

# Medical Wait Times: Patient Perceptions and Expectations

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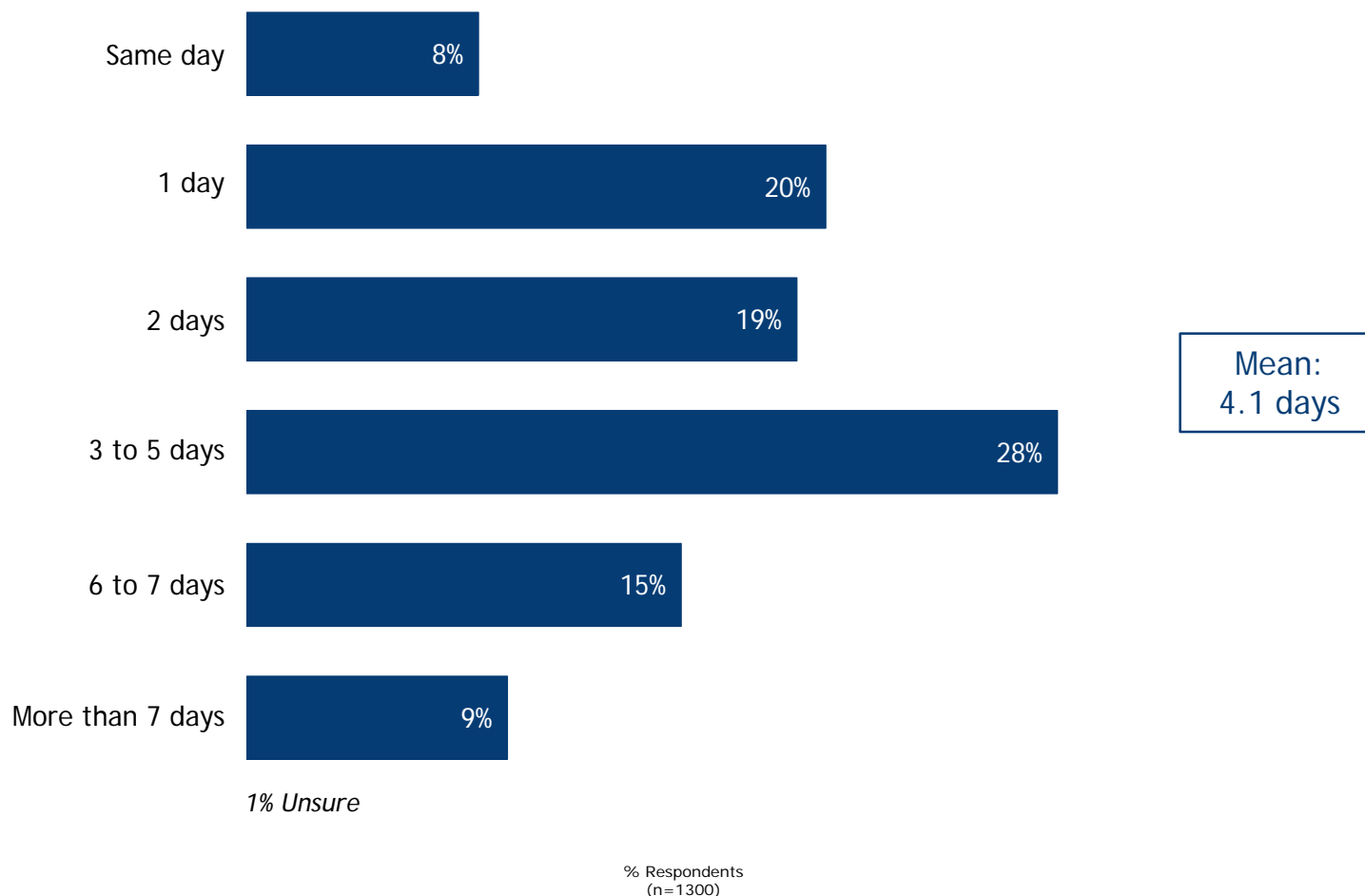


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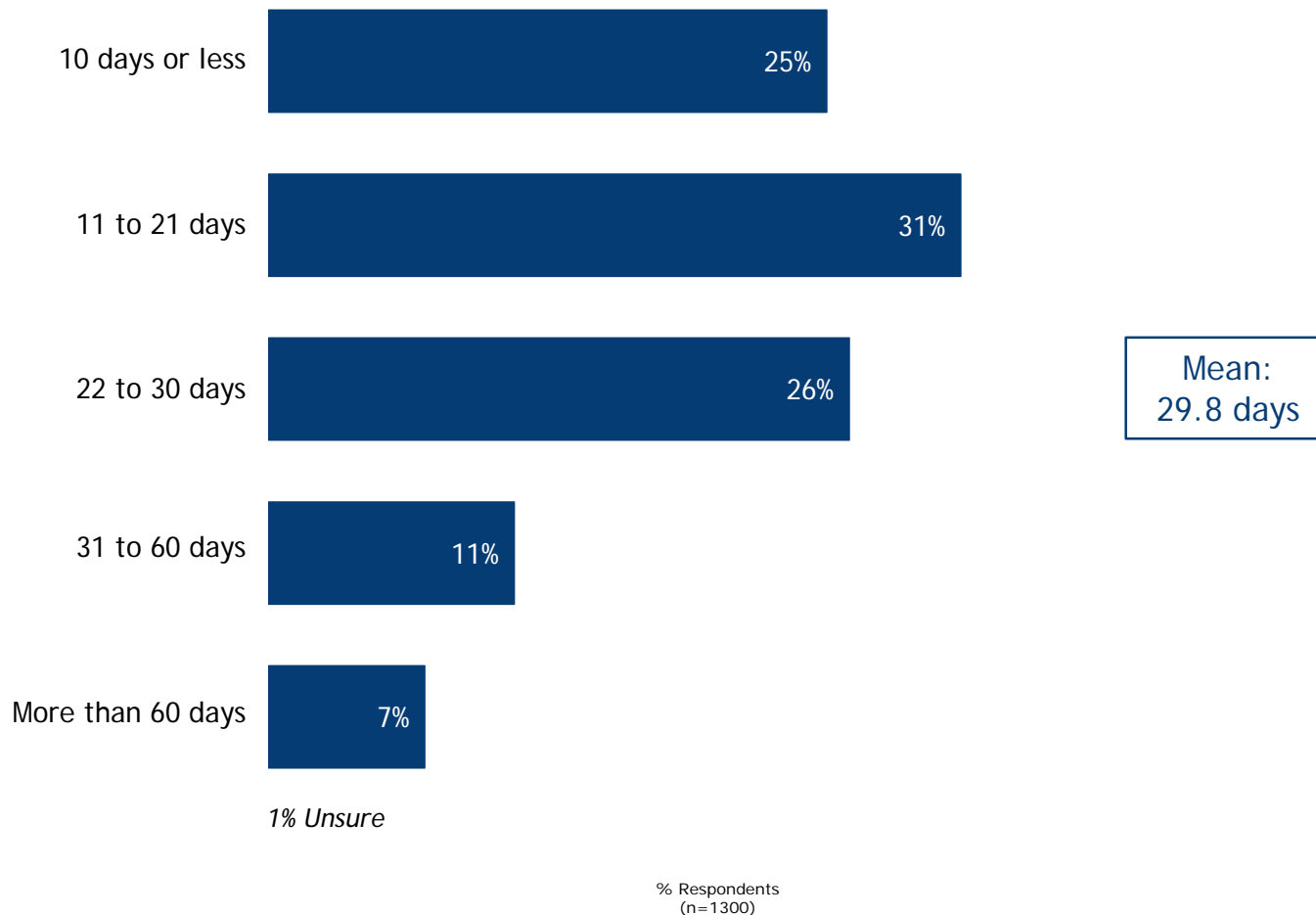
# >> Perceived Reasonable Wait: Family Doctors

What do you personally consider to be a reasonable amount of time to wait for seeing a family doctor?



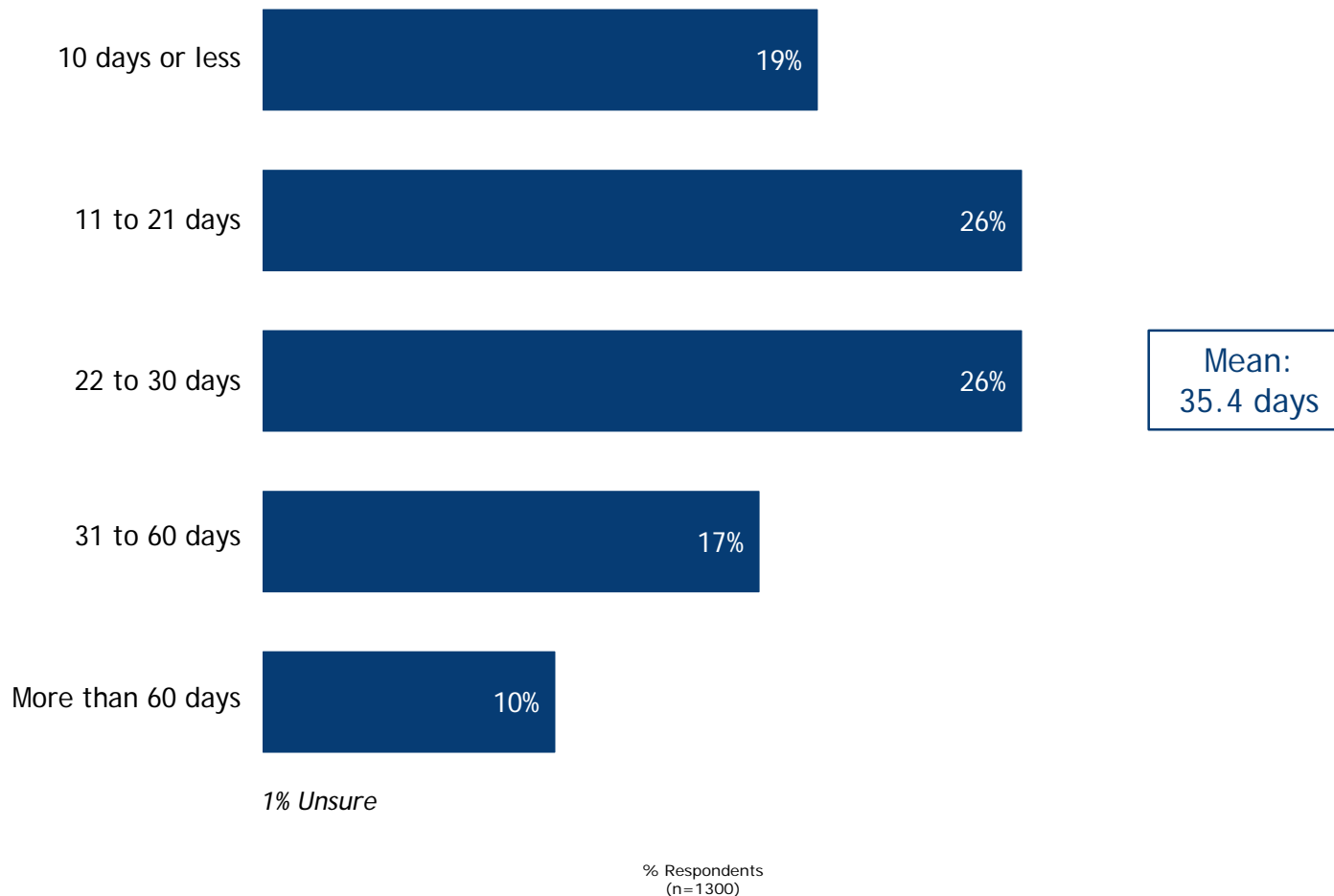
# >> Perceived Reasonable Wait: Specialists

What do you personally consider to be a reasonable amount of time to wait for seeing a doctor who is a specialist?



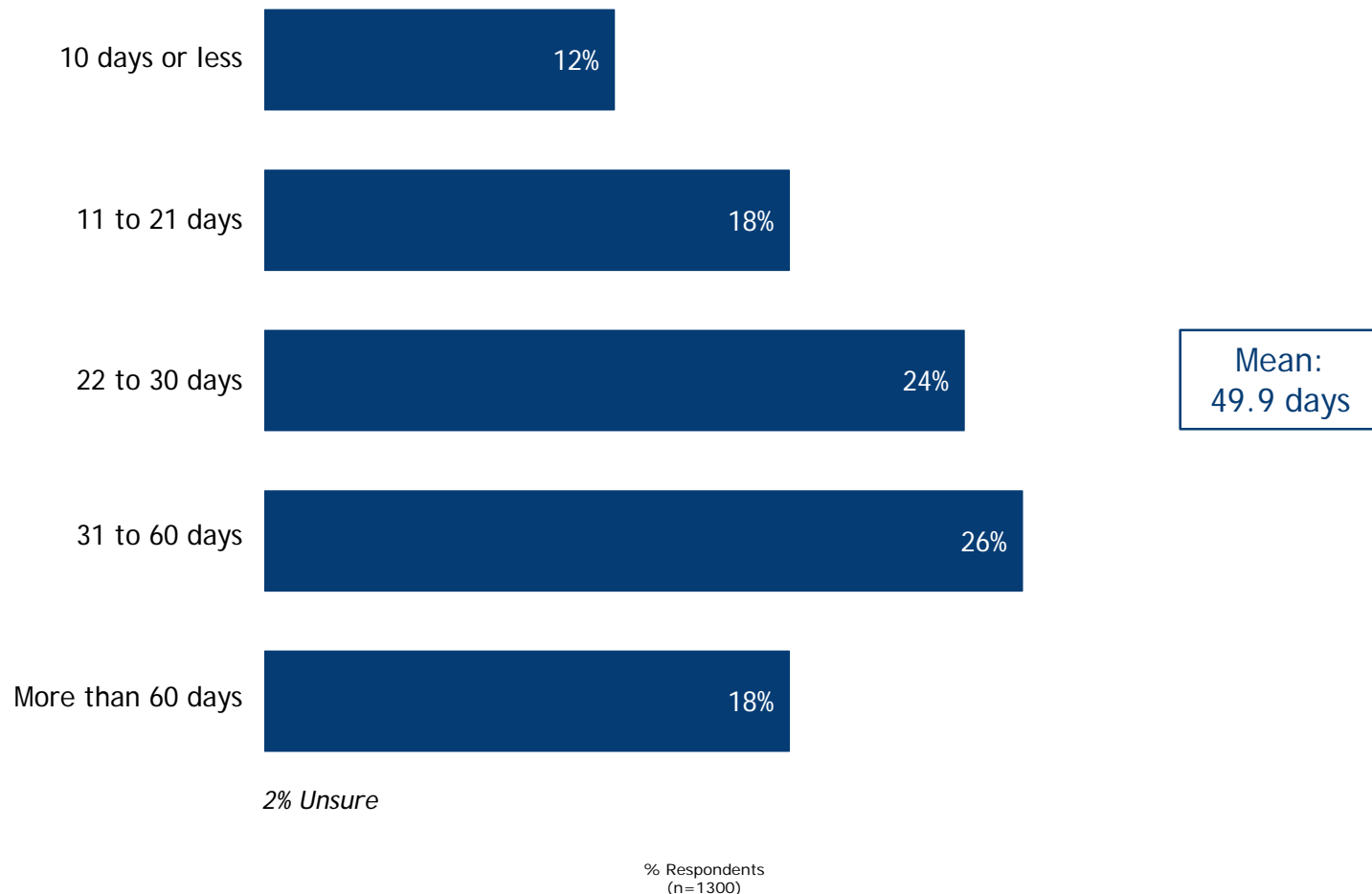
# >> Perceived Reasonable Wait: Surgeons

What do you personally consider to be a reasonable amount of time to wait for seeing a doctor who is a surgeon?



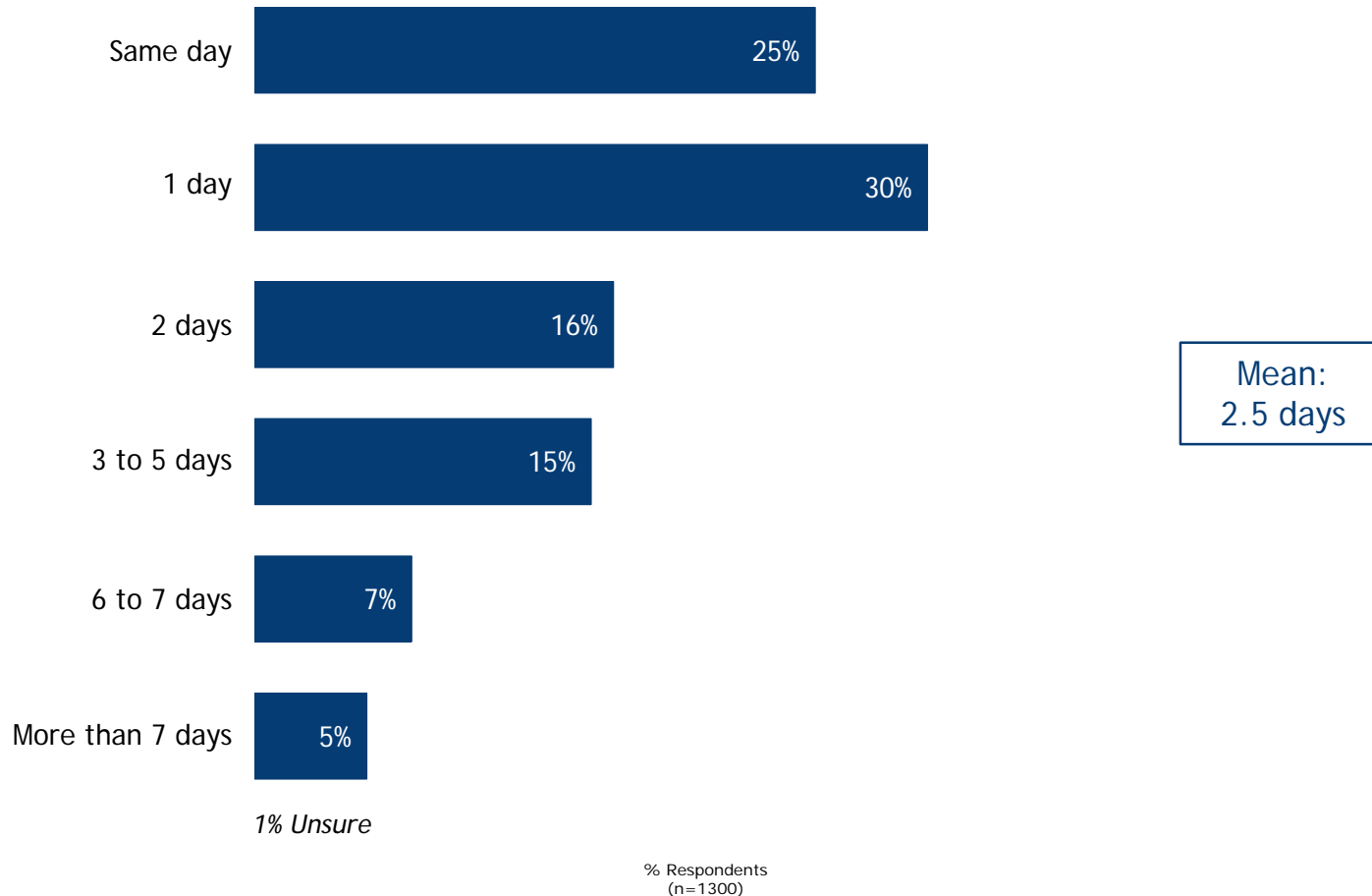
# >> Perceived Reasonable Wait: Surgeries and Procedures

What do you personally consider to be a reasonable amount of time to wait for a surgery or specialized procedure?



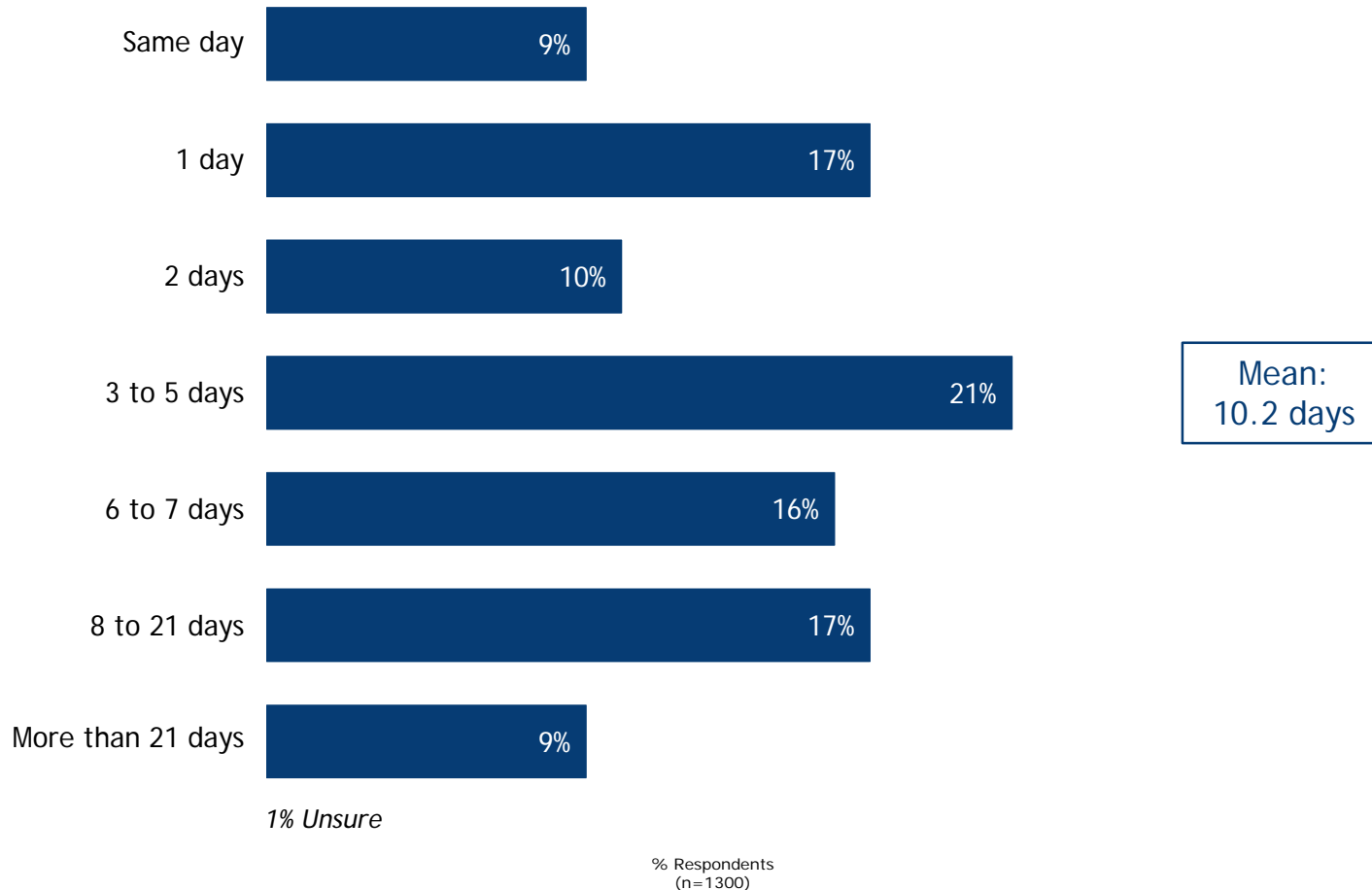
# >> Perceived Reasonable Wait: Laboratory Testing

What do you personally consider to be a reasonable amount of time to wait for laboratory testing (e.g., blood, urine testing, etc.)?



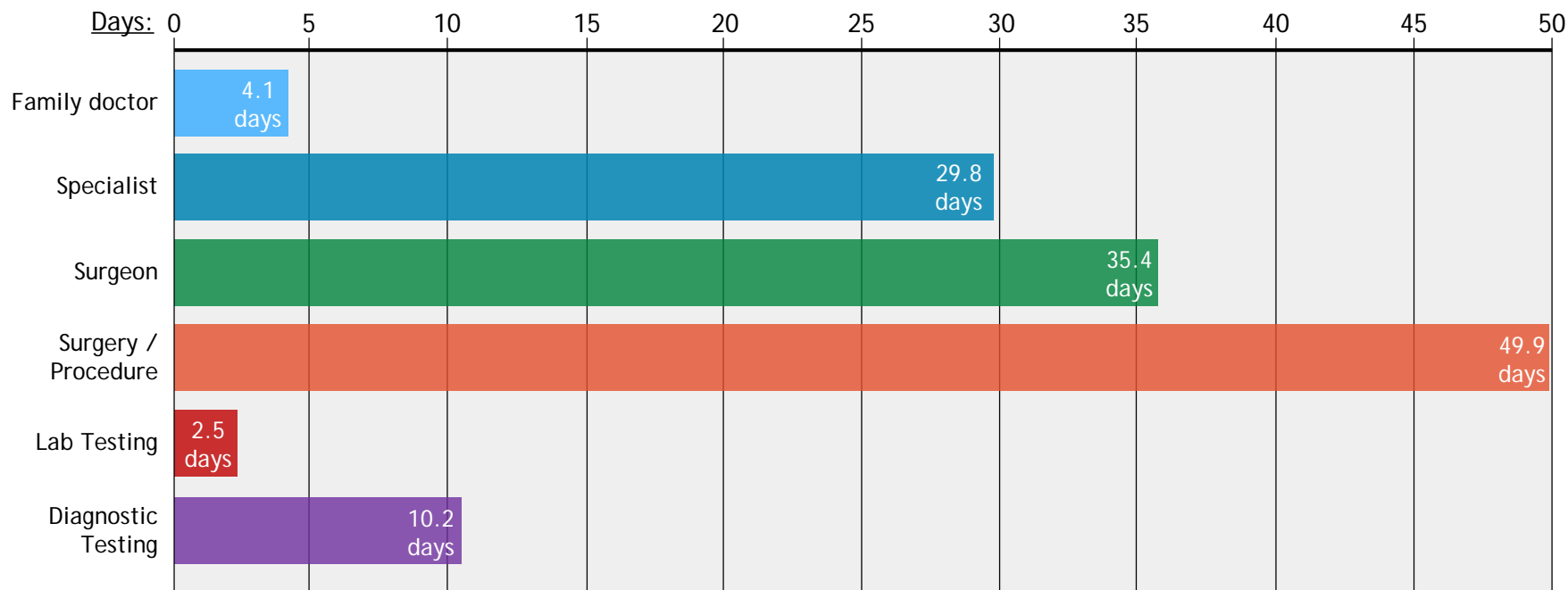
# >> Perceived Reasonable Wait: Diagnostic Testing

What do you personally consider to be a reasonable amount of time to wait for diagnostic testing (e.g., X-ray, ultrasound, MRI, etc.)?



# >> Perceived Reasonable Wait: Mean Scores

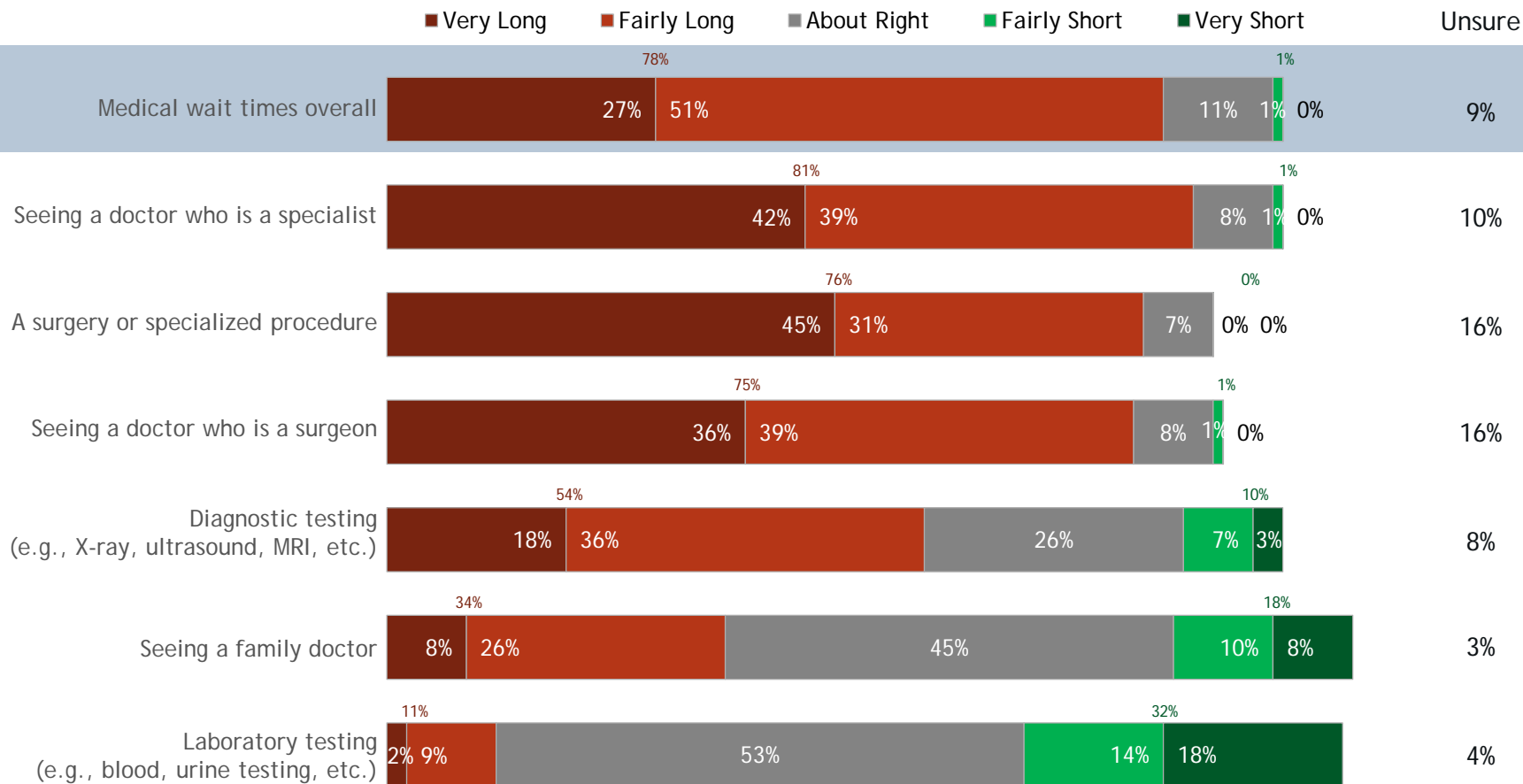
What do you personally consider to be a reasonable amount of time to wait for each of the following medical services?





# >> Wait Time Expectations

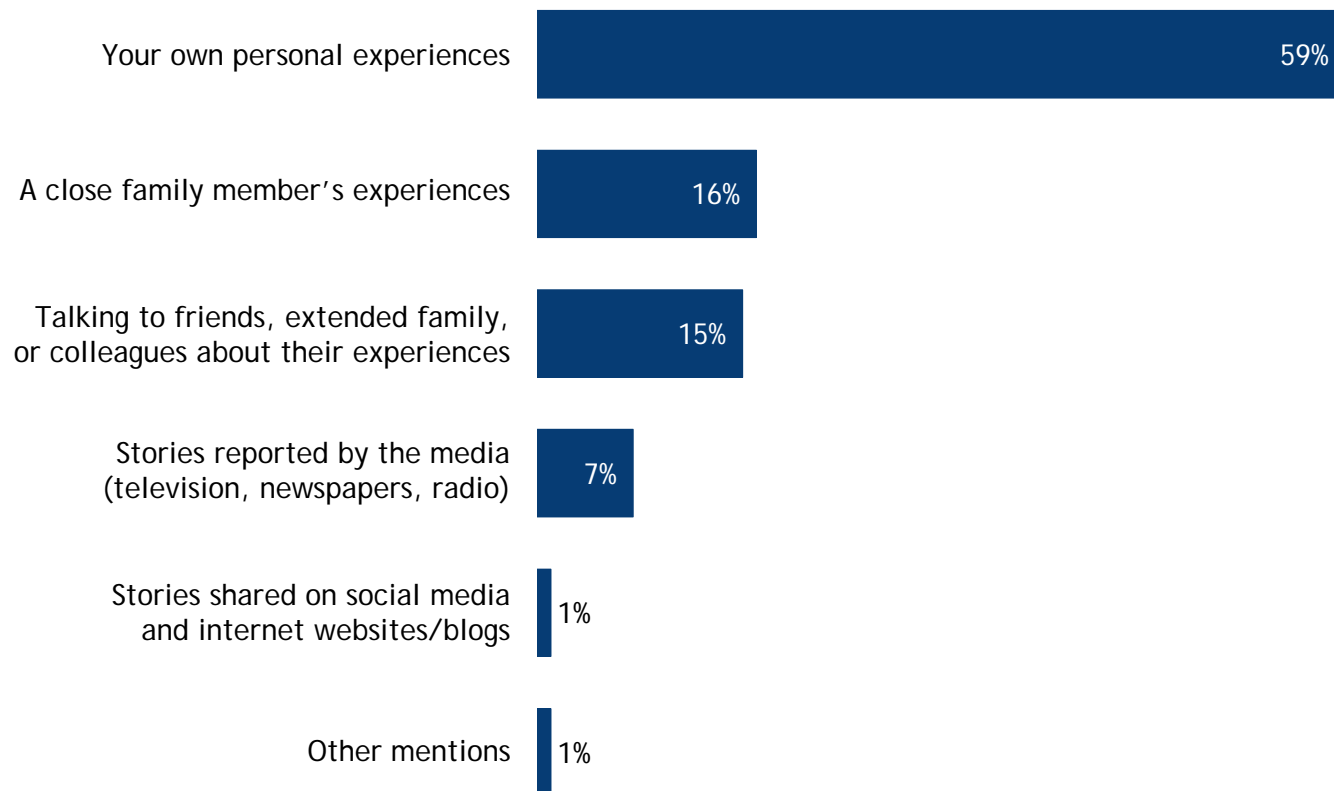
Compared to your expectations of timely care in Alberta's health care system, do you think that wait times for each of the following in Alberta today are long, short or about right?



% Respondents  
(n=1300)

# >> Influences on Wait Time Perceptions

When it comes to your own personal perceptions of medical wait times in Alberta today, which of the following would you say has had the **biggest influence** on your views?



% Respondents  
(n=1300)

# Medical Wait Times: Patient Experiences and Personal Impacts

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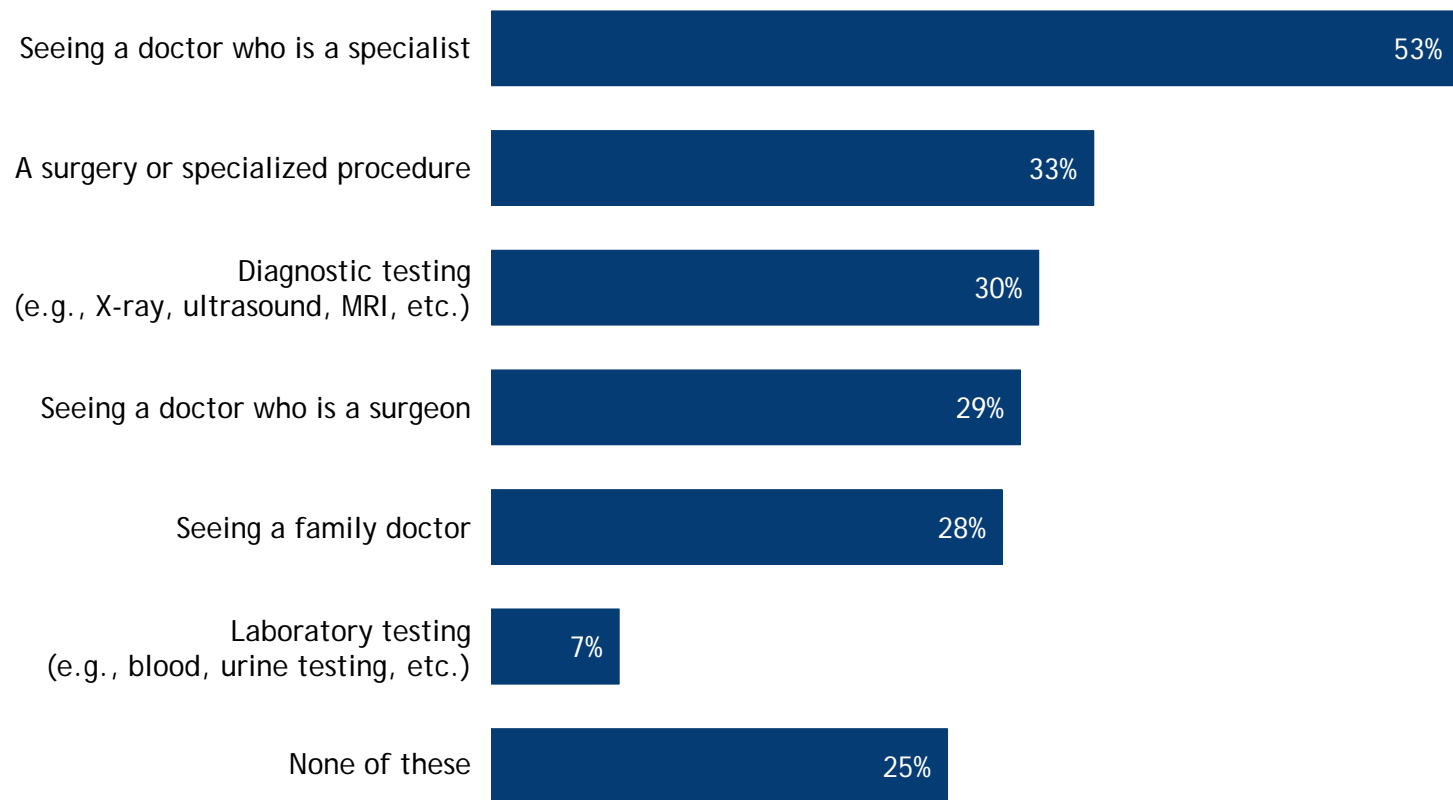


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# >> Past Unreasonable Waits for Medical Services

Thinking about health care that you have received in Alberta, have you ever personally experienced what you consider to be an unreasonable wait for...

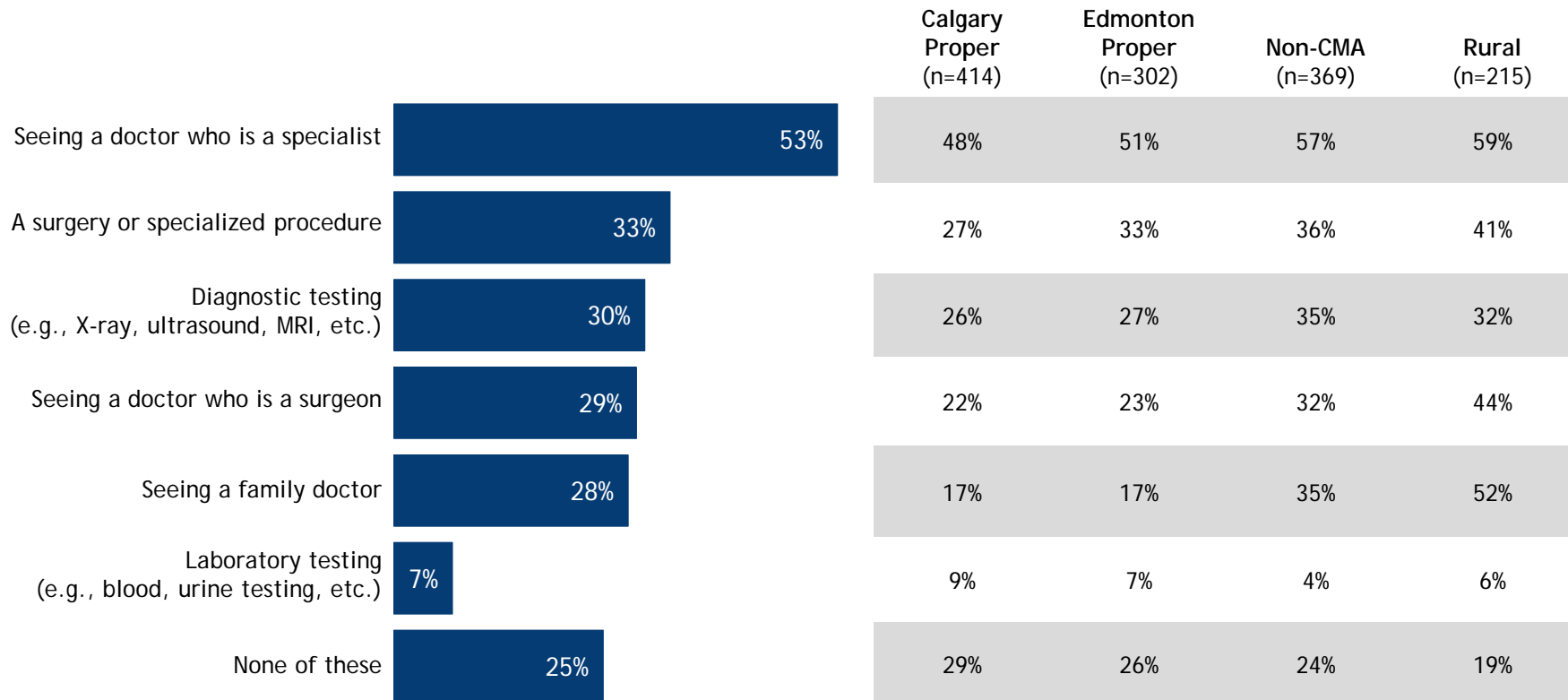


% Respondents  
(n=1300)



# Past Unreasonable Waits for Medical Services - By Region

Thinking about health care that you have received in Alberta, have you ever personally experienced what you consider to be an unreasonable wait for...

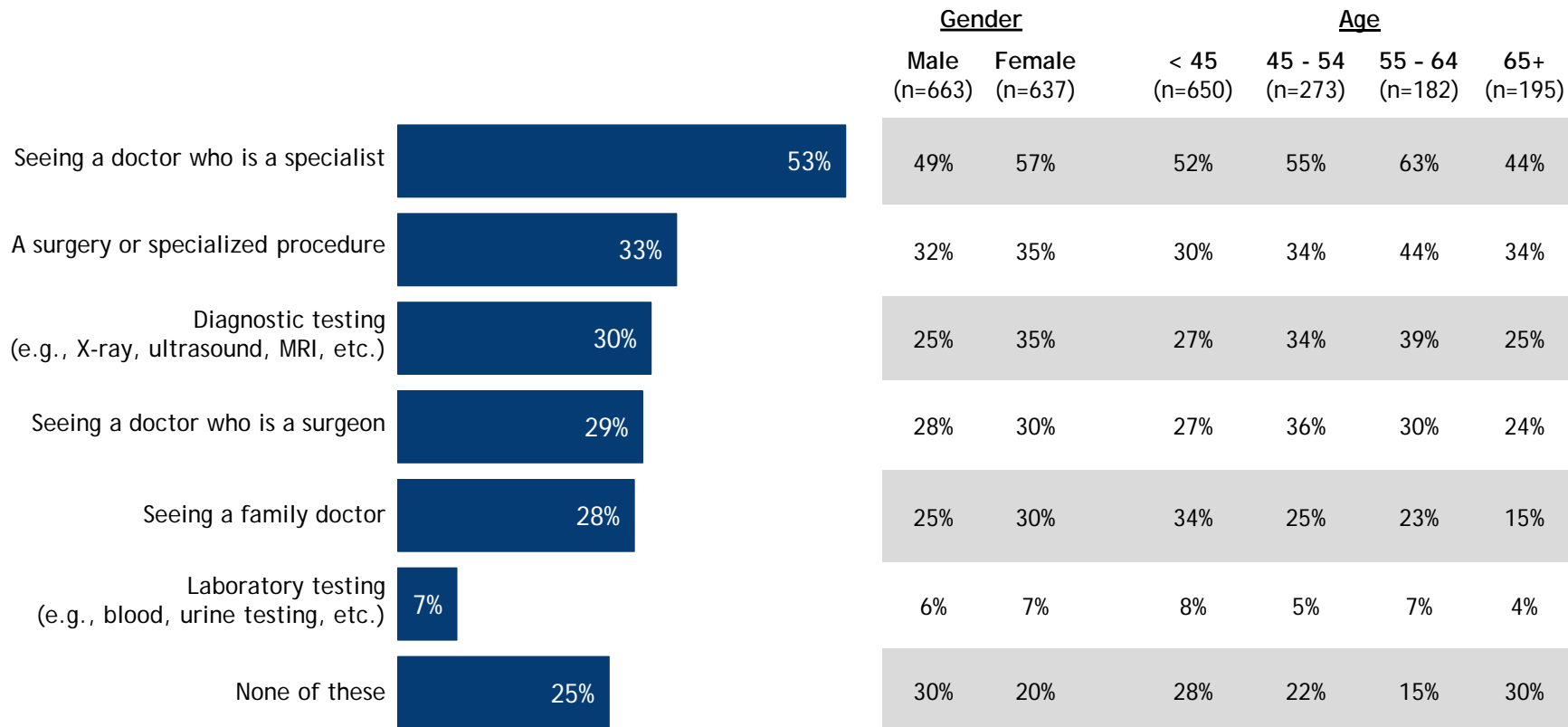


% Respondents (n=1300)



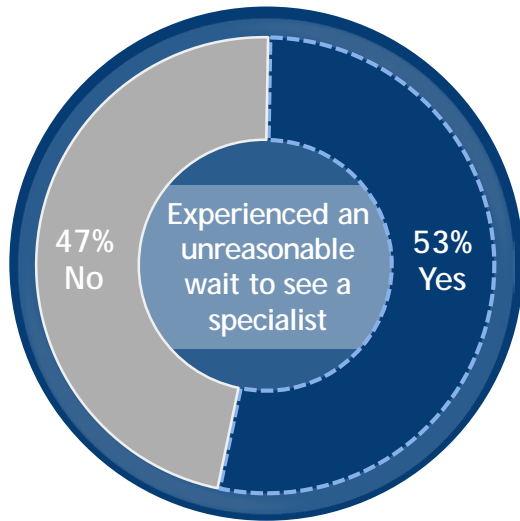
# Past Unreasonable Waits for Medical Services - By Gender and Age

Thinking about health care that you have received in Alberta, have you ever personally experienced what you consider to be an unreasonable wait for...



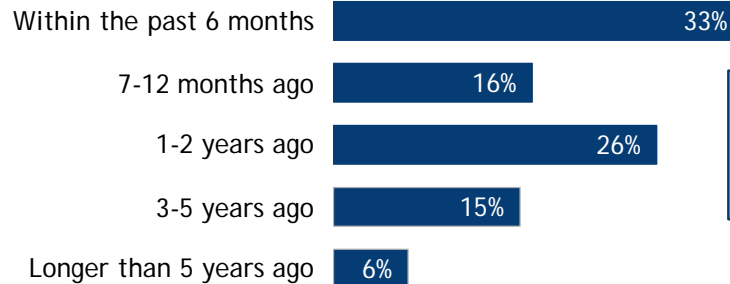
% Respondents  
(n=1300)

# >> Waiting to See a Specialist - Patient Experiences



% Respondents (n=1300)

When was the last time you personally experienced what you considered to be an unreasonable wait for seeing a doctor who is a specialist in Alberta?

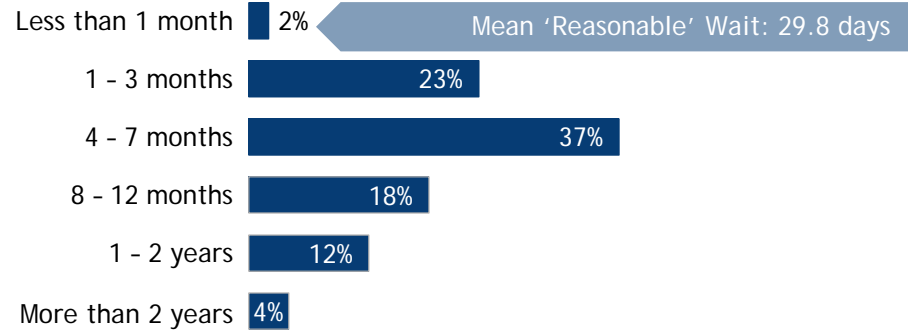


\*3% Don't recall

(Base: Experienced an unreasonable wait to see a specialist - n=690)

As % of ALL Alberta Patients:  
 - 40% within the past 2 years  
 - 26% within the past year  
 - 18% within the past 6 months

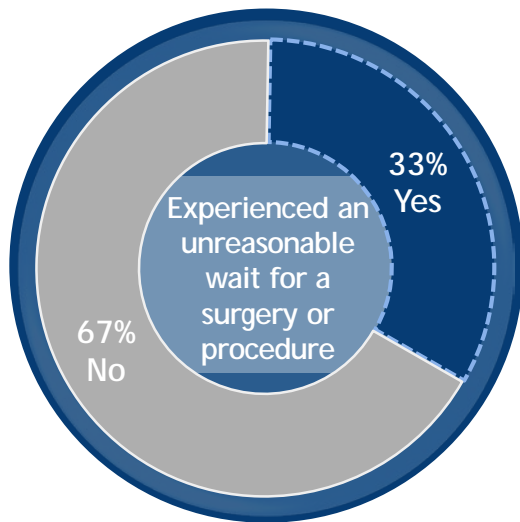
How long was this delay for seeing a doctor who is a specialist?



\*4% Don't recall

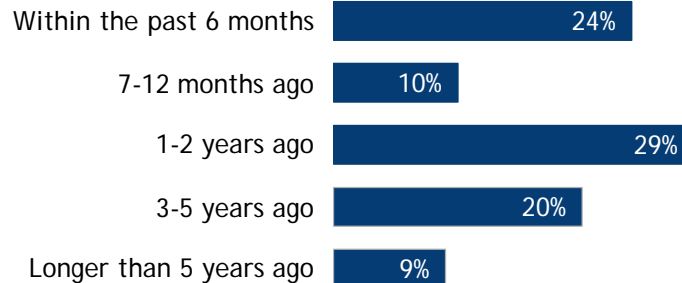
(Base: Experienced an unreasonable wait to see a specialist - n=690)

# >> Waiting For a Surgery or Specialized Procedure - Patient Experiences



% Respondents (n=1300)

When was the last time you personally experienced what you considered to be an unreasonable wait for a surgery or specialized procedure in Alberta?

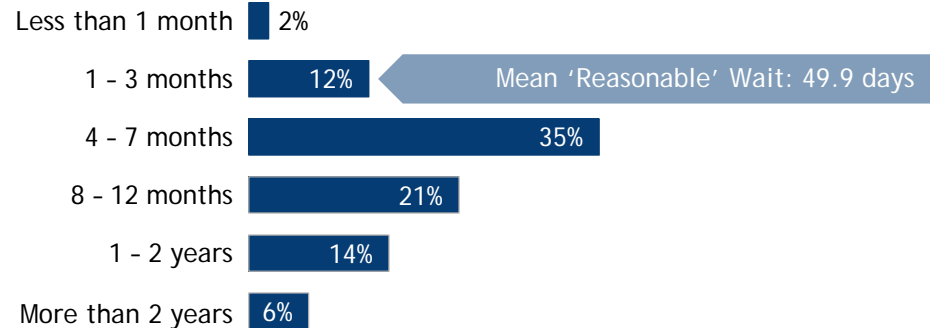


\*7% Don't recall

As % of ALL Alberta Patients:  
 - 21% within the past 2 years  
 - 11% within the past year  
 - 8% within the past 6 months

(Base: Experienced an unreasonable wait for a surgery or specialized procedure - n=435)

How long was this delay for the surgery or specialized procedure?

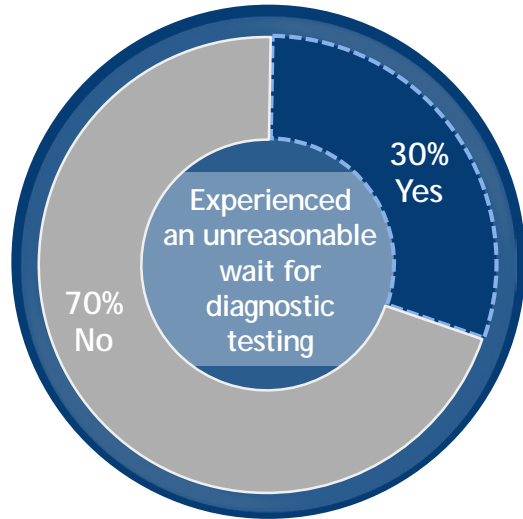


\*10% Don't recall

(Base: Experienced an unreasonable wait for a surgery or specialized procedure - n=435)

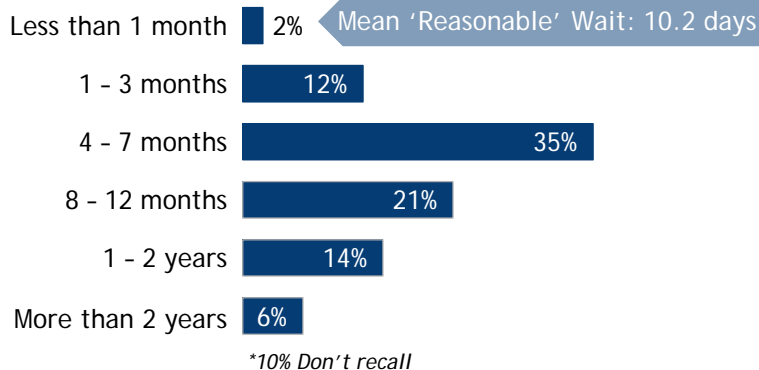


# >> Waiting for Diagnostic Testing - Patient Experiences



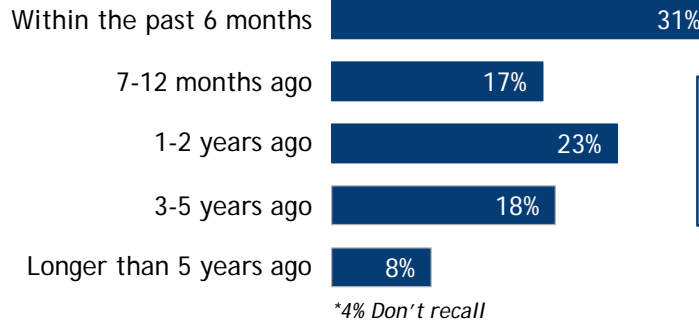
% Respondents (n=1300)

## How long was this delay for diagnostic testing?



(Base: Experienced an unreasonable wait for diagnostic testing - n=389)

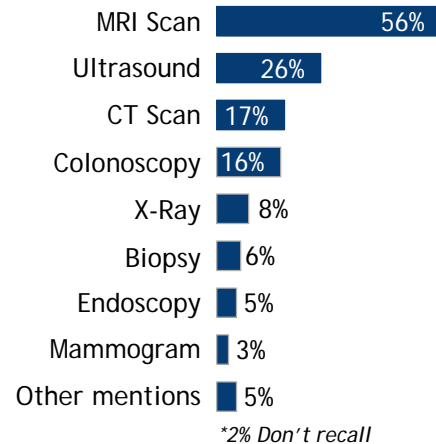
## When was the last time you personally experienced what you considered to be an unreasonable wait for diagnostic testing in Alberta?



As % of ALL Alberta Patients:  
 - 21% within the past 2 years  
 - 14% within the past year  
 - 9% within the past 6 months

(Base: Experienced an unreasonable wait for diagnostic testing - n=389)

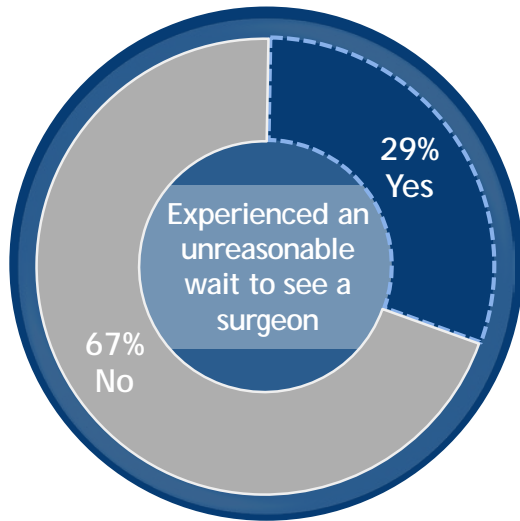
## What type of test(s) were you waiting for?



The Alberta Wait Times Reporting website's estimate is 27 weeks (to serve 90% of patients)

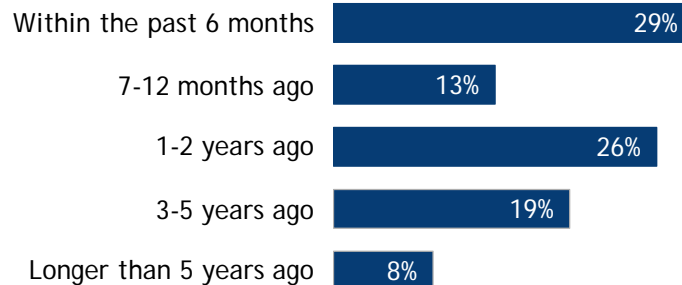
(Base: Experienced an unreasonable wait for diagnostic testing - n=389)

# >> Waiting to See a Surgeon - Patient Experiences



% Respondents (n=1300)

When was the last time you personally experienced what you considered to be an unreasonable wait for seeing a doctor who is a surgeon in Alberta?

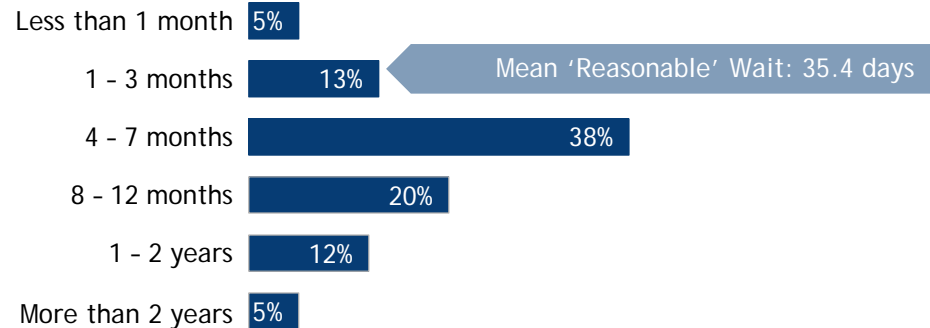


\*6% Don't recall

(Base: Experienced an unreasonable wait to see a surgeon - n=374)

As % of ALL Alberta Patients:  
 - 20% within the past 2 years  
 - 12% within the past year  
 - 8% within the past 6 months

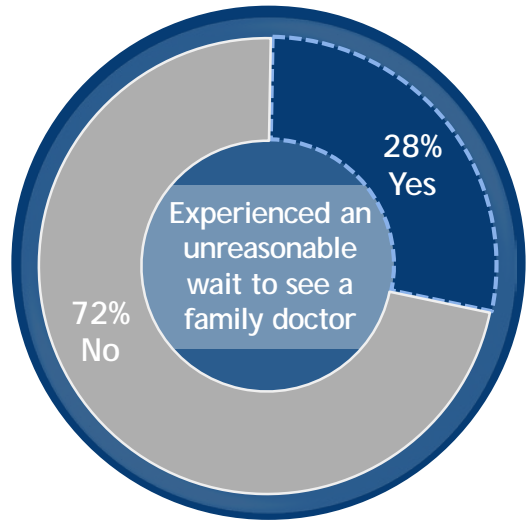
How long was this delay for seeing a doctor who is a surgeon?



\*8% Don't recall

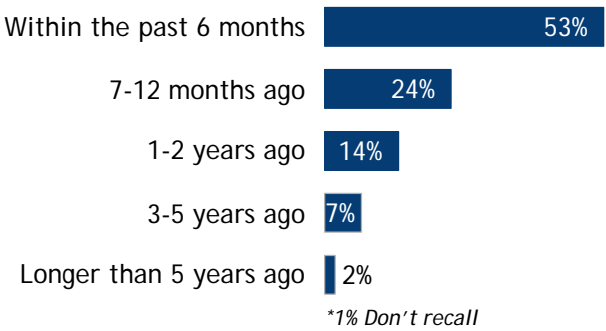
(Base: Experienced an unreasonable wait to see a surgeon - n=374)

# >> Waiting to See a Family Doctor - Patient Experiences



% Respondents (n=1300)

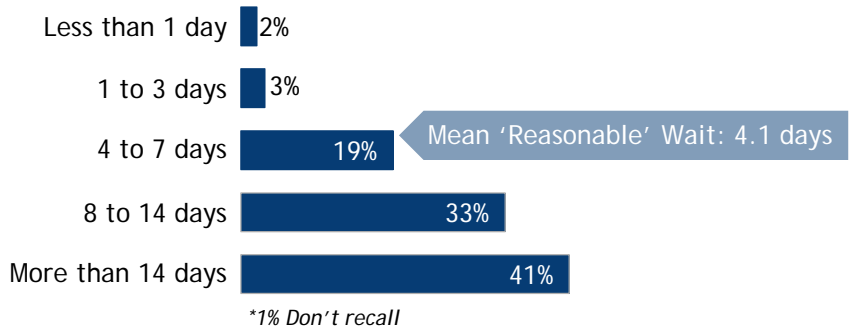
## When was the last time you personally experienced what you considered to be an unreasonable wait for seeing a family doctor in Alberta?



**As % of ALL Alberta Patients:**  
 - 25% within the past 2 years  
 - 21% within the past year  
 - 15% within the past 6 months

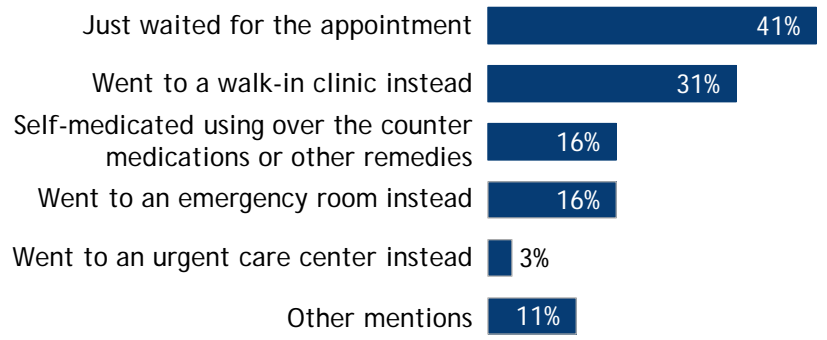
(Base: Experienced an unreasonable wait to see a family doctor - n=359)

## How long was this delay for seeing a family doctor?



(Base: Experienced an unreasonable wait to see a family doctor - n=359)

## Last time you experienced what you considered to be a long wait to see a family doctor, what did you do?



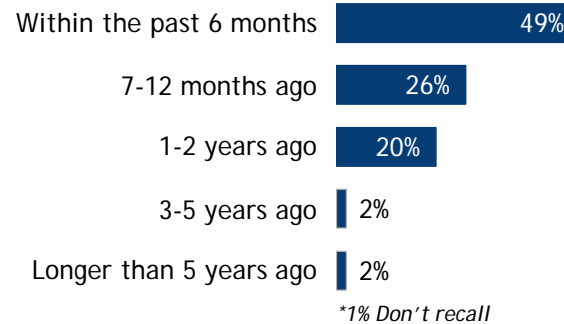
(Base: Experienced an unreasonable wait to see a family doctor - n=359)

# >> Waiting for Laboratory Testing - Patient Experiences



% Respondents (n=1300)

When was the last time you personally experienced what you considered to be an unreasonable wait for laboratory testing (e.g., blood, urine testing, etc.) in Alberta?

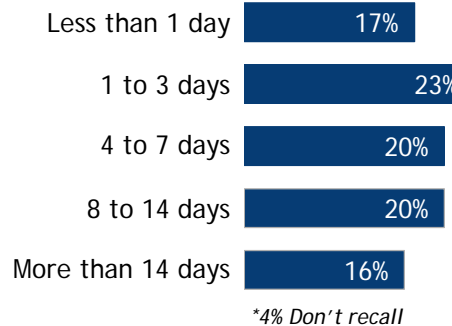


\*1% Don't recall

(Base: Experienced an unreasonable wait for laboratory testing - n=86)

As % of ALL Alberta Patients:  
 - 6% within the past 2 years  
 - 5% within the past year  
 - 3% within the past 6 months

How long was this delay for laboratory testing?



\*4% Don't recall

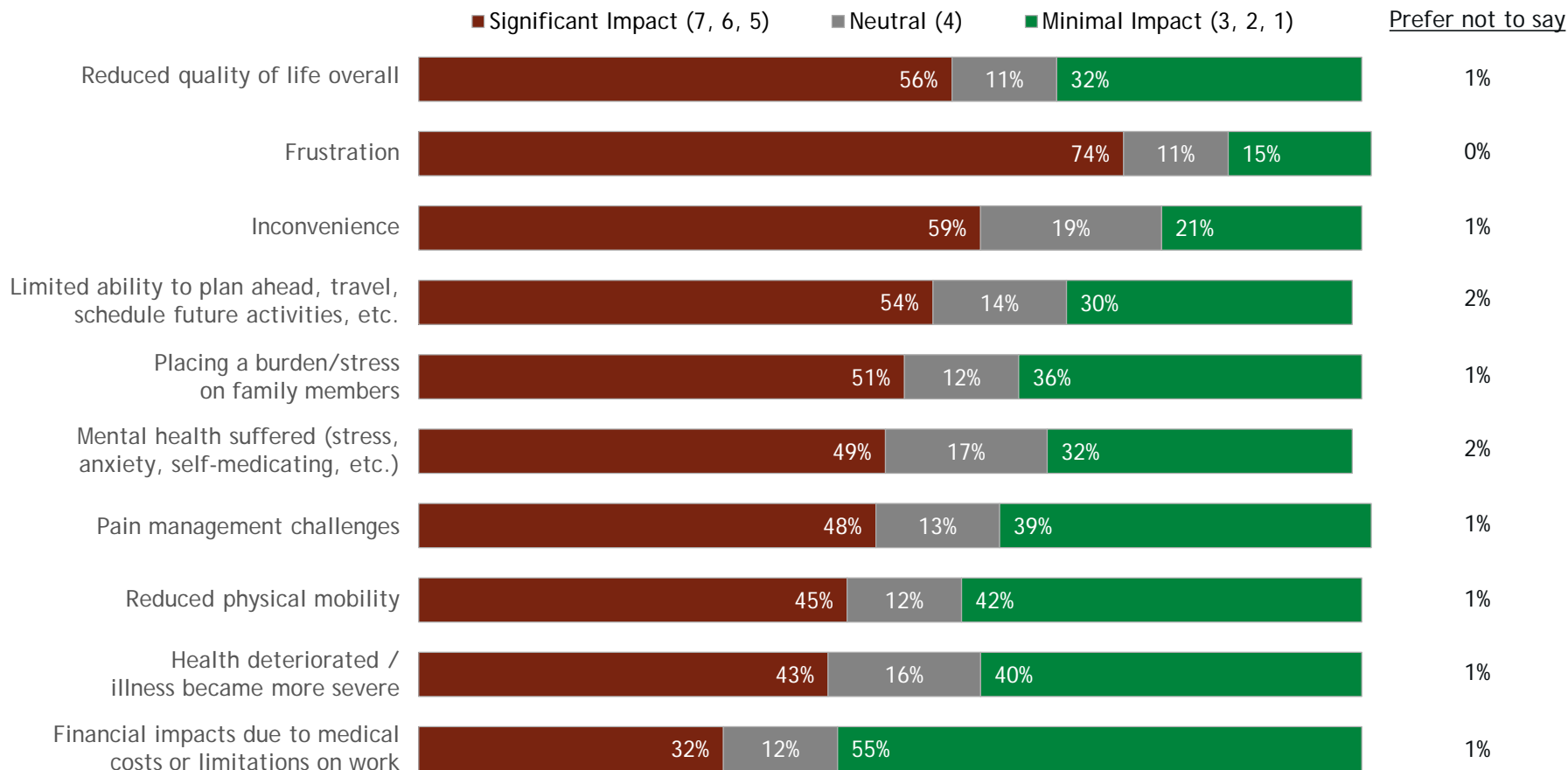
(Base: Experienced an unreasonable wait for laboratory testing - n=86)

Mean 'Reasonable' Wait: 2.5 days

# >> Medical Wait Times: Personal Impacts

Thinking about the wait times you've personally experienced in Alberta's health care system, what impact, if any, have they had on you as a patient?

Please use a scale from 1 to 7 where 1 is No Real Impact and 7 is Very Severe Impact to rate each.



(Base: Experienced an unreasonable wait for a medical service or procedure - n=973)