



Federation of Medical Regulatory Authorities of Canada Virtual Care Complaints and Physicians Providing Care in Multiple Canadian Jurisdictions

The Federation of Medical Regulatory Authorities of Canada (FMRAC)'s members, the Medical Regulatory Authorities in Canada (MRAs), are committed to addressing complaints that arise relating to the provision of virtual care by physicians who either have licenses or are providing such care in multiple Canadian jurisdictions.

Furthermore, the aforementioned acknowledges that:

- i. the MRAs only have authority over those physicians they license;
- ii. the patient record generally resides in the home jurisdiction of the physician, i.e., where the physician pays federal taxes;
- iii. the physician that is the subject of a complaint may not be licensed in the jurisdiction of the complainant;
- iv. it may be necessary to consult, collaborate or share information about the complaint between MRAs and discuss whether there is a duty to report to other authorities;
- v. complainants must have their complaints reviewed in a jurisdiction that has the authority to review; this does not preclude another MRA from assisting the patient in any other way they feel appropriate.
- vi. relevant legislation remains applicable.

Approved by the FMRAC Board of Directors
Meeting of December 5, 2022