

Registrant FAQs: Five common questions answered

Practice Standards + Professional Guidelines

CPSBC receives a high volume of inquiries from registrants regarding practice standards. Following are the top five most frequently asked questions, along with CPSBC responses and some useful resources.

What are CPSBC's expectations regarding cross-border virtual care?

CPSBC's [Virtual Care](#) practice standard outlines expectations of registrants providing virtual care to patients located outside of BC and expectations of registrants providing virtual care when temporarily located outside of BC. Registrants providing virtual care must consider whether the virtual care medium affords adequate assessment of the presenting problem, and if it does not, they must arrange for a timely in-person assessment conducted by themselves, or another registrant or nurse practitioner with whom a pre-established agreement has been made. For further context and examples, registrants may wish to complete the Virtual Care [online learning course](#).

How long are registrants expected to retain medical records?

As outlined in CPSBC's [Medical Records Management](#) practice standard, registrants who have custody of medical records are responsible for ensuring that they are maintained and stored in accordance with ethical, professional, and legal requirements, whether the records are paper or electronic. Registrants have a duty to ensure medical records are retained for a minimum period of sixteen years from either the date of the last entry or from the age of majority, whichever is later, except as otherwise required by law (section 3-6(2) of the Bylaws and BC's Limitation Act). For further context and examples, registrants may wish to complete the Medical Records Management [online learning course](#).

I am leaving practice temporarily but haven't been able to find a replacement. What are my responsibilities?

While securing a locum is ideal, CPSBC recognizes that this is not always possible. CPSBC's expectation is that registrants do their best to arrange appropriate coverage for their practice during their leave and follow the principles outlined in the [Leaving Practice](#) standard. For further context and examples, registrants may also wish to complete the Leaving Practice [online learning course](#).

Does CPSBC help registrants set up or manage their practice?

CPSBC's mandate is to protect the safety of the public; it does not get involved in the management of a practice or a business or contractual relationship between registrants or clinic owners. Registrants should seek medical-legal advice from the [Canadian Medical Protective Association \(CMPA\)](#).

I am setting up a new primary health care clinic. What are the steps I need to take with CPSBC?

Community primary care clinics do not need to be registered or accredited by CPSBC. However, registrants are expected to be compliant with the [Physician Practice Enhancement Program assessment standards](#). Multi-registrant clinics must appoint a medical director who is a registrant of CPSBC, and follow CPSBC's [Primary Care Provision in Walk-in, Urgent Care and Multi-registrant Clinics](#)

practice standard. [Doctors of BC](#) provides registrants with useful information about starting a business.

Other CPSBC resources

Registrants looking for guidance on how to apply standards in practice may benefit from an appointment with a CPSBC [registrant support coach](#).

CPSBC has also developed a number of [online courses](#) and [podcast episodes](#) for registrants.