



Between August and October 2021 we interviewed 13 people.

Your participation in this research study has helped us describe what is important for Indigenous patients when they access virtual health care.

ACCESS

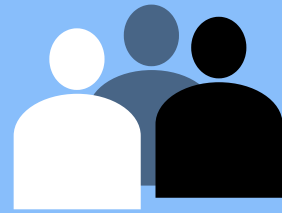
Having virtual options for care improve access to health services for most participants. Shorter waits for appointments, and decreased travel time and costs were consistently mentioned.



YOU CAN CALL THEM LIKE ANY DAY, AND YOU'LL GET TO TALK TO SOMEONE RIGHT AWAY. I THINK JUST THE WAY THAT THEY TALK TO YOU. THEY GIVE YOU GOOD INFORMATION AND EVERYTHING. I THINK THAT JUST MAKES YOU FEEL A LOT BETTER
—PARTICIPANT 06.

RELATIONSHIPS

Having an appointment with an Indigenous doctor, or doctors that understand Indigenous well-being is important. Compassion, trust and empathy are key pieces of creating and maintaining a good relationship with a care provider.



I'VE NEVER HAD A [PHYSICIAN] BEFORE WHERE I CAN ACTUALLY REALLY TALK ABOUT LIKE EVERYTHING AND ... A LOT ABOUT COLONIZATION AND HOW IT AFFECTS LIKE MENTAL HEALTH AND STUFF
—PARTICIPANT 09

QUALITY

Feeling safe giving feedback to doctors and clinics was important.



[THE DOCTOR] HELPED ME TO MAKE AN INFORMED CHOICE ABOUT MY OWN TREATMENT, WHICH WAS REALLY NICE. BECAUSE SHE INVOLVED ME IN THAT PROCESS, RIGHT?
—PARTICIPANT 08.

SAFETY

This included physical, personal and cultural safety. Doctors who are open and non-judgemental were important in creating a safe setting for Indigenous patients.



...IT DOES MAKE ME FEEL MORE SAFE. IT FEELS LIKE THIS IS FOR FIRST NATIONS, THE FOCUS IS MORE ON US. WITH THE VIRTUAL CARE, THEY HAVE KNOWLEDGE I GUESS, OF INDIGENOUS PEOPLE. AND THEY DON'T JUST HAVE THAT JUDGMENT, JUST BECAUSE I'M NATIVE
—PARTICIPANT 05.

THANK YOU FOR TAKING PART