



[For the Public \[1\]](#)

This section provides useful content for the public, including information on how to file a complaint with the College. It provides direct access to the College's online physician directory, which extracts contact information, office locations and other relevant details about a physician from the public register in real time.

Patient Resources



[2]

Physical Examinations and Procedures Video

This video outlines the College's expectations of physicians when conducting physical exams on patients.

[Watch here](#) [2]

Provide feedback on the video [here](#) [3]



[4]

Independent Medical Exams What to Expect

This resource outlines what you can expect when you undergo an independent medical exam from a physician.

[Download here](#) [4]



[5]

Charging for Uninsured Services What to Expect

This resource helps explain what you can expect of your physician in situations when they charge you for an uninsured service.

[Download here](#) [5]



[6]

Telemedicine What to Expect

This resource helps explain what you can expect when engaging with your physician via telemedicine.

[Download here](#) [6]



[7]

Sale and Dispensing of Drugs What to Expect

This resource outlines what you can expect when you buy a drug from your physician.
[Download here](#) [7]



[8]

Walk-in Clinic What to Expect

A helpful resource outlining what patients can expect when visiting a walk-in clinic in BC.
[Download here](#) [8]



[9]

Patient-Physician Relationship What to Expect

A helpful checklist outlining what patients can expect when visiting a BC physician.
[Download here](#) [9]



[10]

Complaints Process Infographic

An infographic to help patients better understand and navigate through the process for filing a complaint against a BC physician.
[Download here](#) [10]

[1] <https://www.cpsbc.ca/for-public>

[2] <https://youtu.be/CxfZ0OLf5oE>

[3]

<https://questionnaire.simplesurvey.com/f/l/physical-examinations-and-procedures-video-public>

[4] <https://www.cpsbc.ca/files/pdf/IME-What-to-Expect.pdf>

[5]

<https://www.cpsbc.ca/files/pdf/Charging-for-Uninsured-Services-What-to-Expect.pdf>

[6] <https://www.cpsbc.ca/files/pdf/Telemedicine-What-to-Expect.pdf>

[7] <https://www.cpsbc.ca/files/pdf/SDD-What-to-Expect.pdf>

[8] <https://www.cpsbc.ca/files/pdf/WIC-What-to-Expect.pdf>

[9] <https://www.cpsbc.ca/files/pdf/PPR-What-to-Expect.pdf>

[10] <https://www.cpsbc.ca/files/pdf/Complaints-Process-Infographic.pdf>