

Requesting an appointment through website, portal, or app

Alternate Name*

Requesting an appointment through website, portal, or app

INDICATOR DESCRIPTION

Description*

This indicator measures the percentage of people aged 18 and older, with a regular place or doctor for their medical care, who have used a secure website, patient portal, or mobile app to request an appointment in the previous two years

Indicator Status*

Active

HQO Reporting tool/product

Public Reports (annual report, bulletins and theme reports)

Dimension*

Patient-centred

Timely

Type*

Process

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

Numerator divided by the denominator times 100

Numerator including inclusion/exclusion*

Weighted number of survey respondents who responded "Yes" to following question: In the last two years, have you used a secure website or patient portal or an app on your mobile phone to request an appointment with your regular practice/GP practice/GP surgery?

Denominator including inclusion/exclusion*

Total Respondents (aged 18 and older) who have a regular place or doctor where they usually go to for their medical care

Adjustment (risk, age/sex standardization)- detailed

The target population for IHP 2020 was adults age 18 and older. The sampling approach for each country was aimed at obtaining a nationally representative sample of the target population by utilizing a probability design.

Post-stratification weighting used known population parameters for age-by-gender, educational attainment, knowledge of official languages (only for Quebec, New Brunswick, and on Canada as a whole). Population parameters were derived from the Canada 2016 Census. SSRS obtained populations estimates from Statistics Canada for the adult population (age 18 or older) for each of the provinces and for Canada as a whole.

Data Source

Commonwealth Fund International Health Policy Survey

Data provided to HQO by

The Commonwealth Fund

Reported Levels of comparability /stratifications (defined)

International comparison

Province

TAGS

TAGS*

Other

Process

Access

Patient-centred

Timely

Commonwealth Fund International Health Policy Survey

PUBLISH

PUBLISH DATETIME*

13/10/2020 08:41:00