

# Requesting an appointment through website, portal, or app

## Alternate Name\*

Requesting an appointment through website, portal, or app

## INDICATOR DESCRIPTION

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### 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

### HQO Reporting tool/product

Public Reports (annual report, bulletins and theme reports)

### Dimension\*

Patient-centred

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 have used a secure website or patient portal or an app on your mobile phone to request an appointment with their regular practice/GP practice/GP surgery in the last two years

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

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)- generalized

Age and sex standardized

### 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

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### TAGS\*

Other

Process

Access

Patient-centred

Timely

Commonwealth Fund International Health Policy Survey

## PUBLISH

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### PUBLISH DATETIME\*

13/10/2020 08:41:00