

Patient satisfaction with telephone health line services in the past 12 months, by age group and sex, household population aged 15 and over, Canada, 2005

	Used telephone health line services in the past 12 months	Quality of telephone health line services used rated as excellent or good	
		number	%
Total, 15 years and over	2,597,129	2,170,143	83.6
Males	792,522	639,811	80.7
Females	1,804,608	1,530,333	84.8
15 to 19 years	117,800	98,611	83.7
Males	31,211 ^E	26,635 ^E	85.3
Females	86,590	71,976	83.1
20 to 34 years	978,304	821,359	84
Males	279,961	234,727	84
Females	698,343	586,632	84
20 to 24 years	222,011	186,159	83.9
Males	58,232 ^E	44,500 ^E	76.4
Females	163,778	141,659	86.5
25 to 34 years	756,293	635,200	84.0
Males	221,729	190,227	85.8
Females	534,565	444,973	83.2
35 to 44 years	735,751	605,262	82.3
Males	253,077	195,375	77.2
Females	482,674	409,886	84.9
45 to 64 years	593,280	498,760	84.1
Males	175,254	139,586	79.6
Females	418,025	359,174	85.9
45 to 54 years	374,524	307,544	82.1
Males	120,218	91,591 ^E	76.2
Females	254,307	215,953	84.9
55 to 64 years	218,755	191,216	87.4
Males	55,037 ^E	47,995 ^E	87.2
Females	163,719	143,221	87.5
65 years and over	171,994	146,152	85.0
Males	53,019 ^E	43,487 ^E	82.0
Females	118,976	102,666	86.3
65 to 74 years	86,673	78,196	90.2
Males	28,593 ^E	25,743 ^E	90.0
Females	58,080	52,453	90.3
75 years and over	85,321	67,957	79.6
Males	24,425 ^E	17,744 ^E	72.6 ^E
Females	60,895 ^E	50,213 ^E	82.5

1. Population aged 15 and over who reported using a telephone health line or telehealth service in the past 12 months. Telephone health line includes health hotline or telehealth service.
2. Population who rate the quality of telehealth services received as excellent or good, based on the response to the following question: "Overall how would you rate the quality of the service you received? Would you say it was excellent, good, fair or poor?"
3. Population who report being very or somewhat satisfied with health care services received, based on the response to the following question: "Overall, how satisfied were you with the way the telehealth service was provided? Were you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied or very dissatisfied?". This question was not asked in 2005.
4. Canada and provincial estimates are based on sub-sample weights.
5. The total does not correspond to the sum of the categories published in this table.
6. When comparing estimates, it is important to use confidence intervals to determine if differences between values are statistically significant. Confidence intervals describe sampling variability and give an indication of the precision of a given estimate. Bootstrapping techniques were used to produce the coefficient of variation (CV) and 95% confidence intervals (CIs).
7. Data with a coefficient of variation (CV) from 16.6% to 33.3% are identified as follows: (E) use with caution.
8. Data with a coefficient of variation (CV) greater than 33.3% were suppressed due to extreme sampling variability and are identified as follows: (F) too unreliable to be published.

Source: Statistics Canada, Canadian Community Health Survey (CCHS 3.1), 2005 (CANSIM table 105-0284).