provided to HQO by

Ministry of Health and Long-Term Care (MOHLTC)

### Reported Levels of comparability /stratifications (defined)

Immigration

Language

Age

Income

Education

Rurality

Region

Sex

## OTHER RELEVANT INFORMATION

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### Caveats and Limitations

Only people aged 16 years and older can complete the survey. People living in institutions, non-residential phone numbers, and people with invalid/missing household addresses in the Registered Persons Database (RPDB) are not captured. Respondents who were unable to speak English or French or were not healthy enough (physically or mentally) to complete the interview were not surveyed.

### Comments Summary

The results are weighted to account for the design characteristics of the survey and post-stratified by age and sex to reflect the Ontario population. In addition, the LHIN and community weighting is applied. References 'fill fd\_type' in the questionnaire can mean a family doctor, GP, nurse practitioner, or anyone else the respondent said they get their primary care from. The education stratification analysis is restricted to people aged 25 and older.

## TAGS

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### TAGS\*

Primary Care

Process

Wait Times

Access

Timely

Health Care Experience Survey (HCES)

## PUBLISH

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### PUBLISH DATETIME\*

20/12/2019 14:05:00