

## Provincial Guide Summary

Your guide to provincial health organizations & resources.

### British Columbia

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#### Government Services

**British Columbia Ministry of Health Services**

*Phone:* (250) 952-1742 (Victoria)

*Toll-Free in B.C.:* 1-800-465-4911

*Website:* [www.health.gov.bc.ca](http://www.health.gov.bc.ca)

**Medical Services Plan (MSP)**

MSP is provincial insurance for medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures.

*Phone:* (604) 683-7151 (Vancouver)

*Toll-Free:* 1-800-663-7100

*Website:* [www.health.gov.bc.ca/msp](http://www.health.gov.bc.ca/msp)

**BC PharmaCare**

PharmaCare provides financial assistance to British Columbia residents for eligible prescription drugs and designated medical supplies.

*Phone:* (604) 683-7151 (Vancouver)

*Toll-Free:* 1-800-663-7100

*Website:* [www.health.gov.bc.ca/pharmacare](http://www.health.gov.bc.ca/pharmacare)

**HealthLink BC**

HealthLink BC is a nurse telephone advice and health information service available 24 hours a day, 7 days a week. Pharmacists and dietitians are also on hand for consultation. In addition, HealthLink BC provides an online health information resource.

*Toll-Free in B.C.:* 8-1-1

*Website:* [www.healthlinkbc.ca](http://www.healthlinkbc.ca)

**British Columbia Health Authorities**

BC's health authorities provide quality, appropriate and timely health services to British Columbians. To find your region, visit the British Columbia Health Authorities website.

*Phone:* (604) 675-7400

*Website:* [www.health.gov.bc.ca/socsec](http://www.health.gov.bc.ca/socsec)

**Other Resources**

The British Columbia Ministry of Health publishes a list of toll-free hotlines that cover a range of health topics.

*Website:* [www.health.gov.bc.ca/cpa/1-800.html](http://www.health.gov.bc.ca/cpa/1-800.html)

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#### Surgical Wait Times

The Surgical Wait List Registry has information on wait times listed by type of surgery.

*Website:* [www.health.gov.bc.ca/waitlist](http://www.health.gov.bc.ca/waitlist)

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#### College of Physicians and Surgeons of British Columbia

Contact your provincial college for information on locating a physician or to make formal complaints.

**Public (general inquiries)**

*Phone:* (604) 733-7758

*Toll-Free:* 1-800-461-3008

*Website:* [www.cpsbc.ca](http://www.cpsbc.ca)

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#### Resources for Complaints

If you have a concern, you should address it directly with the service provider(s) or organization(s) involved. To make a complaint, consider contacting:

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*Toll-Free in B.C.:* 1-800-465-4911

*Website:* [www.health.gov.bc.ca](http://www.health.gov.bc.ca)

**College of Physicians and Surgeons**

*Phone:* (604) 733-7758

*Toll-Free:* 1-800-461-3008

*Website:* [www.cpsbc.ca/node/181](http://www.cpsbc.ca/node/181)

**British Columbia Ombudsman**

*Phone:* (250) 387-5855 (Victoria)

*Toll-Free:* 1-800-567-3247

*Website:* [www.ombudsman.bc.ca](http://www.ombudsman.bc.ca)