

Emailing provider with a medical question or concern

Alternate Name*

Emailing provider with a medical question or concern through secure website or patient portal or an 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 communicate or email their regular provider about a medical question or concern 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

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 you used a secure website or patient portal or an app on your mobile phone to communicate or email with your regular practice/GP practice/GP surgery about a medical question or concern 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

TAGS*

Other

Process

Other

Patient-centred

Timely

Commonwealth Fund International Health Policy Survey

PUBLISH

PUBLISH DATETIME*

13/10/2020 08:39:00