



# Quebec's Social and Health Survey Information: Baseline Data Report 2008 (Section 2.17)

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## 2.17 Recourse to Health and Social Service Professionals

- Female survey respondents were more likely than males to have visited at least one health and social service professional in the course of a two-week period.
- Those respondents aged 65 years and over were the most likely age group to have visited a professional over a two-week period and those aged 15-24 were the least likely.
- The likelihood of respondents with very low scolarity to have consulted at least one professional in the course of a two-week period was somewhat greater than those with high levels of scolarity.
- The likelihood of having consulted at least one professional in the two-week period was lowest among 1st generation minority group members and highest among majority and 2nd and 3rd generation minority group members.
- Those respondents with greater psychological stress and who perceive their health status as average or poor were also more likely to have consulted one professional over a two-week period.
- Among respondents who had consulted at least one professional in the course of a two-week period, the most likely location was at a pharmacy or hospital out-patient clinic. School, work, hospital during a stay and telephone were locations less frequently used.
- The waiting period of 1 year or more for an appointment and a consultation with a physician or specialist was most frequently reported for allergies, rhinitis, gastric ulcer, back problems and asthma.
- Respondents living in distant regions were less likely to have consulted a health professional in a two-week period compared to those more centrally located.
- Survey respondents living in distant regions of Quebec were more likely than those centrally located to assess waiting time for a general physician or medical specialist as too long.
- Anglophone respondents were more likely than Francophones to travel more than 20 kilometres to see a general physician or a specialist.
- Anglophone respondents were more likely than Francophones to have had their last consultation with a health professional in a private clinic, outpatient clinic, or at home. Francophones were more likely to have had their last consultation at a CLSC, hospital emergency room or pharmacy.
- Anglophones were more likely than Francophones to have consulted at least one health professional in the course of a two-week period.

**Table 2.17.1 – Persons having consulted at least one professional, doctor or other, in the course of a two-week period, according to sex and age, total population, Quebec, 1998**

	At least 1 professional		Doctor		Professional other than a doctor	
	%	Pop '000	%	Pop '000	%	Pop '000
<b>Men</b>	21.1	749	12.1	430	12.7	449
<b>Women</b>	29.2	1,058	17.0	617	17.8	645
<b>Both sexes</b>						
0-14 years	22.5	303	13.7	184	12.6	170
15-24 years	19.2	187	10.1	98	12.2	119
25-44 years	23.7	549	12.1	281	16.0	372
45-64 years	28.5	485	17.0	290	17.0	290
65 years or more	34.5	282	23.7	193	17.6	144
<b>Total</b>	<b>25.2</b>	<b>1,806</b>	<b>14.6</b>	<b>1,047</b>	<b>15.3</b>	<b>1,094</b>

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.

- Female respondents were more likely than males to have visited at least one health and social service professional in the course of a two-week period. They were equally likely to have visited a doctor or some other professional.
- Those respondents ages 65 years and over were the most likely age group to have visited a professional over a two-week period and those 15-24 were the least likely.
- Those aged 65 and over were also more likely to have visited a doctor than a professional other than a doctor when compared to other age groups.
- Those aged 15-24 were the least likely to have visited a doctor among all age groups.



**Table 2.17.2 – Persons having consulted at least one professional, doctor or other, in the course of a two-week period, according to certain demographic and socio-economic characteristics, total population, Quebec, 1998**

	At least 1 professional %	Doctor	Professional other than a doctor
<b>Relative scolarity</b>			
Very low	23.6	15.3	13.5
Low	25.3	14.2	15.3
Average	25.6	14.6	15.8
High	27.5	15.4	17.7
Very High	28.3	14.7	19.4
<b>Income level</b>			
Very poor	27.3	16.5	16.2
Poor	26.1	16.2	15.2
Lower middle income	24.2	14.6	14.1
Upper middle income	24.8	13.8	15.4
High income	27.0	14.4	17.8
<b>Ethno cultural group</b>			
Majority group	26.3	14.8	16.5
Minority group (2 <sup>nd</sup> or 3 <sup>rd</sup> generation)	30.8	21.0	16.5
Minority group (1 <sup>st</sup> generation)	22.1	13.3	11.5

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- The likelihood of respondents with very low scolarity to have consulted at least one professional in the course of a two-week period was somewhat greater than those with high levels of scolarity.
- The likelihood of having consulted at least one professional in the two-week period was lowest among 1st generation minority group members and highest among majority and 2nd and 3rd generation minority group members.

**Table 2.17.3 – Persons having consulted at least one professional, doctor or other, in the course of a two-week period, according to certain health indicators, total population, Quebec, 1998**

	At least 1 professional	Doctor	Professional other than a doctor
	%		
<b>Number of health problems</b>			
None	7.8	2.5	5.9
1 problem	23.8	13.1	13.7
More than 1 problem	42.0	26.7	24.8
<b>Incapacity short or long-term</b>			
Without incapacity	22.7	2.7	13.7
With incapacity	49.3	33.2	30.6
<b>Indicator of psychological distress<sup>1</sup></b>			
Low or average	24.5	13.7	15.0
High	31.5	18.6	20.0
<b>Perception of state of health<sup>1</sup></b>			
Excellent	19.2	9.8	12.1
Very good	22.7	11.7	14.3
Good	26.9	15.4	16.6
Average	41.5	27.8	24.0
Poor	57.4	43.1	30.2

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.

1- Population 15 years and older

- Survey respondents with more than one health problem and short or long term incapacity were among the most likely persons to have consulted at least one professional in a two-week period.
- Those with greater psychological stress and who perceive their health status as average or poor were also more likely to have consulted one professional over a two-week period. Those respondents with high levels of psychological stress were more likely to consult with a professional other than a doctor.

**Table 2.17.4 – Location of the last consultation, population having consulted at least one professional in the course of a two-week period, Quebec, 1998**

	%
Private office or private clinic	64.1
CLSC	4.9
Hospital emergency	3.1
Hospital out-patient clinic	10.1
Hospital during a stay	1.1
Work	0.3
School	0.8
Home	2.9
Telephone	1.3
Pharmacy	10.5
Other	0.9
<b>Total</b>	<b>100.0</b>

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.

- Among those respondents who had consulted at least one professional in the course of a two-week period, the most likely location was at a pharmacy or hospital out-patient clinic. School, work, hospital during a stay and telephone were the locations most infrequently used.

**Table 2.17.5 – Location of the last consultation, population having consulted at least one professional in the course of a two-week period, Quebec, 1998**

	%	
	General physician	Specialist
Private office or private clinic	72.1	47.0
CLSC	7.4	0.6
Hospital emergency	7.8	4.2
Hospital out-patient clinic	8.4	39.5
Hospital during a stay	1.2	6.1
Work	0.2	0.0
School	0.1	0.0
Home	1.8	0.1
Telephone	0.8	2.0
Other	0.3	0.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Among the respondents who consulted a general physician in the course of a two-week period, the locations most frequently reported were hospital out-patient clinic, hospital emergency or CLSC.
- Among those who had consulted a specialist, the location most frequently reported was hospital out-patient clinic.

**Table 2.17.6 – Assessment of the waiting period with respect to the time elapsed between making an appointment and a consultation with a general physician or specialist, Quebec, 1998**

	General physician			Specialist		
	Acceptable	A little long	Too long	Acceptable	A little long	Too long
<b>Time elapsed between making appointment and consultation</b>	%					
Less than 1 day	98.2	1.4	0.4	99.3	0.7	0.0
1 day to less than 1 week	92.2	3.6	4.2	94.3	1.9	3.8
1 week to less than 1 month	84.9	9.3	5.7	88.4	6.9	4.8
1 to 3 months	72.0	9.0	18.9	66.7	16.1	17.3
3 months or more	70.9	8.0	21.0	60.6	12.3	27.1
<b>Total</b>	<b>87.2</b>	<b>6.0</b>	<b>6.8</b>	<b>81.3</b>	<b>8.6</b>	<b>10.1</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Survey respondents assessed a waiting period of 1 to 3 months or more as too long to see a general physician or specialist.

**Table 2.17.7 – Assessment of the waiting period with respect to the time elapsed between making an appointment and a consultation with a general physician or specialist, Quebec, 1998**

	Less than 1 year	1 year or more	Never
	%		
<b>Mental health problem</b>	81.2	14.1	4.8
<b>Sleep disorder</b>	71.7	20.2	8.1
<b>Acute anxiety</b>	49.1	20.1	30.9
<b>Thyroid problem</b>	83.9	16.0	0.1
<b>Diabetes</b>	93.1	6.5	0.4
<b>Hypercholesteremia</b>	92.8	7.0	0.3
<b>Anaemia</b>	64.9	33.8	1.3
<b>Other blood disorders</b>	85.0	14.0	1.0
<b>Headache</b>	26.3	27.4	46.3
<b>Eye disease</b>	77.2	21.6	1.2
<b>Hearing ailment</b>	84.8	12.3	2.9
<b>Hypertension</b>	92.2	7.0	0.8
<b>Cardiac problem</b>	79.0	20.5	0.5
<b>Flu</b>	34.7	3.3	61.9
<b>Bronchitis or emphysema</b>	68.3	27.3	4.4
<b>Asthma</b>	62.6	36.4	1.0
<b>Rhinitis</b>	18.2	55.7	26.1
<b>Other respiratory ailments</b>	57.9	9.4	32.6
<b>Other allergies</b>	16.9	65.1	18.0
<b>Gastric ulcer</b>	52.8	39.3	8.0
<b>Functional digestive disorder</b>	48.0	19.4	32.7
<b>Other digestive problems</b>	75.1	20.9	4.1
<b>Skin allergy</b>	49.9	41.5	8.7
<b>Arthritis or rheumatism</b>	55.6	33.8	10.7
<b>Back ache</b>	49.1	37.8	13.1
<b>Other back problems</b>	53.5	39.9	6.6
<b>Lesions</b>	81.0	11.1	7.9
<b>Urinary problem</b>	76.2	20.3	3.5
<b>Malaise or fatigue</b>	51.5	13.4	35.1
<b>Other problems</b>	73.5	17.6	8.9
<b>Menstrual or menopausal problems</b>	68.2	25.2	6.6
<b>Total</b>	58.2	27.1	14.7

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- The waiting period of 1 year or more for an appointment and a consultation with a physician or specialist was most frequently reported for allergies, rhinitis, gastric ulcer, back ache and other back problems and asthma.



**Table 2.17.8 – Number of professionals consulted in course of a period of four months, according to whether the type of problem the object of consultation was long or short term, Quebec, 1998**

	None	One	Two or more
	%		
Long-term problem	52.5	40.9	6.5
Short-term problem	61.5	34.8	4.1
<b>Total</b>	<b>58.3</b>	<b>36.8</b>	<b>4.9</b>

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.

- The majority of survey respondents had not consulted a professional in the course of four months. Among those who had consulted a professional, very few had had a consultation two or more times in a four month period.

**Table 2.17.9 – Persons having consulted at least one professional, doctor or other, in the course of a two-week period, according to type of region, total population, Quebec, 1998**

	Type of professional consulted			Among doctors	
	At least 1 professional	Doctor	Professional other than a doctor	General physician	Specialist
	%				
<b>Central regions</b>	26.5	15.8	15.2	11.3	6.1
<b>Peripheral regions</b>	25.3	14.3	16.4	10.9	4.8
<b>Intermediate regions</b>	23.8	13.7	14.1	10.6	4.3
<b>Distant regions</b>	20.6	11.5	12.9	9.1	3.3*
<b>Total</b>	<b>25.2</b>	<b>14.6</b>	<b>15.3</b>	<b>10.9</b>	<b>5.1</b>

Source: Institut de la statistique du Québec, *Enquête sociale et de santé 1998*.

\* Interpret with caution

- Respondents living in distant regions were less likely to have consulted a health professional in a two-week period compared to those more centrally located.

**Table 2.17.10 – Consultations having required a trip of 20 kilometres or more, or a traveling time of more than 30 minutes (one way), according to the type of doctor consulted and type of region, Quebec, 1998**

	Trip longer than 20 km %	Traveling time greater than 30 minutes
<b>Consultations with a general physician</b>		
Central regions	2.7*	3.5*
Peripheral regions	13.3	4.2*
Intermediate regions	11.7**	5.1*
Distant regions	16.9**	6.2**
<b>Total</b>	<b>9.0</b>	<b>4.2</b>
<b>Consultations with a specialist</b>		
Central regions	6.5*	12.7
Peripheral regions	33.9	15.9
Intermediate regions	32.6	21.8*
Distant regions	39.3**	33.3**
<b>Total</b>	<b>21.5</b>	<b>16.1</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- \* Interpret with caution
- \*\* Imprecise estimate, indication only

- Whether consultations with a general physician or a specialist, distant regions reported the greatest likelihood of longer traveling time.

**Table 2.17.11 – Time elapsed between making an appointment and a consultation with a general physician, and assessment of waiting time, according to the type of region, Quebec, 1998**

	Persons having consulted a general physician					
	Time elapsed				Assessment of waiting time	
	Less than 1 week	1 week to less than 1 month	Between 1 and 3 months	3 months or more	Acceptable	A little or too long
	%					
<b>Central regions</b>	51.7	31.9	12.6	3.7**	89.1	10.9*
<b>Peripheral regions</b>	51.6	30.7	16.1	1.5**	85.4	14.6
<b>Intermediate regions</b>	46.4	32.3	17.9*	3.4**	87.0	13.1*
<b>Distant regions</b>	45.3*	41.8*	10.6**	2.3**	84.7	15.3**
<b>Total</b>	<b>50.2</b>	<b>32.1</b>	<b>14.8</b>	<b>2.9*</b>	<b>87.2</b>	<b>12.8</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- \* Interpret with caution
- \*\* Imprecise estimate, indication only

- Respondents located in the central regions were somewhat less likely than other regions to assess waiting time for a general physician as a little too long.

**Table 2.17.12 – Time elapsed between making an appointment and a consultation with a specialist, and assessment of waiting time, according to the type of region, Quebec, 1998**

	Persons having consulted a specialist					
	Time elapsed				Assessment of waiting time	
	Less than 1 week	1 week to less than 1 month	Between 1 and 3 months	3 months or more	Acceptable	A little or too long
	%					
<b>Central regions</b>	23.2	36.9	28.5	11.4*	82.7	17.3
<b>Peripheral regions</b>	23.5	39.4	25.6	11.6*	80.3	19.7
<b>Intermediate regions</b>	33.5	33.9	20.7*	11.9**	80.3	19.7*
<b>Distant regions</b>	24.4**	39.1**	26.8**	9.7**	79.7	20.3**
<b>Total</b>	<b>25.2</b>	<b>37.3</b>	<b>26.0</b>	<b>11.5</b>	<b>81.3</b>	<b>18.7</b>

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

\* Interpret with caution

\*\* Imprecise estimate, indication only

- Survey respondents living in distant regions of Quebec were more likely than those more centrally located to assess waiting time between making an appointment and consultation with a medical specialist as too long.

**Table 2.17.13 – Distance travelled to see a general physician by mother tongue, Quebec, 1998**

	N=	1986	153	115	55
		French	English	Other	n/a
<b>20 km or less</b>		86.40%	81.70%	84.35%	87.27%
<b>More than 20 km.</b>		12.19%	15.03%	11.30%	9.09%
<b>Unknown</b>		1.41%	3.27%	4.35%	0.00%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Anglophone respondents were more likely than Francophones to travel more than 20 km to see a general physician.

**Table 2.17.14 – Travel time required to see a general physician by mother tongue, Quebec, 1998**

	N=	1986	153	115	55
		French	English	Other	n/a
Up to 20 minutes		87.71%	79.74%	81.74%	87.27%
20 minutes to less than 30 minutes		6.85%	11.76%	9.57%	0.00%
30 minutes and more		4.93%	6.54%	7.83%	0.00%
Unknown		0.50%	0.00%	0.00%	0.00%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Anglophone respondents reported requiring more travel time than Francophones to see a general physician.

**Table 2.17.15 – Distance travelled to see a specialist by mother tongue, Quebec, 1998**

	N=	879	56	53	23
		French	English	Other	n/a
20 km or less		65.19%	62.50%	84.91%	69.57%
More than 20 km.		30.72%	30.36%	13.21%	26.09%
Unknown		4.10%	0.00%	0.00%	0.00%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Francophone respondents were more likely than Anglophones to travel 20 kilometres or less to visit a specialist. Anglophones were equally likely to travel more than 20 km to see a specialist.

**Table 2.17.16 – Travel time required to see a specialist by mother tongue, Quebec, 1998**

	N=	879	56	53	23
		French	English	Other	n/a
Up to 20 minutes		61.43%	55.36%	69.81%	69.57%
20 minutes to less than 30 minutes		14.22%	14.29%	11.32%	0.00%
30 minutes and more		21.62%	26.79%	18.87%	0.00%
Unknown		61.43%	55.36%	69.81%	69.57%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Anglophone respondents were more likely than Francophones to require 30 minutes of travel time to see a specialist. Francophones were more likely to require less than 20 minutes' travel to visit a specialist.

**Table 2.17.17 – Location of the last consultation with a professional by mother tongue, Quebec, 1998**

	N=	4541	296	247	109
		French	English	Other	n/a
Private office		60.10%	64.53%	66.80%	59.63%
CLSC		6.14%	3.04%	2.83%	8.26%
Outpatient Clinic		10.68%	12.16%	13.77%	9.17%
Emergency room-Hospital		3.46%	1.69%	2.43%	0.00%
Hospital overnight		0.97%	0.00%	0.00%	0.00%
Pharmacy		11.43%	8.11%	11.74%	10.09%
Home		3.33%	4.39%	0.00%	7.34%
School		0.40%	0.00%	0.00%	0.00%
Work		0.31%	0.00%	0.00%	0.00%
Telephone		1.04%	2.03%	0.00%	0.00%
Other		0.86%	0.00%	0.00%	0.00%
Unknown		1.30%	1.69%	0.00%	0.00%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Anglophone respondents were more likely than Francophones to have had their last consultation with a health professional in a private clinic, outpatient clinic, or at home. Francophones were more likely to have had their last consultation at a CLSC, hospital emergency room or pharmacy.

**Table 2.17.18 – Persons consulting at least one professional in the course of a two-week period by mother tongue, Quebec, 1998**

	N=	18211	1029	1045	445
		French	English	Other	n/a
Yes		24.94%	28.77%	23.64%	24.49%
No		74.91%	71.23%	76.36%	75.28%
Unknown		0.15%	0.00%	0.00%	0.00%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Anglophone respondents were more likely than Francophones to have consulted at least one health professional in the course of a two-week period.

**Table 2.17.19 - Number of professionals consulted in a four-month period by mother tongue, Quebec, 1998**

	<b>N=</b>	<b>18211</b>	<b>1029</b>	<b>1045</b>	<b>445</b>
		<b>French</b>	<b>English</b>	<b>Other</b>	<b>n/a</b>
<b>None</b>		74.91%	71.23%	76.36%	75.28%
<b>1 consultation</b>		18.04%	20.12%	18.18%	16.85%
<b>2 or more consultations</b>		6.89%	8.65%	5.45%	7.64%
		100.00%	100.00%	100.00%	100.00%

Source: Institut de la statistique du Québec, *Enquête social et de santé 1998*.

- Anglophone respondents were more likely to have had 1 or more consultations with a professional in a four month period.