



Who prescribes refills for your prescription medication(s)?

Base: Total

	Age				Province					
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
	A	F	G	H	I	J	K	L	M	N
Unweighted Base	2564	748	905	911	367	321	196	1026	184	470
My doctor	1980	513	702	765	284	260	157	815	148	316
	77%	69%	78%	84%	77%	81%	80%	79%	80%	67%
			F	FG	N	N	N	N	N	
My pharmacist	149	72	53	24	21	8	12	57	8	43
	6%	10%	6%	3%	6%	3%	6%	6%	4%	9%
		GH	H		J		J	J		JLM
Both my doctor and my pharmacist	244	91	70	83	28	35	19	82	8	72
	10%	12%	8%	9%	8%	11%	10%	8%	4%	15%
		GH				M	M			ILM
Other health practitioners	71	23	27	21	13	4	2	27	10	15
	3%	3%	3%	2%	4%	1%	1%	3%	5%	3%
									JKL	
I am not sure	120	49	53	18	21	14	6	45	10	24
	5%	7%	6%	2%	6%	4%	3%	4%	5%	5%
		H	H							

Proportions/Means: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/UV/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

Maru/Blue

25 May 2022

Are you aware that your pharmacist may prescribe refills for certain medications?

Base: = Code 1 Or 4 Or 5 above

	Age			Province						
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
A	F	G	H	I	J	K	L	M	N	
Unweighted Base	2171	585	782	804	318	278	165	887	168	355
Yes	1189	333	401	455	128	191	93	375	122	280
	55%	57%	51%	57%	40%	69%	56%	42%	73%	79%
		G		G		IKL	IL		IKL	IJKL
No	982	252	381	349	190	87	72	512	46	75
	45%	43%	49%	43%	60%	31%	44%	58%	27%	21%
			FH		JKMN	N	JMN	JKMN		

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

Maru/Blue

25 May 2022

Besides visiting in person, what other ways do you communicate with your pharmacy or pharmacist?

Base: Total

	Age				Province					
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
A	F	G	H	I	J	K	L	M	N	
Unweighted Base	2564	748	905	911	367	321	196	1026	184	470
Telephone	1614	444	541	629	211	181	126	661	118	317
	63%	59%	60%	69%	58%	56%	64%	64%	64%	67%
				FG				IJ		IJ
IVR (automated telephone system, without talking to a pharmacist)	240	57	73	110	25	24	21	117	26	27
	9%	8%	8%	12%	7%	8%	11%	11%	14%	6%
				FG			N	IJN	IJN	
Mobile App	156	75	50	31	17	12	21	48	10	48
	6%	10%	6%	3%	5%	4%	11%	5%	5%	10%
		GH	H				IJL			IJL
Text messaging	103	43	39	21	16	13	13	46	8	7
	4%	6%	4%	2%	4%	4%	7%	5%	4%	2%
		H	H		N	N	N	N	N	
Email	145	66	47	32	17	20	11	66	6	25
	6%	9%	5%	4%	5%	6%	6%	6%	3%	5%
		GH								
Online web-based portal	215	67	71	77	24	24	8	86	16	57
	8%	9%	8%	9%	7%	8%	4%	8%	9%	12%
								K		IJKL
Fax	20	9	7	4	2	2	1	8	2	5
	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%
Video call	16	14	2	0	3	2	2	5	1	3
	1%	2%	0%	-	1%	1%	1%	1%	1%	1%
		GH								
Other	22	3	8	11	0	2	1	10	3	6
	1%	0%	1%	1%	-	1%	1%	1%	2%	1%
									I	I
	621	198	253	170	117	100	46	233	44	81

I have no other contact	24%	27%	28%	19%	32%	31%	24%	23%	24%	17%
		H	H		KLN	LN		N		

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

Maru/Blue

25 May 2022

How would you describe your relationship with your pharmacist?

Base: Total

	Age				Province					
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
A	F	G	H	I	J	K	L	M	N	
Unweighted Base	2564	748	905	911	367	321	196	1026	184	470
My pharmacist is well-aware of my medical history	464	98	121	245	49	63	42	176	36	98
	18%	13%	13%	27%	13%	20%	21%	17%	20%	21%
				FG		I	I			I
I have no relationship with my pharmacist	1140	372	462	306	215	141	86	500	65	133
	45%	50%	51%	34%	59%	44%	44%	49%	35%	28%
		H	H		JKLMN	N	N	MN		

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

Maru/Blue

25 May 2022

Which of the following statements best describes how you fill your prescription?

Base: Total

	Age				Province					
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
A	F	G	H	I	J	K	L	M	N	
Unweighted Base	2564	748	905	911	367	321	196	1026	184	470
I prefer to go to the same pharmacy for all my prescriptions	1975	510	675	790	258	252	159	790	150	366
	77%	68%	75%	87%	70%	79%	81%	77%	82%	78%
			F	FG		I	I	I	I	I
I prefer to go to the same pharmacy chain for all my prescriptions	262	113	87	62	47	33	20	88	14	60
	10%	15%	10%	7%	13%	10%	10%	9%	8%	13%
		GH	H		L					L
I prefer to go to the pharmacy closest to my doctor's office	52	23	14	15	4	6	2	29	5	6
	2%	3%	2%	2%	1%	2%	1%	3%	3%	1%
		G								
I don't have a preference to which pharmacy I go to for my prescriptions	275	102	129	44	58	30	15	119	15	38
	11%	14%	14%	5%	16%	9%	8%	12%	8%	8%
		H	H		JKLMN			N		

Proportions/Mean: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

Maru/Blue

25 May 2022

Which of the following words best describes your experience with filling a prescription at an in-store pharmacy?

Base: Total

	Age			Province						
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
A	F	G	H	I	J	K	L	M	N	
Unweighted Base	2564	748	905	911	367	321	196	1026	184	470
Reliable	1163	270	385	508	160	160	79	460	91	213
	45%	36%	43%	56%	44%	50%	40%	45%	50%	45%
			F	FG		K				
Convenient	1149	302	352	495	168	144	83	447	90	217
	45%	40%	39%	54%	46%	45%	42%	44%	49%	46%
				FG						

Proportions/Means: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

PERSONA RESEARCH

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25 May 2022

When thinking about managing your medications, rate your agreement with the following statement. I stay on top of my (or my family members' or others') medication refills

Base: Total

	Age				Province					
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
	A	F	G	H	I	J	K	L	M	N
Unweighted Base	2564	748	905	911	367	321	196	1026	184	470
TOP 2 BOX (NET)	2211	618	773	820	302	277	168	879	170	415
	86%	83%	85%	90%	82%	86%	86%	86%	92%	88%
				FG					IJKL	I
(4) Strongly agree	915	186	290	439	125	103	70	345	74	198
	36%	25%	32%	48%	34%	32%	36%	34%	40%	42%
			F	FG						IJL
(3) Agree	1296	432	483	381	177	174	98	534	96	217
	51%	58%	53%	42%	48%	54%	50%	52%	52%	46%
		H	H			N		N		
(2) Disagree	239	100	82	57	47	28	21	96	5	42
	9%	13%	9%	6%	13%	9%	11%	9%	3%	9%
		GH	H		M	M	M	M		M
(1) Strongly disagree	114	30	50	34	18	16	7	51	9	13
	4%	4%	6%	4%	5%	5%	4%	5%	5%	3%
MEAN	3.2	3.0	3.1	3.3	3.1	3.1	3.2	3.1	3.3	3.3
			F	FG					IJL	IJL

Proportions/Means: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

PERSONA RESEARCH

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25 May 2022

Please rank the top 5 factors that greatly impact your decision in choosing a pharmacy, where rank #1 equals the greatest impact in your decision SUMMARY TABLE OF 1ST

Base: Total

	Age				Province					
	Total	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC
	A	F	G	H	I	J	K	L	M	N
Unweighted Base	2564	748	905	911	367	321	196	1026	184	470
Location (convenient to home or work)	1025	289	366	370	143	130	83	424	66	179
	40%	39%	40%	41%	39%	41%	42%	41%	36%	38%
Affordable prices	727	252	269	206	110	88	63	281	51	134
	28%	34%	30%	23%	30%	27%	32%	27%	28%	29%
		H	H							
Insurance plan accepted	644	200	248	196	81	101	52	263	48	99
	25%	27%	27%	22%	22%	32%	27%	26%	26%	21%
		H	H			ILN				
Insurance claim is automatically processed by the pharmacist	585	135	227	223	108	94	46	234	41	62
	23%	18%	25%	25%	29%	29%	24%	23%	22%	13%
			F	F	LN	LN	N	N	N	
Knowledgeable staff/pharmacist	500	117	140	243	58	51	38	199	44	110
	20%	16%	16%	27%	16%	16%	19%	19%	24%	23%
				FG					IJ	IJ
Trust in the pharmacy	442	110	141	191	64	48	20	182	37	91
	17%	15%	16%	21%	17%	15%	10%	18%	20%	19%
				FG	K			K	K	K
Familiar/trustworthy staff/pharmacist	375	86	116	173	43	42	29	163	26	72
	15%	12%	13%	19%	12%	13%	15%	16%	14%	15%
				FG						
Extensive operating hours	287	99	118	70	50	30	22	106	19	60
	11%	13%	13%	8%	14%	9%	11%	10%	10%	13%
		H	H							
Home delivery	174	53	77	44	17	17	12	65	8	55
	7%	7%	9%	5%	5%	5%	6%	6%	4%	12%
			H							IJKLM
Detail locations available	138	52	44	42	16	11	12	52	12	35

Retail locations available nationwide	5%	7%	5%	5%	4%	3%	6%	5%	7%	7%
		H								J
In the same building or near my doctor's office	121	53	32	36	20	17	7	53	8	16
	5%	7%	4%	4%	5%	5%	4%	5%	4%	3%
		GH								
Highly recommended (doctor/family member/friend/etc.)	110	50	32	28	24	13	8	30	8	27
	4%	7%	4%	3%	7%	4%	4%	3%	4%	6%
		GH			L					L

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Overlap formulae used. * small base

PERSONA RESEARCH

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25 May 2022

Where do you typically fill your prescription medications?

Base: Total

	Total - Demo												
	Gender			Age			Province						
	Total	Male	Female	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC	
	A	D	E	F	G	H	I	J	K	L	M	N	
Unweighted Base	2564	656	1884	748	905	911	367	321	196	1026	184	470	
Chain retail pharmacy or drugstores (e.g. Shoppers Drug Mart, Rexall)	1155	314	826	339	423	393	206	152	90	600	107	0	
	45%	48%	44%	45%	47%	43%	56%	47%	46%	59%	58%	-	
							JKN	N	N	JKN	JKN		
Supermarkets with pharmacy (e.g. Walmart, Loblaws)	568	146	415	163	202	203	124	121	71	199	53	0	
	22%	22%	22%	22%	22%	22%	34%	38%	36%	19%	29%	-	
							LN	LMN	LN	N	LN		
Local, independent pharmacy	513	126	384	149	194	170	75	63	45	246	38	46	
	20%	19%	20%	20%	21%	19%	20%	20%	23%	24%	21%	10%	
							N	N	N	N	N		
Chain retail pharmacy or drugstores (e.g. Pharmaprix, Jean-Coutu)	380	94	283	140	122	118	0	0	0	0	0	380	
	15%	14%	15%	19%	14%	13%	-	-	-	-	-	81%	
				GH								IJKLM	
Warehouse stores (e.g. Costco)	245	81	163	81	89	75	46	33	16	107	15	28	
	10%	12%	9%	11%	10%	8%	13%	10%	8%	10%	8%	6%	
		E					N	N		N			
Hospital or clinic pharmacy	119	32	86	68	33	18	16	13	11	54	1	24	
	5%	5%	5%	9%	4%	2%	4%	4%	6%	5%	1%	5%	
				GH	H		M	M	M	M		M	
Online pharmacy (e.g. PocketPills, Felix)	58	17	41	38	12	8	7	7	8	23	1	12	
	2%	3%	2%	5%	1%	1%	2%	2%	4%	2%	1%	3%	
				GH					M				
Supermarkets with pharmacy (e.g. Walmart)	39	7	32	24	8	7	0	0	0	0	0	39	
	2%	1%	2%	3%	1%	1%	-	-	-	-	-	8%	
				GH								IJKLM	
Other	36	12	23	9	15	12	3	6	2	17	1	7	
	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	

Proportions/Means: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

PERSONA RESEARCH

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25 May 2022

Which one do you typically use most often?

Base: Total

	Total - Demo												
	Gender			Age			Province						
	Total	Male	Female	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC	
	A	D	E	F	G	H	I	J	K	L	M	N	
Unweighted Base	2564	656	1884	748	905	911	367	321	196	1026	184	470	
Chain retail pharmacy or drugstores (e.g. Shoppers Drug Mart, Rexall)	1017	275	730	287	370	360	178	128	75	540	96	0	
	40%	42%	39%	38%	41%	40%	49%	40%	38%	53%	52%	-	
							JKN	N	N	JKN	JKN		
Supermarkets with pharmacy (e.g. Walmart, Loblaws)	456	107	345	115	154	187	96	104	62	150	44	0	
	18%	16%	18%	15%	17%	21%	26%	32%	32%	15%	24%	-	
							F	LN	LMN	LN	N	LN	
Local, independent pharmacy	422	98	322	102	164	156	49	49	40	215	31	38	
	17%	15%	17%	14%	18%	17%	13%	15%	20%	21%	17%	8%	
					F		N	N	IN	IJN	N		
Chain retail pharmacy or drugstores (e.g. Pharmaprix, Jean-Coutu)	370	93	274	135	117	118	0	0	0	0	0	370	
	14%	14%	15%	18%	13%	13%	-	-	-	-	-	79%	
				GH								IJKLM	
Warehouse stores (e.g. Costco)	159	50	108	45	58	56	31	28	9	65	10	16	
	6%	8%	6%	6%	6%	6%	8%	9%	5%	6%	5%	3%	
							N	N		N			
Hospital or clinic pharmacy	61	12	48	34	17	10	6	5	4	30	1	15	
	2%	2%	3%	5%	2%	1%	2%	2%	2%	3%	1%	3%	
				GH								M	
Supermarkets with pharmacy (e.g. Walmart)	23	5	18	12	4	7	0	0	0	0	0	23	
	1%	1%	1%	2%	0%	1%	-	-	-	-	-	5%	
				G								IJKLM	
Online pharmacy (e.g. PocketPills, Felix)	22	4	18	10	7	5	4	1	4	11	1	1	
	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	0%	
									N				
Other	34	12	21	8	14	12	3	6	2	15	1	7	
	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	

Proportions/Means: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

Overlap formulae used. * small base

PERSONA RESEARCH

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25 May 2022

You indicated you do not use an online pharmacy to fill prescriptions. How likely would you consider using an online pharmacy in the future?

Base: Not use Online Pharmacy

	Total - Demo												
	Gender			Age			Province						
	Total	Male	Female	25-34	35-49	50+	BC	AB	SK+MB	ON	ATL	QC	
	A	D	E	F	G	H	I	J	K	L	M	N	
Unweighted Base	2506	639	1843	710	893	903	360	314	188	1003	183	458	
TOP 2 BOX (NET)	1231	310	905	483	450	298	187	141	87	482	84	250	
	49%	49%	49%	68%	50%	33%	52%	45%	46%	48%	46%	55%	
				GH	H							JLM	
Extremely likely	322	81	237	145	106	71	46	36	21	122	21	76	
	13%	13%	13%	20%	12%	8%	13%	12%	11%	12%	12%	17%	
				GH	H							JL	
Somewhat likely	909	229	668	338	344	227	141	105	66	360	63	174	
	36%	36%	36%	48%	39%	25%	39%	33%	35%	36%	34%	38%	
				GH	H								
Somewhat unlikely	655	173	481	131	253	271	96	95	50	254	49	111	
	26%	27%	26%	19%	28%	30%	27%	30%	27%	25%	27%	24%	
					F	F							
Extremely unlikely	620	156	457	96	190	334	77	78	51	267	50	97	
	25%	24%	25%	14%	21%	37%	21%	25%	27%	27%	27%	21%	
					F	FG				N			

Proportions/Means: Columns Tested (5% risk level) - B/C - D/E - F/G/H - I/J/K/L/M/N - O/P - Q/R/S - T/U/V/W/X/Y - Z/a - b/c/d - e/f/g/h/i/j

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