

All In for Transforming Canadian Healthcare

Humanizing Healthcare Access, experience and outcomes



How Canadians perceive and interact with the healthcare system



would like to continue using online booking and scheduling, health services in the pharmacy and telehealth after the pandemic



use private treatments, especially Canadians with high income and with a severe health condition



are most comfortable to receive care from pharmacies



have less trust in their government to manage their long-term wellbeing since the onset of the COVID-19 pandemic

What should public and private health industry stakeholders do to transform the Canadian healthcare system?



Focus on greater care **personalization**

75%

of respondents would let their health care provider share their personal health information for better, personalized care



Increase patient-provider **engagement**

15%

only of respondent's care providers adopt a proactive approach and are invested in their patient's health



Refine **investment** in digital health tools

53%

of respondents are comfortable with their doctor using AI for administrative purposes



Reduce **access** hurdles

78%

of respondents who experienced virtual care or telehealth felt comfortable or neutral about their experience

Accenture surveyed 1,863 Canadians to better understand how they perceive healthcare, how they interact with the system, and how the COVID-19 pandemic has shifted their opinion of the Canadian health landscape. Our findings highlights key principles to follow to create efficient and personalized care experiences.

<https://www.accenture.com/ca-en/industries/health-index>