

# Practice standards applicable to urgent and primary care centres (UPCCs)



## Practice Standard

### **Applying the *Primary Care Provision in Walk-in, Urgent Care, and Multi-registrant Clinics* practice standard to UPCCs**

The College's practice standard [Primary Care Provision in Walk-in, Urgent Care, and Multi-registrant Clinics](#) has been a cornerstone of providing high-quality care across various health-care settings. However, only certain principles contained in the standard apply to registrants who are working in urgent and primary care centres (UPCCs) owned and operated by, or under contract with health authorities.

UPCCs provide access to same-day, urgent, and non-emergency health care and play a vital role in providing episodic care to patients ([Urgent and Primary Care Centres | HealthLink BC](#)). The reason for the patient visit may require follow-up and further treatment by the UPCC team; however, registrants practising in UPCCs are not obligated to provide ongoing longitudinal primary care to patients.

UPCCs work within existing primary care structures in their communities to support patients in need of longitudinal primary care and patients may be attached to the UPCC for their ongoing health-care needs, but only where UPCCs offer longitudinal primary care services.

Most of the other principles contained in the practice standard do apply. For example, the College expects all group practice settings, including UPCCs, to have a designated medical director who can act as a point of contact and facilitate communication between the College and other registrants. This helps ensure that practice standards are upheld and that registrants can easily stay updated with the College's expectations. For UPCCs, this is achieved through dedicated physician leads at each site who work with health authority operational and executive medical leadership.

The *Primary Care Provision in Walk-in, Urgent Care, and Multi-registrant Clinics* practice standard has recently been updated with a qualifying statement to reflect the above.

### **Application of other College standards to UPCCs**

It is important for registrants to recognize that all other College practice standards generally do apply to registrants working in UPCCs. These standards encompass a wide range of expectations related to patient care, ethical considerations, and professional conduct.

Related questions can be directed to [communications@cpsbc.ca](mailto:communications@cpsbc.ca).