Pharmacists in Canada
A national survey of Canadians on their perceptions and attitudes towards pharmacists in Canada.

February 2016
Prepared for the Canadian Pharmacists Association
## Methodology

<table>
<thead>
<tr>
<th>Online Survey</th>
<th>Survey was conducted online with a representative sample of Canadians from Research Now’s online panel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample Size</td>
<td>3,824 (Comparable Margin of Error ± 1.6%)</td>
</tr>
<tr>
<td>Field dates</td>
<td>February 19 to 25, 2016</td>
</tr>
<tr>
<td>Statistical Weighting</td>
<td>Data was weighted by age, gender, education and region. In Quebec, results were also weighted by official language.</td>
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</tbody>
</table>
Executive Summary

This year, more Canadians are aware of the expanded role pharmacies are playing in delivering healthcare services and most say they would be likely to visit a pharmacy for health services including flu shots, advice on medications, and treatment of common ailments.

The reason? Pharmacists are respected, trusted, and seen as making a positive impact on the health outcomes of Canadians and on the efficiency of the health system overall.

1. Awareness about the scope of services is generally up. Flu shots, prescribing for minor health conditions, other vaccines, therapeutic substitution, and adapting prescriptions are all up at least 4 points from last year.

2. Impression of pharmacists remains very strong 95% have a positive impression of pharmacists - unchanged from last year.

3. Most Canadians believe that pharmacists play an important role in our healthcare system with half believing that pharmacists play an essential role in the health care system - unchanged from last year.

4. Trust with pharmacists to provide advice for a range of health services remains strong - and largely unchanged from last year.

5. A majority of Canadians say they would be likely to go to a pharmacist to get all the services we tested but are most likely open to going for advice on medicines, managing common ailments, and vaccinations.

6. Pharmacist, like physicians, are an important source of information of Canadians. 66% put pharmacists in their top 3 most important sources of information when it comes to pharmacies, new drugs, and healthcare in general.
Impression of Professions

Below is a list of different professions in Canada. Please tell us if you have a very positive, mostly positive, mostly negative, or very negative impression of each.

Pharmacists continue to have a positive impression among Canadians. Overall, 95% have a positive impression with 38% saying they have a very positive impression of pharmacists. Impressions are largely unchanged from 2015.

Pharmacists are viewed as positively as physicians, and more positively than military officers, police officers, chiropractors, and bankers.
Impression of Pharmacists

Below is a list of different professions in Canada. Please tell us if you have a very positive, mostly positive, mostly negative, or very negative impression of each. - **Pharmacists**

<table>
<thead>
<tr>
<th>Region</th>
<th>Very positive</th>
<th>Mostly positive</th>
<th>Mostly negative</th>
<th>Very negative</th>
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</thead>
<tbody>
<tr>
<td>Canada</td>
<td>38%</td>
<td>57%</td>
<td>4%</td>
<td>9%</td>
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<tr>
<td>BC</td>
<td>37%</td>
<td>55%</td>
<td>7%</td>
<td>1%</td>
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<tr>
<td>AB</td>
<td>38%</td>
<td>58%</td>
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<td>9%</td>
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<tr>
<td>SK/MB</td>
<td>40%</td>
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<td>ON</td>
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<tr>
<td>QC</td>
<td>35%</td>
<td>59%</td>
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<tr>
<td>Atlantic</td>
<td>46%</td>
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<tr>
<th>Gender</th>
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<tbody>
<tr>
<td>Male</td>
<td>35%</td>
<td>60%</td>
<td>4%</td>
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<tr>
<td>Female</td>
<td>40%</td>
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<td>41%</td>
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<td>30 - 44</td>
<td>31%</td>
<td>63%</td>
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<td>45 - 59</td>
<td>37%</td>
<td>59%</td>
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<tr>
<td>60+</td>
<td>42%</td>
<td>54%</td>
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All Respondents, n= 3,824
Roles in Healthcare

Think about the health care system overall and the role and importance of different people within the system. We are going to show you a number of different professions within the health care system and ask you to classify their role into one of three groups. *Note 2015 categories Central/Important/Supporting

Respondents were asked to classify a number of health professionals into three categories related to their importance in the healthcare system. Overall, 54% of Canadians consider pharmacists to be essential to the healthcare system, unchanged from 2015. Few Canadians believe that pharmacists play a supporting role in the system.

Note: In 2015, instead of using the term “essential”, respondents were asked whether each professional played a “central” role in the system. This likely explains some of the large changes we see with some other professions within the health system.
Role of Pharmacists

Think about the health care system overall and the role and importance of different people within the system. We are going to show you a number of different professions within the health care system and ask you to classify their role into one of three groups.

- **Canada (3824)**: Essential (54%), Important (38%), Supporting (8%)
- **BC (154)**: Essential (57%), Important (36%), Supporting (8%)
- **AB (150)**: Essential (54%), Important (40%), Supporting (6%)
- **SK/MB (1000)**: Essential (63%), Important (32%), Supporting (5%)
- **ON (500)**: Essential (55%), Important (36%), Supporting (9%)
- **QC (500)**: Essential (46%), Important (45%), Supporting (9%)
- **Atlantic (1520)**: Essential (65%), Important (30%), Supporting (5%)

- **Gender**: Male (1644): Essential (48%), Important (42%), Supporting (10%)
  Female (2180): Essential (60%), Important (34%), Supporting (6%)

- **Age**:
  - 18 - 29 (500): Essential (49%), Important (41%), Supporting (10%)
  - 30 - 44 (1108): Essential (53%), Important (41%), Supporting (6%)
  - 45 - 59 (1188): Essential (53%), Important (38%), Supporting (9%)
  - 60+ (1028): Essential (59%), Important (33%), Supporting (8%)

**All Respondents, n= 3,824**
A majority of Canadians trust pharmacists to provide advice on medicines, manage common ailments, offer advice on healthy lifestyle changes, manage chronic health conditions, and provide advice on vaccinations. The levels of trust are comparable to doctors and nurses, and higher than paramedics.

All Respondents, n= 3,824
Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.

**Trust to Deliver Health Services - Pharmacists**

Compared with 2015, there has been little change in the level of trust Canadians have towards pharmacists to provide advice on a number of health services.
Advice – Vaccinations - Pharmacists

Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.

Region

- Canada (3824):
  - Completely trust: 22%
  - Trust a great deal: 37%
  - Trust somewhat: 28%
  - Trust only a little: 8%
  - Do not trust at all: 5%

- BC (154):
  - Completely trust: 34%
  - Trust a great deal: 31%
  - Trust somewhat: 23%
  - Trust only a little: 6%
  - Do not trust at all: 7%

- AB (150):
  - Completely trust: 27%
  - Trust a great deal: 35%
  - Trust somewhat: 24%
  - Trust only a little: 6%
  - Do not trust at all: 7%

- SK/MB (1000):
  - Completely trust: 21%
  - Trust a great deal: 44%
  - Trust somewhat: 26%
  - Trust only a little: 7%
  - Do not trust at all: 2%

- ON (500):
  - Completely trust: 18%
  - Trust a great deal: 43%
  - Trust somewhat: 28%
  - Trust only a little: 7%
  - Do not trust at all: 4%

- QC (500):
  - Completely trust: 19%
  - Trust a great deal: 31%
  - Trust somewhat: 33%
  - Trust only a little: 12%
  - Do not trust at all: 5%

- Atlantic (1520):
  - Completely trust: 28%
  - Trust a great deal: 41%
  - Trust somewhat: 33%
  - Trust only a little: 23%
  - Do not trust at all: 5%

Gender

- Male (1644):
  - Completely trust: 21%
  - Trust a great deal: 36%
  - Trust somewhat: 30%
  - Trust only a little: 8%
  - Do not trust at all: 5%

- Female (2180):
  - Completely trust: 23%
  - Trust a great deal: 39%
  - Trust somewhat: 26%
  - Trust only a little: 7%
  - Do not trust at all: 4%

Age

- 18 - 29 (500):
  - Completely trust: 28%
  - Trust a great deal: 29%
  - Trust somewhat: 28%
  - Trust only a little: 9%
  - Do not trust at all: 6%

- 30 - 44 (1108):
  - Completely trust: 21%
  - Trust a great deal: 37%
  - Trust somewhat: 29%
  - Trust only a little: 7%
  - Do not trust at all: 6%

- 45 - 59 (1188):
  - Completely trust: 19%
  - Trust a great deal: 39%
  - Trust somewhat: 30%
  - Trust only a little: 8%
  - Do not trust at all: 4%

- 60+ (1028):
  - Completely trust: 24%
  - Trust a great deal: 41%
  - Trust somewhat: 25%
  - Trust only a little: 6%
  - Do not trust at all: 4%

All Respondents, n= 3,824
Advice – Medicines - Pharmacists

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Advice - Chronic Health Conditions - Pharmacists

Thinking about when you're looking for information about different health or lifestyle topics. For each of the following sources, please tell us to what extent you trust the advice each might give you.

- Completely trust
- Trust a great deal
- Trust somewhat
- Trust only a little
- Do not trust at all

Region:
- Canada (3824): 15% Completely trust, 38% Trust a great deal, 35% Trust somewhat, 10% Trust only a little, 2% Do not trust at all
- BC (154): 18% Completely trust, 37% Trust a great deal, 27% Trust somewhat, 13% Trust only a little, 4% Do not trust at all
- AB (150): 18% Completely trust, 37% Trust a great deal, 30% Trust somewhat, 12% Trust only a little, 3% Do not trust at all
- SK/MB (1000): 15% Completely trust, 41% Trust a great deal, 36% Trust somewhat, 7% Trust only a little, 9% Do not trust at all
- ON (500): 11% Completely trust, 39% Trust a great deal, 38% Trust somewhat, 10% Trust only a little, 2% Do not trust at all
- QC (500): 17% Completely trust, 33% Trust a great deal, 38% Trust somewhat, 11% Trust only a little, 1% Do not trust at all
- Atlantic (1520): 18% Completely trust, 44% Trust a great deal, 29% Trust somewhat, 6% Trust only a little, 2% Do not trust at all

Gender:
- Male (1644): 14% Completely trust, 35% Trust a great deal, 38% Trust somewhat, 11% Trust only a little, 3% Do not trust at all
- Female (2180): 16% Completely trust, 41% Trust a great deal, 33% Trust somewhat, 10% Trust only a little, 1% Do not trust at all

Age:
- 18 - 29 (500): 18% Completely trust, 35% Trust a great deal, 35% Trust somewhat, 9% Trust only a little, 4% Do not trust at all
- 30 - 44 (1108): 15% Completely trust, 35% Trust a great deal, 38% Trust somewhat, 10% Trust only a little, 3% Do not trust at all
- 45 - 59 (1188): 14% Completely trust, 39% Trust a great deal, 37% Trust somewhat, 10% Trust only a little, 6% Do not trust at all
- 60+ (1028): 14% Completely trust, 41% Trust a great deal, 32% Trust somewhat, 12% Trust only a little, 3% Do not trust at all

All Respondents, n= 3,824
Advice - Healthy Lifestyle Changes - Pharmacists

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Advice - Mgmt of Common Ailments - Pharmacists

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<tr>
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<td>27%</td>
<td>4%</td>
<td></td>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>30 - 44 (1108)</td>
<td>25%</td>
<td>42%</td>
<td>26%</td>
<td>5%</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45 - 59 (1188)</td>
<td>24%</td>
<td>44%</td>
<td>27%</td>
<td>3%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60+ (1028)</td>
<td>23%</td>
<td>47%</td>
<td>24%</td>
<td>5%</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

 Completely trust | Trust a great deal | Trust somewhat | Trust only a little | Do not trust at all

All Respondents, n= 3,824
Overall, awareness of the services pharmacists can provide is either up or holding steady from 2015. Awareness of a pharmacists ability to administer a flu shot is up 4 points, prescribing medications for minor condition is up 4, while administering other vaccines is up 5. Awareness of therapeutic substitution and adapting prescriptions are up 11 and 6 respectively.

Note, the wording for the 5th item above changed from last year by including “a 20 minute review”.

All Respondents, n= 3,824
Renew and Extend Your Prescriptions

Before today, were you aware or unaware that pharmacists provide the following services? - Renew and extend your prescriptions

![Bar chart showing awareness in different regions, genders, and age groups.]

All Respondents, n= 3,824
Provide Emergency Prescription Refills

Before today, were you aware or unaware that pharmacists provide the following services? - Provide emergency prescription refills

- **Region**
  - Canada (3824): 71% Aware, 29% Unaware
  - BC (154): 75% Aware, 25% Unaware
  - AB (150): 72% Aware, 28% Unaware
  - SK/MB (1000): 71% Aware, 29% Unaware
  - ON (500): 68% Aware, 32% Unaware
  - QC (500): 71% Aware, 29% Unaware
  - Atlantic (1520): 74% Aware, 26% Unaware

- **Gender**
  - Male (1644): 69% Aware, 31% Unaware
  - Female (2180): 72% Aware, 28% Unaware

- **Age**
  - 18 - 29 (500): 63% Aware, 37% Unaware
  - 30 - 44 (1108): 63% Aware, 37% Unaware
  - 45 - 59 (1188): 74% Aware, 26% Unaware
  - 60+ (1028): 80% Aware, 20% Unaware

*All Respondents, n= 3,824*
Adapt a Prescription

Before today, were you aware or unaware that pharmacists provide the following services? - Adapt a prescription by altering the dose, formulation, or regimen to more closely meet your needs

<table>
<thead>
<tr>
<th>Region</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>45%</td>
<td>55%</td>
</tr>
<tr>
<td>BC</td>
<td>36%</td>
<td>64%</td>
</tr>
<tr>
<td>AB</td>
<td>44%</td>
<td>56%</td>
</tr>
<tr>
<td>SK/MB</td>
<td>37%</td>
<td>63%</td>
</tr>
<tr>
<td>ON</td>
<td>45%</td>
<td>55%</td>
</tr>
<tr>
<td>QC</td>
<td>53%</td>
<td>47%</td>
</tr>
<tr>
<td>Atlantic</td>
<td>40%</td>
<td>60%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>44%</td>
<td>56%</td>
</tr>
<tr>
<td>Female</td>
<td>46%</td>
<td>54%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 29</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>30 - 44</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>45 - 59</td>
<td>46%</td>
<td>54%</td>
</tr>
<tr>
<td>60+</td>
<td>37%</td>
<td>63%</td>
</tr>
</tbody>
</table>
Administer a Flu Shot

Before today, were you aware or unaware that pharmacists provide the following services? - Administer a flu shot

<table>
<thead>
<tr>
<th>Region</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada (3324)</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>BC (154)</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>AB (150)</td>
<td>95%</td>
<td>5%</td>
</tr>
<tr>
<td>SK/MB (1000)</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td>ON (500)</td>
<td>87%</td>
<td>13%</td>
</tr>
<tr>
<td>Atlantic (1520)</td>
<td>89%</td>
<td>11%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male (1390)</td>
<td>87%</td>
<td>13%</td>
</tr>
<tr>
<td>Female (1934)</td>
<td>89%</td>
<td>11%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 29 (420)</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td>30 - 44 (966)</td>
<td>84%</td>
<td>16%</td>
</tr>
<tr>
<td>45 - 59 (1037)</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td>60+ (901)</td>
<td>97%</td>
<td>3%</td>
</tr>
</tbody>
</table>

No Quebec respondents, n= 3,324
Administer Other Vaccines

Before today, were you aware or unaware that pharmacists provide the following services? - Administer other vaccines

<table>
<thead>
<tr>
<th>Region</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada (3324)</td>
<td>61%</td>
<td>39%</td>
</tr>
<tr>
<td>BC (154)</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>AB (150)</td>
<td>74%</td>
<td>26%</td>
</tr>
<tr>
<td>SK/MB (1000)</td>
<td>57%</td>
<td>43%</td>
</tr>
<tr>
<td>ON (500)</td>
<td>54%</td>
<td>46%</td>
</tr>
<tr>
<td>Atlantic (1520)</td>
<td>69%</td>
<td>31%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male (1390)</td>
<td>60%</td>
<td>40%</td>
</tr>
<tr>
<td>Female (1934)</td>
<td>62%</td>
<td>38%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 29 (420)</td>
<td>63%</td>
<td>37%</td>
</tr>
<tr>
<td>30 - 44 (966)</td>
<td>56%</td>
<td>44%</td>
</tr>
<tr>
<td>45 - 59 (1037)</td>
<td>60%</td>
<td>40%</td>
</tr>
<tr>
<td>60+ (901)</td>
<td>65%</td>
<td>35%</td>
</tr>
</tbody>
</table>

No Quebec respondents, n= 3,324
Therapeutic Substitution

Before today, were you aware or unaware that pharmacists provide the following services? - **Therapeutic substitution meaning to change the actual medication from the one prescribed to another medication that is used for treating the same condition**

**Region**
- Canada (2826): 53% Aware, 47% Unaware
- BC (154): 45% Aware, 55% Unaware
- AB (150): 43% Aware, 57% Unaware
- SK/MB (502): 49% Aware, 51% Unaware
- QC (500): 62% Aware, 38% Unaware
- Atlantic (1520): 47% Aware, 53% Unaware

**Gender**
- Male (1202): 52% Aware, 48% Unaware
- Female (1624): 54% Aware, 46% Unaware

**Age**
- 18 - 29 (361): 51% Aware, 49% Unaware
- 30 - 44 (809): 47% Aware, 53% Unaware
- 45 - 59 (866): 58% Aware, 42% Unaware
- 60+ (790): 54% Aware, 46% Unaware

No Ontario respondents, n= 2,826
Prescribing Prescription Medications

Before today, were you aware or unaware that pharmacists provide the following services? - Prescribing prescription medications for some minor health conditions

<table>
<thead>
<tr>
<th>Region</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada (3174)</td>
<td>63%</td>
<td>37%</td>
</tr>
<tr>
<td>AB (150)</td>
<td>57%</td>
<td>43%</td>
</tr>
<tr>
<td>SK/MB (1000)</td>
<td>57%</td>
<td>43%</td>
</tr>
<tr>
<td>QC (500)</td>
<td>68%</td>
<td>32%</td>
</tr>
<tr>
<td>Atlantic (1520)</td>
<td>60%</td>
<td>40%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male (1332)</td>
<td>62%</td>
<td>38%</td>
</tr>
<tr>
<td>Female (1842)</td>
<td>64%</td>
<td>36%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Aware</th>
<th>Unaware</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 29 (410)</td>
<td>64%</td>
<td>36%</td>
</tr>
<tr>
<td>30 - 44 (911)</td>
<td>58%</td>
<td>42%</td>
</tr>
<tr>
<td>45 - 59 (999)</td>
<td>63%</td>
<td>37%</td>
</tr>
<tr>
<td>60+ (854)</td>
<td>67%</td>
<td>33%</td>
</tr>
</tbody>
</table>

No Ontario respondents, n= 2,826
Programs for Smoking Cessation

Before today, were you aware or unaware that pharmacists provide the following services? - **Counselling programs for smoking cessation**

### Region
- **Canada (3824)**: 54% Aware, 46% Unaware
- **BC (154)**: 55% Aware, 45% Unaware
- **AB (150)**: 55% Aware, 45% Unaware
- **SK/MB (1000)**: 54% Aware, 46% Unaware
- **ON (500)**: 51% Aware, 49% Unaware
- **QC (500)**: 59% Aware, 41% Unaware
- **Atlantic (1520)**: 56% Aware, 44% Unaware

### Gender
- **Male (1644)**: 55% Aware, 45% Unaware
- **Female (2180)**: 54% Aware, 46% Unaware

### Age
- **18 - 29 (500)**: 50% Aware, 50% Unaware
- **30 - 44 (1108)**: 51% Aware, 49% Unaware
- **45 - 59 (1188)**: 57% Aware, 43% Unaware
- **60+ (1028)**: 57% Aware, 43% Unaware

All Respondents, n= 3,824
Respondents were asked how likely it is that they would go to a pharmacist to get a number of health services. A majority of Canadians said they would at least be somewhat likely to go to a pharmacist for all of the health service tested.

88% said they would be likely to go to a pharmacist for advice on medicines they are taking, 80% would be likely to go for management of common ailments, and 68% said they would be likely to go to get a flu shot.
If you required the following services, how likely are you to go to a pharmacist to get them? - A flu shot

Willingness to go to a pharmacist for a flu shot was greater among those living in Atlantic Canada, Alberta, and BC and lower in Quebec. It was also higher among those aged 45 and older.
Likelihood to go to pharmacist: Vaccination

If you required the following services, how likely are you to go to a pharmacist to get them? - A vaccination

- **Region**
  - Canada (3824): Very likely 27%, Somewhat likely 35%, Somewhat unlikely 21%, Very unlikely 13%, Not sure 5%
  - BC (154): Very likely 33%, Somewhat likely 35%, Somewhat unlikely 18%, Very unlikely 7%, Not sure 7%
  - AB (150): Very likely 39%, Somewhat likely 35%, Somewhat unlikely 8%, Very unlikely 11%, Not sure 5%
  - SK/MB (1000): Very likely 24%, Somewhat likely 35%, Somewhat unlikely 22%, Very unlikely 15%, Not sure 4%
  - ON (500): Very likely 23%, Somewhat likely 35%, Somewhat unlikely 22%, Very unlikely 16%, Not sure 5%
  - QC (500): Very likely 23%, Somewhat likely 34%, Somewhat unlikely 28%, Very unlikely 11%, Not sure 4%
  - Atlantic (1520): Very likely 32%, Somewhat likely 35%, Somewhat unlikely 17%, Very unlikely 13%, Not sure 3%

- **Gender**
  - Male (1644): Very likely 26%, Somewhat likely 35%, Somewhat unlikely 21%, Very unlikely 13%, Not sure 5%
  - Female (2180): Very likely 27%, Somewhat likely 35%, Somewhat unlikely 21%, Very unlikely 12%, Not sure 5%

- **Age**
  - 18 - 29 (500): Very likely 25%, Somewhat likely 32%, Somewhat unlikely 23%, Very unlikely 14%, Not sure 6%
  - 30 - 44 (1108): Very likely 21%, Somewhat likely 36%, Somewhat unlikely 23%, Very unlikely 15%, Not sure 4%
  - 45 - 59 (1188): Very likely 27%, Somewhat likely 37%, Somewhat unlikely 21%, Very unlikely 11%, Not sure 4%
  - 60+ (1028): Very likely 34%, Somewhat likely 33%, Somewhat unlikely 17%, Very unlikely 11%, Not sure 5%

All Respondents, n= 3,824
Likelihood to go to pharmacist: Advice on Medicines

If you required the following services, how likely are you to go to a pharmacist to get them? - **Advice on medicines you are taking**

**Region**
- **Canada (3824)**: Very likely 54%, Somewhat likely 34%, Somewhat unlikely 7%, Very unlikely 3%, Not sure 2%
- **BC (154)**: Very likely 49%, Somewhat likely 35%, Somewhat unlikely 10%, Very unlikely 4%, Not sure 3%
- **AB (150)**: Very likely 51%, Somewhat likely 37%, Somewhat unlikely 6%, Very unlikely 5%, Not sure 1%
- **SK/MB (1000)**: Very likely 56%, Somewhat likely 33%, Somewhat unlikely 7%, Very unlikely 3%, Not sure 2%
- **ON (500)**: Very likely 52%, Somewhat likely 37%, Somewhat unlikely 6%, Very unlikely 3%, Not sure 2%
- **QC (500)**: Very likely 59%, Somewhat likely 29%, Somewhat unlikely 8%, Very unlikely 2%, Not sure 2%
- **Atlantic (1520)**: Very likely 61%, Somewhat likely 29%, Somewhat unlikely 6%, Very unlikely 2%, Not sure 2%

**Gender**
- **Male (1644)**: Very likely 49%, Somewhat likely 37%, Somewhat unlikely 8%, Very unlikely 4%, Not sure 2%
- **Female (2180)**: Very likely 60%, Somewhat likely 31%, Somewhat unlikely 6%, Very unlikely 2%, Not sure 2%

**Age**
- **18 - 29 (500)**: Very likely 46%, Somewhat likely 34%, Somewhat unlikely 12%, Very unlikely 4%, Not sure 4%
- **30 - 44 (1108)**: Very likely 48%, Somewhat likely 37%, Somewhat unlikely 9%, Very unlikely 4%, Not sure 2%
- **45 - 59 (1188)**: Very likely 57%, Somewhat likely 33%, Somewhat unlikely 5%, Very unlikely 3%, Not sure 2%
- **60+ (1028)**: Very likely 63%, Somewhat likely 31%, Somewhat unlikely 3%, Very unlikely 2%, Not sure 2%

All Respondents, n= 3,824
Likelihood to go to pharmacist: Chronic Conditions

If you required the following services, how likely are you to go to a pharmacist to get them? - Management of chronic health conditions

Region:
- Canada (3824): 15% Very likely, 36% Somewhat likely, 32% Somewhat unlikely, 14% Very unlikely, 3% Not sure
- BC (154): 17% Very likely, 31% Somewhat likely, 31% Somewhat unlikely, 16% Very unlikely, 4% Not sure
- AB (150): 12% Very likely, 36% Somewhat likely, 37% Somewhat unlikely, 14% Very unlikely, 1% Not sure
- SK/MB (1000): 13% Very likely, 37% Somewhat likely, 29% Somewhat unlikely, 18% Very unlikely, 2% Not sure
- ON (500): 14% Very likely, 35% Somewhat likely, 29% Somewhat unlikely, 17% Very unlikely, 4% Not sure
- QC (500): 17% Very likely, 38% Somewhat likely, 34% Somewhat unlikely, 8% Very unlikely, 3% Not sure
- Atlantic (1520): 14% Very likely, 38% Somewhat likely, 29% Somewhat unlikely, 15% Very unlikely, 3% Not sure

Gender:
- Male (1644): 13% Very likely, 35% Somewhat likely, 32% Somewhat unlikely, 16% Very unlikely, 5% Not sure
- Female (2180): 16% Very likely, 37% Somewhat likely, 31% Somewhat unlikely, 13% Very unlikely, 2% Not sure

Age:
- 18 - 29 (500): 18% Very likely, 29% Somewhat likely, 28% Somewhat unlikely, 18% Very unlikely, 7% Not sure
- 30 - 44 (1108): 14% Very likely, 33% Somewhat likely, 34% Somewhat unlikely, 16% Very unlikely, 3% Not sure
- 45 - 59 (1188): 14% Very likely, 41% Somewhat likely, 30% Somewhat unlikely, 12% Very unlikely, 3% Not sure
- 60+ (1028): 13% Very likely, 38% Somewhat likely, 33% Somewhat unlikely, 13% Very unlikely, 3% Not sure
**Likelihood to go to pharmacist: Lifestyle Advice**

If you required the following services, how likely are you to go to a pharmacist to get them? - **Advice on healthy lifestyle changes like smoking cessation and weight loss**

### Region

- **Canada (3824)**
  - Very likely: 21%
  - Somewhat likely: 37%
  - Somewhat unlikely: 24%
  - Very unlikely: 14%
  - Not sure: 4%

- **BC (154)**
  - Very likely: 20%
  - Somewhat likely: 31%
  - Somewhat unlikely: 27%
  - Very unlikely: 16%
  - Not sure: 5%

- **AB (150)**
  - Very likely: 20%
  - Somewhat likely: 40%
  - Somewhat unlikely: 23%
  - Very unlikely: 12%
  - Not sure: 5%

- **SK/MB (1000)**
  - Very likely: 19%
  - Somewhat likely: 38%
  - Somewhat unlikely: 23%
  - Very unlikely: 15%
  - Not sure: 4%

- **ON (500)**
  - Very likely: 21%
  - Somewhat likely: 36%
  - Somewhat unlikely: 23%
  - Very unlikely: 15%
  - Not sure: 4%

- **QC (500)**
  - Very likely: 23%
  - Somewhat likely: 38%
  - Somewhat unlikely: 26%
  - Very unlikely: 11%
  - Not sure: 2%

- **Atlantic (1520)**
  - Very likely: 23%
  - Somewhat likely: 38%
  - Somewhat unlikely: 23%
  - Very unlikely: 12%
  - Not sure: 4%

### Gender

- **Male (1644)**
  - Very likely: 19%
  - Somewhat likely: 35%
  - Somewhat unlikely: 26%
  - Very unlikely: 15%
  - Not sure: 5%

- **Female (2180)**
  - Very likely: 23%
  - Somewhat likely: 38%
  - Somewhat unlikely: 23%
  - Very unlikely: 13%
  - Not sure: 3%

### Age

- **18 - 29 (500)**
  - Very likely: 20%
  - Somewhat likely: 30%
  - Somewhat unlikely: 25%
  - Very unlikely: 17%
  - Not sure: 8%

- **30 - 44 (1108)**
  - Very likely: 21%
  - Somewhat likely: 36%
  - Somewhat unlikely: 23%
  - Very unlikely: 17%
  - Not sure: 4%

- **45 - 59 (1188)**
  - Very likely: 22%
  - Somewhat likely: 38%
  - Somewhat unlikely: 26%
  - Very unlikely: 11%
  - Not sure: 3%

- **60+ (1028)**
  - Very likely: 22%
  - Somewhat likely: 40%
  - Somewhat unlikely: 23%
  - Very unlikely: 13%
  - Not sure: 2%

---

All Respondents, n= 3,824
If you required the following services, how likely are you to go to a pharmacist to get them? - **Management of common ailments like the flu or cold**

- **Canada (3824)**
  - Very likely: 39%
  - Somewhat likely: 41%
  - Somewhat unlikely: 12%
  - Very unlikely: 6%
  - Not sure: 2%

- **BC (154)**
  - Very likely: 32%
  - Somewhat likely: 42%
  - Somewhat unlikely: 13%
  - Very unlikely: 10%
  - Not sure: 2%

- **AB (150)**
  - Very likely: 41%
  - Somewhat likely: 42%
  - Somewhat unlikely: 10%
  - Very unlikely: 7%
  - Not sure: 2%

- **SK/MB (1000)**
  - Very likely: 36%
  - Somewhat likely: 45%
  - Somewhat unlikely: 11%
  - Very unlikely: 7%
  - Not sure: 2%

- **ON (500)**
  - Very likely: 38%
  - Somewhat likely: 42%
  - Somewhat unlikely: 13%
  - Very unlikely: 5%
  - Not sure: 2%

- **QC (500)**
  - Very likely: 43%
  - Somewhat likely: 39%
  - Somewhat unlikely: 12%
  - Very unlikely: 3%
  - Not sure: 2%

- **Atlantic (1520)**
  - Very likely: 45%
  - Somewhat likely: 38%
  - Somewhat unlikely: 8%
  - Very unlikely: 5%
  - Not sure: 2%

- **Male (1644)**
  - Very likely: 33%
  - Somewhat likely: 46%
  - Somewhat unlikely: 13%
  - Very unlikely: 7%
  - Not sure: 2%

- **Female (2180)**
  - Very likely: 46%
  - Somewhat likely: 37%
  - Somewhat unlikely: 11%
  - Very unlikely: 5%
  - Not sure: 2%

- **18 - 29 (500)**
  - Very likely: 40%
  - Somewhat likely: 32%
  - Somewhat unlikely: 16%
  - Very unlikely: 7%
  - Not sure: 4%

- **30 - 44 (1108)**
  - Very likely: 35%
  - Somewhat likely: 40%
  - Somewhat unlikely: 15%
  - Very unlikely: 8%
  - Not sure: 2%

- **45 - 59 (1188)**
  - Very likely: 41%
  - Somewhat likely: 44%
  - Somewhat unlikely: 9%
  - Very unlikely: 4%
  - Not sure: 2%

- **60+ (1028)**
  - Very likely: 42%
  - Somewhat likely: 44%
  - Somewhat unlikely: 9%
  - Very unlikely: 4%
  - Not sure: 2%

---

All Respondents, n = 3,824
Impact of Expanded Scope for Pharmacists

Below are a number of statements that could be used to describe pharmacists in your community. Please tell us whether you agree or disagree with each statement.

Allowing pharmacists to do more for patients will reduce costs in the health care system.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>40%</td>
<td>43%</td>
<td>7%</td>
<td>2%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Allowing pharmacists to do more for patients will improve health outcomes for patients.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>34%</td>
<td>47%</td>
<td>7%</td>
<td>2%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Generally speaking, most Canadians agree that expanding the scope of pharmacists would do more to improve health outcomes (81% agree) and reduce costs in the healthcare system (83% agree).
### Impact of Expanded Scope: Outcomes

Below are a number of statements that could be used to describe pharmacists in your community. Please tell us whether you agree or disagree with each statement. - **Allowing pharmacists to do more for patients will improve health outcomes for patients.**

<table>
<thead>
<tr>
<th>Region</th>
<th>Strongly agree</th>
<th>Mostly agree</th>
<th>Mostly disagree</th>
<th>Strongly disagree</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada (3824)</td>
<td>34%</td>
<td>47%</td>
<td>7%</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>BC (154)</td>
<td>30%</td>
<td>46%</td>
<td>10%</td>
<td>4%</td>
<td>10%</td>
</tr>
<tr>
<td>AB (150)</td>
<td>28%</td>
<td>52%</td>
<td>5%</td>
<td>4%</td>
<td>12%</td>
</tr>
<tr>
<td>SK/MB (1000)</td>
<td>29%</td>
<td>50%</td>
<td>8%</td>
<td>2%</td>
<td>11%</td>
</tr>
<tr>
<td>ON (500)</td>
<td>28%</td>
<td>50%</td>
<td>7%</td>
<td>2%</td>
<td>12%</td>
</tr>
<tr>
<td>QC (500)</td>
<td>48%</td>
<td>40%</td>
<td>7%</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>Atlantic (1520)</td>
<td>38%</td>
<td>45%</td>
<td>8%</td>
<td>2%</td>
<td>7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
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<th>Mostly disagree</th>
<th>Strongly disagree</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Male (1644)</td>
<td>32%</td>
<td>48%</td>
<td>7%</td>
<td>3%</td>
<td>9%</td>
</tr>
<tr>
<td>Female (2180)</td>
<td>37%</td>
<td>45%</td>
<td>8%</td>
<td>1%</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Strongly agree</th>
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</tr>
</thead>
<tbody>
<tr>
<td>18 - 29 (500)</td>
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<td>12%</td>
</tr>
<tr>
<td>30 - 44 (1108)</td>
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<td>49%</td>
<td>8%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>45 - 59 (1188)</td>
<td>37%</td>
<td>47%</td>
<td>7%</td>
<td>2%</td>
<td>7%</td>
</tr>
<tr>
<td>60+ (1028)</td>
<td>36%</td>
<td>45%</td>
<td>8%</td>
<td>2%</td>
<td>9%</td>
</tr>
</tbody>
</table>
## Impact of Expanded Scope: Costs

Below are a number of statements that could be used to describe pharmacists in your community. Please tell us whether you agree or disagree with each statement. **- Allowing pharmacists to do more for patients will reduce costs in the health care system.**

### Region

<table>
<thead>
<tr>
<th>Region</th>
<th>Strongly Agree</th>
<th>Mostly Agree</th>
<th>Mostly Disagree</th>
<th>Strongly Disagree</th>
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</tr>
</thead>
<tbody>
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<td>43%</td>
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<td>2%</td>
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</tr>
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<td>3%</td>
<td>11%</td>
</tr>
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<td>QC (500)</td>
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<td>36%</td>
<td>7%</td>
<td>19%</td>
<td>4%</td>
</tr>
<tr>
<td>Atlantic (1520)</td>
<td>44%</td>
<td>41%</td>
<td>6%</td>
<td>2%</td>
<td>6%</td>
</tr>
</tbody>
</table>

### Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Strongly Agree</th>
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### Age

<table>
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<tr>
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</table>
Most Important Sources of Information

When it comes to informing yourself about pharmacies, new prescription drugs, or health care in general, what would you say are your **THREE most important** sources of information?

![Bar chart showing the most important sources of information](chart)

Respondents were asked which three sources of information they are most likely to use to inform themselves about pharmacies, new prescription drugs, and health care in general.

Overall, a majority of Canadians selected their family doctor or specialist and their pharmacist. 41% also rely on internet sites, 35% used clinics or public health offices, and 26% rely on word of mouth.

All Respondents, n= 3,824
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