



Walk-in Clinic

What to Expect

Many patients receive medical care at a clinic that accepts them on a walk-in basis. Most clinics that accept patients on a walk-in basis have multiple physicians who work on a rotating schedule. This means that patients may not always see the same physician each time they attend the clinic.

All physicians who work in a group at a walk-in clinic are required to follow the same practice standards as physicians who work alone in a private practice. As a patient, you have a right to expect that these standards are upheld.



According to practice standards, all walk-in clinics must have:

- a medical director, who is a physician registered with the College, and who is responsible for the medical management of the clinic
- options available for care coverage for patients during times when the clinic is closed
- on-site access to PharmaNet, which is a province-wide network that links all BC pharmacies to one another and tracks all medication that a patient is prescribed

Note: You must provide your consent to physicians working at the walk-in clinic to access your PharmaNet profile.

Read the College's practice standard: [Walk-in, Urgent Care and Multi-physician Clinics](#)

What you can expect if you regularly attend the same walk-in clinic and do not have a dedicated family physician at a different location:

- You can expect to receive ongoing primary health care at one location

Note: Ongoing care provided by physicians working in a walk-in clinic includes appropriate periodic health examinations and follow-up of your medical and laboratory tests.

- While you may not see the same physician each time, each physician who treats you will access a single medical record that contains your health history and treatment plans
- The walk-in clinic you have been attending is required to take responsibility for your ongoing medical care following discharge from hospital or after seeing a specialist

What you can expect if you sometimes attend a walk-in clinic but do have a dedicated family physician at a different location:

- You can expect the medical record created at the walk-in clinic to identify your dedicated family physician
- The walk-in clinic is required to provide a copy or summary of your visit (including copies of ordered tests) to your dedicated family physician, unless you clearly provide direction not to do so
- Your dedicated family physician is required to take responsibility for your ongoing medical care following discharge from hospital or after seeing a specialist

Learn more about the College of Physicians and Surgeons of BC at www.cpsbc.ca