



Quebec's Social and Health Survey Information: Baseline Data Report 2008 (Section 2.19)

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2.19 Recourse to Info-Santé Telephone Service

- Among survey respondents, women tended to be significantly more aware of the existence of CLSC Info-Santé than men.
- Among men, the 15-24 years age group were the least aware. Among women, younger women aged 15-44 were more aware of CLSC Info-Santé than their seniors.
- The English mother tongue population was much less likely to be aware of the existence of CLSC Info-Santé compared to French mother tongue.
- Awareness was fairly evenly distributed among income groups with those very poor and those with the highest levels of income showing somewhat lower levels of awareness of Info-Santé services.
- Among respondents aware of the existence of Info-Santé, Anglophones were less likely to make use of the service than Francophones.
- 83.67% of Anglophone respondents report they did not use Info-Santé in a twelve month period compared to 74.75% of Francophones. Anglophones were also much less likely to have used Info-Santé at some point in their life.
- Among respondents who had used CLSC Info-Santé in the course of a 12 month period, the most frequent users were those who had undergone hospitalization followed by those with high levels of psychological distress, those who had undergone day surgery and those who were not hospitalized but shared a household with someone who was.
- Respondents who lived in a household with one minor were frequent users of the Info-Santé service.
- Those with low and very low scolarity as well as poor and very poor income were those most highly represented among respondents who had used CLSC Info-Santé three times or more in the course of 12 month period.
- Among survey respondents, women were more likely to be lifetime users of CLSC Info-Santé than men. The 25-44 years age group most frequently reported being lifetime users of the service and the 65 years and over group were the least frequent to report lifetime use.

Table 2.19.1 – Awareness of the existence of CLSC Info-Santé according to age and sex, population 15 years and older, Quebec, 1998

	%	Pop '000
Men		
15-24 years	60.8	302
25-44years	72.0	845
45-64years	67.5	568
65 years or more	73.7	256
Total	68.9	1,972
Women		
15-24 years	80.9	385
25-44years	84.1	966
45-64years	76.5	664
65 years or more	75.7	355
Total	80.1	2,370
Both sexes		
15-24 years	70.7	687
25-44years	77.9	1,811
45-64years	72.0	1,232
65 years or more	74.8	612
Total	74.6	4,342

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

- Among survey respondents, women tended to be significantly more aware of the existence of CLSC Info-Santé than men. Among men, the 15-24 years age group was the least aware. Among women, younger women aged 15-44 were more aware of CLSC Info-Santé than their seniors.

Table 2.19.2 - Awareness of the existence of CLSC Info-Santé according to income level and mother tongue, population 15 years and older, Quebec, 1998

	%	Pop '000
Income level		
Very poor	69.8	274
Poor	75.2	478
Lower middle income	75.6	1,431
Upper middle income	75.8	1,679
High income	69.9	480
Mother tongue		
French	77.5	3,759
English	58.9	239
Other	61.4	354

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

- Among survey respondents, the English mother tongue population was much less likely to be aware of the existence of CLSC Info-Santé compared to French mother tongue.
- Awareness is fairly evenly distributed among income groups with those very poor and those with the highest levels of income showing somewhat lower levels of awareness.

Table 2.19.3 – Lifetime use of CLSC Info-Santé according to mother tongue, population 15 years and older and population 15 years and older aware of the existence of the service, Quebec, 1998

	Population 15	Population 15 years and older and
	years and older	aware of the service
	%	
Mother tongue		
French	31.2	41.1
English	19.1	33.3
Other	20.6	34.1

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

- Among those respondents aware of the existence of CLSC Info-Santé, Anglophones were less likely to use the service than Francophones.

Table 2.19.4 – Use of CLSC Info-Santé in the course of a twelve-month period according to certain demographic and socio-economic and health characteristics, population 15 years and older aware of the existence of the service, Quebec, 1998

	%		Pop '000
Demographic characteristics			
Lives in a household with one minor	41.6		743
Aged 15 to 64 and lives in a household with a person 65 years and older	27.1		47
Socio-economic characteristics			
Relatively low scolarity	31.6		253
Income level very poor	39.0		105
Health characteristics			
Perception of state of health (average or poor)	36.9		176
High level of psychological stress according to indicator	42.0		358
Long-term activity limitations	38.7		179
Consultation with a doctor within a two-week period	39.9		267
Hospitalization in the course of a twelve-month period	49.8		160
Day surgery in the course of a twelve-month period	41.9		88
Was not hospitalized in the course of a twelve-month period but lives in a household with someone who was	41.7		159
Did not have day surgery in the course of a twelve-month period, but lives in household with someone who did	38.0		101
Total population aware of the existence of the service	32.0		1,381

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

- Among survey respondents who had used CLSC Info-Santé in the course of a 12 month period, the most frequent users were those who had undergone hospitalization followed by those with high levels of psychological distress, those who had undergone day surgery and those who were not hospitalized but shared a household with someone who was.
- Respondents who lived in a household with one minor were frequent users of the Info-Santé service.

Table 2.19.5 – Use of CLSC Info-Santé 3 times or more in the course of a twelve-month period according to relative scolarity and income level, population 15 years or more having used the service in the course of a twelve-month period, Quebec, 1998

	%	Pop '000
Relative scolarity		
Very low	31.7	80
Low	28.6	83
Average	24.0	67
High	24.3	66
Very High	21.7	62
Income level		
Very poor	31.5	33
Poor	32.8	56
Lower middle income	25.7	122
Upper middle income	24.3	122
High income	20.5	26

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

- Those with low and very low scolarity as well as poor and very poor income were those most highly represented among respondents who had used CLSC Info-Santé 3 times or more in the course of a 12 month period.

Table 2.19.6 - Use of CLSC Info-Santé 3 times or more in the course of a twelve-month period according to age of the youngest child in the household, population 15 years or more living in a household with a minor and having used the service in the course of a twelve-month period, Quebec, 1998

	%	Pop '000
Age of the youngest child in the household		
0-2 years	48.4	132
3-5 years	31.3	45
6-11 years	20.4	31
12-17 years	16.1	28
Total	31.8	236

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

- Those respondents living in a household where the age of the youngest child is 1-5 years were the most likely to use CLSC Info-Santé 3 times or more in the course of a 12 month period.

Table 2.19.7 – Use of CLSC Info-Santé 3 times or more in the course of a twelve-month period according to certain health characteristics, population 15 years or more having used the service in the course of a twelve-month period, Quebec, 1998

	%	Pop '000
Health Characteristics		
Perception of state of health (average or poor)	32.9	59
High level of psychological stress according to indicator	29.9	107
Long-term activity limitations	33.6	60
Hospitalization in the course of a twelve-month period	42.5	68
Was not hospitalized in the course of a twelve-month period, but lives in a household with someone who was	34.8	55
Total population having used the service in a period of 12 months	26.0	358

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

- Those respondents who had been hospitalized in the course of a twelve month period, or lived in a household with someone who was, were the most likely to have used CLSC Info-Santé 3 times or more in the course of a 12 month period. Those with long-term limitations and high levels of psychological distress were also highly represented in this group.

Table 2.19.8 – Lifetime use of CLSC Info-Santé according to sex and age, population 15 years and older and population 15 years and older aware of the existence of the service, Quebec, 1998

	%
Men	
15-24 years	24.9
25-44years	39.3
45-64years	19.9
65 years or more	25.9
Total	29.9
Women	
15-24 years	47.2
25-44years	62.1
45-64years	37.1
65 years or more	33.7
Total	48.7
Both sexes	
15-24 years	37.5
25-44years	51.4
45-64years	29.2
65 years or more	30.3
Total	40.1

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

- Among survey respondents, women were more likely to be lifetime users of CLSC Info-Santé than men.
- When both sexes are combined, the 25-44 years age group most frequently reported being lifetime users of the service and the 65 years and over group were the least frequent to report lifetime use.

Table 2.19.9 - Use of CLSC Info-Santé in the course of a twelve-month period according to sex, age and mother tongue, population 15 years and older aware of the existence of the service, Quebec, 1998

	Population 15 years and older	Population 15 years and older and aware of the service
	%	
Men		
15-24 years	12.5	21.2
25-44years	22.4	31.4
45-64years	9.7	14.7
65 years or more	13.7	19.7
Total	15.9	23.6
Women		
15-24 years	33.3	41.6
25-44years	42.5	51.1
45-64years	20.2	27.1
65 years or more	16.3	23.5
Total	30.3	38.9
Both sexes		
15-24 years	22.7	32.7
25-44years	32.3	41.9
45-64years	15.0	21.4
65 years or more	15.2	21.9
Total	23.2	32.0
Mother tongue		
French	25.0	32.9
English	14.4	25.0
Other	16.9	27.9

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

- A much higher percentage of women compared to men used CLSC Info-Santé in the course of a twelve month period.
- Among male respondents, those aged 25-44 were the most frequent users of this service. Among female respondents, those aged 15-44 were frequent users.
- Francophones were more frequent users of the CLSC Info-Santé than Anglophones.

Table 2.19.10 – Persons who have used CLSC Info-Santé in a twelve-month period by mother tongue, Quebec, 1998

	N=	18211	1029	1045	445
		French	English	Other	n/a
Yes		25.14%	16.33%	18.47%	13.48%
No		74.75%	83.67%	81.53%	85.17%
Unknown		0.11%	0.00%	0.00%	1.35%
		100.00%	100.00%	100.00%	100.00%

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

- Respondents with English mother tongue were much less likely (35% in relative terms) than Francophones to report having used Info-Santé in a twelve month period. 83.67% of Anglophones report they did not use Info-Santé in a twelve month period compared to 74.75% of Francophones.

Table 2.19.11 – Frequency of use of CLSC Info-Santé by those who have used the service in a twelve-month period by mother tongue, Quebec, 1998

	N=	4598	168	193	66
		French	English	Other	n/a
1-2 times		73.08%	70.83%	74.09%	59.09%
3-5 times		19.07%	21.43%	18.65%	22.73%
6 or more times		7.42%	7.74%	7.25%	9.09%
Unknown		0.43%	0.00%	0.00%	9.09%
		100.00%	100.00%	100.00%	100.00%

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

- Of those respondents who did use Info-Santé over a twelve month period, the greater percentage of both Francophones and Anglophones report 1-2 times.

Table 2.19.12 – Persons using CLSC Info-Santé at some point in their life by mother tongue, Quebec, 1998

	N=	18211	1029	1045	445
		French	English	Other	n/a
Yes		30.45%	20.41%	22.97%	20.22%
No		68.85%	79.20%	76.75%	77.30%
Unknown		0.70%	0.00%	0.00%	2.47%
		100.00%	100.00%	100.00%	100.00%

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

- English-speaking respondents were much less likely (33% in relative terms) than French-speakers to report having used Info-Santé at some point in their life.