



2019-2020

# UBC PGME Resident Registration Guide

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Updated May 16, 2019. Updates to the Registration Guide may occur throughout the academic year. The most current version of this document can be found on the UBC Postgraduate Medical Education Deans Office website: <http://postgrad.med.ubc.ca/current-trainees/resident-registration/>



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## Welcome from the Associate Dean, Postgraduate Medical Education



On behalf of the Faculty of Medicine, welcome to postgraduate training at the University of British Columbia (UBC)!

You are part of a community that includes approximately 1400 postgraduate trainees (residents, fellows, international trainees). At UBC, we are committed to providing an environment of excellence in education, innovation and scholarship. Faculty members and program directors are tirelessly engaged in continuously looking at ways to make your training better. Our PGME office strives to support our trainees and programs in this process.

At UBC, clinical training is distributed across the province in a manner that supports community relationships and provides learning opportunities in multiple environments. UBC offers Family Medicine, together with over 70 specialty and subspecialty training programs recognized by the Royal College of Physicians and Surgeons of Canada and the

College of Family Physicians of Canada.

You are entering your postgraduate training at a very exciting time. Many programs are adopting a competency based medical education approach. In addition, we are less than two years away from an accreditation review. In this light, as you engage in your training, I encourage you to provide your supervisors, program directors, and our PGME office with as much feedback as possible so that we can work together to improve your education, wellness, and experience.

Given the breadth and depth of postgraduate education at UBC, this manual is intended to provide relevant, appropriate information to support our programs. If you have any questions or just want to stop by and say “Hi” please do not hesitate to contact me.

### **Ravi S. Sidhu MD MEd FRCS FACS**

Associate Dean, Postgraduate Medical Education

Associate Professor, Department of Surgery

Faculty of Medicine | University of British Columbia

## Resident Registration

### Checklist for Residents 'New' to a UBC Residency Program

This checklist is a summary of tasks to be completed. Full details are outlined on subsequent pages.

Tasks to be Completed Prior to Program Start Date:	Due Date
<input type="checkbox"/> <a href="#">Submit your Social Insurance Number</a> (SIN) to Provincial Health Services Authority (formerly known as BC Clinical and Support Services - BCCSS) *	29-March-19
<input type="checkbox"/> If you have not previously attended UBC, create your <a href="#">Campus Wide Login (CWL)</a> upon receiving your MRES (student) number	By early April
<input type="checkbox"/> Activate your <a href="#">UBC Email Address</a>	By early April
<b>PGME Registration Opens</b>	16-Apr-19
<input type="checkbox"/> Complete <a href="#">PGME Registration</a> in the <a href="#">Resident Management System (RMS)</a> by updating your contact information (UBC email address required) and signing your Letter of Offer	14-May-19
<input type="checkbox"/> Complete and Return <a href="#">Payroll, Health &amp; Benefit Forms</a> to Provincial Health Services Authority (formerly known as BC Clinical and Support Services - BCCSS) *	15-May-19
<input type="checkbox"/> Report <a href="#">Immunizations</a> to the Workplace Health Call Centre <i>(details posted closer to requirement date)</i>	June, 2019
<input type="checkbox"/> Complete Required <a href="#">Online Courses and Learning Modules</a>	Minimum of Two Weeks Prior to Start Date
<input type="checkbox"/> Complete <a href="#">Licensing with the College of Physicians and Surgeons of British Columbia</a> ("the College")	Mandatory Prior to Start Date
<input type="checkbox"/> Acquire CMPA Coverage prior to the start of residency	Prior to Start Date
<b>Postgraduate Medicine Academic Year begins</b>	1-Jul-19
<input type="checkbox"/> Pay <a href="#">UBC Registration Fee</a> online through the Student Service Centre (SSC) *	7-Jul-19
<input type="checkbox"/> Attend <a href="#">UBC PGME Orientation</a> on Tuesday July 9 <sup>th</sup> 1:00 – 4:30PM	9-Jul-19

*\*\*Please note: Items marked with a red asterisk (\*) are not required for Visa trainees*

#### A) PGME REGISTRATION (NEW & RETURNING RESIDENTS)

PGME Registration for the 2019 academic year will begin on April 16, 2019. All new and returning residents are required to complete PGME Registration. A unique link to the online UBC Resident Management System (RMS) and login instructions will be emailed to residents when registration begins. **For residents new to UBC**, emails will be sent to the email address on the resident's residency application.

The unique link provided in the registration email must be used when accessing RMS for the first time and it is specific to each resident. Once a resident has registered, they will be able to access RMS using their **Campus Wide Login (CWL)**.

UBC alumni and previous UBC students should use their **existing CWL**. If you already have a CWL account and are having trouble with your login name or password, please contact the [UBC IT Service Centre](#) at 604-822-2008.

**Residents new to UBC** can create their CWL by clicking [here](#) using the following info:

- User name: MRES (student) number provided by UBC Enrolment Services.
- Password: Date of Birth ("yymmdd" format)
- Affiliation Type: Student & Alumni

CWL Information and FAQ can be found here: [Campus Wide Login - Getting Started](#)

All residents will be required to update their contact information during registration. Residents who are new to UBC, or beginning a new program will also be provided a Letter of Offer through RMS during registration. **Resident registration is mandatory and must be completed prior to a resident's scheduled start date**. Failure to complete registration in a timely manner will result in a delay of the commencement of training.

***Please Note:** All correspondence from the UBC Postgraduate Medical Education Dean's Office will be sent electronically. It is imperative that residents check their email regularly for instructions and updates in preparation for the upcoming academic year and for the duration of their training.*

#### B) UBC REGISTRATION FEE

New residents will be contacted directly by UBC Enrolment Services with instructions for payment. UBC registration fees can be paid through the [UBC Student Service Centre](#). Medical residents are required to be registered with the University of British Columbia for the duration of their training. The fee is set by the University Board of Governors and is a "registration" fee as opposed to a "tuition" fee. The fee for 2019-20 is **\$438.07**.

#### C) PAYROLL, HEALTH & BENEFIT FORMS

##### PAYROLL, HEALTH & BENEFIT FORMS

Residents are employees of the Health Authorities of British Columbia. Payroll and Benefits are administered by Provincial Health Services Authority (PHSA) will contact residents new to UBC by email prior to registration requesting your Social Insurance Number (SIN). This email will come from [dayna.hayashi@phsa.ca](mailto:dayna.hayashi@phsa.ca). It is very important that you provide the requested information to PHSA in a timely manner; the deadline to submit your SIN is **March 29, 2019**. Any questions or concerns regarding the collection of SIN should be directed to PHSA.

You can anticipate receiving your new hire package by the end of April, it will be mailed to the address provided with your residency application. If you have not received your package by **May 6, 2019**, please contact Dayna Hayashi [dayna.hayashi@phsa.ca](mailto:dayna.hayashi@phsa.ca) and indicate in the subject '**New Resident**'. Packages will not be sent out in advance. **Do not contact** PHSA prior to the date specified. To ensure your employment record is created in a timely manner, please be sure to complete and return all PHSA Payroll and Benefits forms prior to **June 3, 2019**.

#### D) MEDICAL SERVICES PLAN (MSP) ENROLMENT

As of February 22, 2018, a Photo BC Services Card obtained by visiting an Insurance Corporation of BC (ICBC) driver licensing office is a mandatory requirement to complete MSP enrolment. Further details are available on the Government of BC website under "[How to Apply](#)".

#### E) LICENSING

All residents **must** obtain an educational license from the [College of Physicians and Surgeons of BC \("the College"\)](#) prior to the commencement of training. **Until your license is in place, you will not be permitted to start your residency program.** Information about registration and licensing can be found on the College website: [www.cpsbc.ca](http://www.cpsbc.ca). You will be contacted directly by the College regarding registration no later than May 1, 2019. Please **do not contact** the College prior to the date specified. **IMPORTANT:** please be sure to complete your **entire** application process (i.e both the online portion and the submission of documentation) by the deadlines stated in the email from the College. This will ensure that you are licensed for July 1, 2019 in a timely manner.

#### F) IMMUNIZATIONS

Residents are required to report their immunization status prior to the beginning of training via the Provincial Workplace Health Call Centre (PWHCC). **Please do not call prior to the dates specified in the instructions below, as your employment record will not yet have been created.** If you contact the PWHCC ahead of the schedule below, you may be asked to email or call back at a later date, once your employee record is available.

**There are three options available for Residents to report their immunizations to the PWHCC:**

1. **By Email:** After June 3, 2019, complete the Baseline Immunity Assessment [form](#) and submit copies of all immunization records to [HH@WHCallCentre.ca](mailto:HH@WHCallCentre.ca) **from your UBC email address**, with the subject line: **VCH Resident**.
2. **By Fax:** After June 3, 2019, complete the Baseline Immunity Assessment [form](#) and submit copies of all immunization records by fax to 604-953-5138, with a cover letter and subject line: **VCH Resident**.
3. **By Telephone:** Call the PWHCC at 1-866-922-9464 and press option 1 to speak with an Occupational Health Nurse (OHN). Hours of operation are Monday to Friday between the hours of 07:00 and 17:00 (excluding statutory holidays). **You must be physically located in British Columbia to call.** Please have all previous immunization records ready before talking to the OHN. Please call according to the timeframe below:

Location	Dates to Call PWHCC
Living in BC prior to April 2019	June 3 to June 14
Moved to BC after April 2019	June 17 – June 28

**\*Please note:** The PWHCC telephone number is toll free and usable only **within BC**. It is not available while out of province. If you are on vacation or move to BC after the dates you are assigned to contact the PWHCC, please use the email or fax option, or call as soon as possible when you arrive in BC.



**Vaccine Documentation Required for PWHCC:**

**Hepatitis B:** Individuals are considered immune if they have completed a series of hepatitis B vaccine and one documented laboratory test that shows they have developed sufficient antibodies. Laboratory testing for anti-HBs in the absence of a documented complete vaccine series is not acceptable proof of immunity.

**Measles:** Born on or after January, 1 1957: proof of 2 live measles immunizations given at least 4 weeks apart on or after the first birthday, laboratory evidence of immunity or a history of lab confirmed measles disease. Persons born before 1957 have likely had the disease and are considered immune.

**Mumps:** Born between 1957 and 1969, one dose of mumps containing vaccine on or after the first birthday or lab confirmed mumps disease. If born on or after January 1, 1970, two doses of mumps containing vaccine given at least 4 weeks apart on or after the first birthday or acute case of mumps diagnosed by a physician **with lab confirmation of acute disease** (unlike measles & rubella, there is no reliable serological correlate of protection for mumps IgG therefore serology must be done at time of acute disease). Persons born before 1957 have likely had the disease and are considered immune.

**Rubella:** One dose of rubella vaccine regardless of age or laboratory evidence of immunity.

**Chicken Pox/Varicella:** As of June 2018, a varicella susceptible person is one without a history of lab confirmed varicella or herpes zoster after 12 months of age and without a history of age appropriate varicella immunization. Individuals with a documented exemption in the immunization registry prior to this date due to previous disease will be considered immune. A self-reported history of varicella or physician diagnosed varicella is adequate only if disease occurred before 2004.

**Polio:** A single booster dose 10 years after the primary series for HCWs, including laboratory workers, who may be exposed to feces.

**Tetanus/Diphtheria:** booster dose is needed every 10 years. One adult dose of Pertussis is also recommended (Tdap).

**TB skin testing:** baseline required for all new VCH employees. Report of a TB Skin Test (TBST) within 6 months of hire is acceptable. For Residents with documentation of a positive TB skin test and normal chest x-ray, they must have a TB Risk/Symptoms assessment done on hire and yearly.

**\* TB skin tests are done free at Vancouver Coastal Health (VCH) or Vancouver Island Health Authority (VIHA) hospitals.** Residents are to obtain their free TB skin test at our VCH clinic sites once they have been assessed by the Provincial Workplace Health Call Centre. The PWHCC will provide you with the clinic schedule. Residents who are located in rural areas and are therefore unable to attend a VCH site clinic should contact a Field Service Nurse at [safetyandpreventionfsn@vch.ca](mailto:safetyandpreventionfsn@vch.ca) to discuss their options. Reimbursement for TB skin tests obtained outside of the free VCH site clinics must be pre-approved by a Field Service Nurse at the email address above.

### **N95 Mask Fit Testing**

Please ensure you are fit tested for a make and model that is located at the site you will be working. All major facilities provide mask fit testing. Please inquire when you arrive.

### **Blood and Body Fluid Exposures**

If you have an exposure to blood or a body fluid (BBFE) please notify the manager/supervisor of the unit where you are working so that the correct process can be implemented at that site-including being seen in the closest Emergency Department (ED) within two hours of the BBFE. You will need to contact the WHCC after being seen in ED to report the BBFE incident and to talk to the WHCC OHNs so that follow up serology can be provided and so that you will not be billed for the ED visit.

### **Exposure to a Communicable Disease or Incident**

You will need to contact the WHCC (1-866-922-9464) if you have been exposed to any communicable disease or have had an incident at work.

### **WorkSafe BC Regulations**

All employees are responsible for ensuring that they have an orientation to Safety and Prevention protocols at their work site including: fire, first aid, violence prevention, infection control, and respect in the workplace.

#### **G) CMPA**

Liability protection for residents registered at the UBC Faculty of Medicine is an important matter. All residents must be aware that they require liability protection when they begin their training program and throughout their program. It is important that residents understand that malpractice protection is mandatory and a condition of their license with the College of Physicians and Surgeons of British Columbia. All residents must be appropriately protected for any medico-legal issues that may arise during their training. Without liability protection, the UBC residents are in breach of their educational license with the College. In the event that residents submit late requests for CMPA membership, such as weeks after the residents have commenced their program, this means that they effectively have been without liability protection for that period of time. This exposes the residents to significant risk.

As per Article 18.02 of the HEABC/PAR-BC (Resident Doctors of BC) Agreement, "Effective January 1, 2013, all Residents will be required to maintain CMPA coverage at the Resident's expense". All residents are responsible for applying for CMPA coverage PRIOR TO the start of residency.

Please see the [Resident Doctors of BC Website](#) for the full article.

#### **H) ONLINE COURSES AND LEARNING MODULES**

All Residents are required to complete the following three online modules prior to starting residency:

- Infection Control Basics
- Information Privacy and Confidentiality
- Student Practice Education Core Orientation (SPECO)



These online courses are available through the [Learning Hub](#) (you may need to sign up for a new account). Copies of your results should be forwarded to your Program Director's office for their records. If you have difficulty with the website, please refer [here](#) or contact: [learnwithus@vch.ca](mailto:learnwithus@vch.ca)

Full details for completing the online courses can be found [here](#).

**Please Note:** Each health authority in British Columbia requires that trainees complete online training before being given access to electronic health systems used in clinical settings across the province. To ensure that learners do not experience delayed access to Health Authority systems, it is the **responsibility of the trainee** to ensure they complete all necessary training requirements for any health authority they will be training in **prior** to their rotation start date.

Links to the health authority online course requirements can be found [here](#).

#### I) UBC EMAIL ADDRESS

Over the course of your time as a resident at UBC, all correspondence from the UBC Postgraduate Medical Education (PGME) Dean's Office will be sent electronically. It is imperative you check your email regularly for instructions and updates in preparation for the upcoming academic year, and over the duration of your training. **Residents new to UBC must create a [UBC-issued email address](#) and update their contact information in the Resident Management System prior to May 14, 2019.**

A UBC-issued email address is a requirement of the Health Authorities of BC for access to electronic health record systems. Failure to comply in updating your email address will result in delayed access to Health Authority electronic systems which will impact your ability to begin a rotation on your scheduled start date.

For further information about using UBC's email service, visit the [Student and Alumni Email Service](#) site. If you are having trouble setting up your UBC email address, please contact the [UBC IT Service Centre](#) at 604.822.2008.

#### J) UBC PGME ORIENTATION

The 201 New Resident Orientation hosted by the Postgraduate Dean's Office will be held on **Tuesday, July 9, 2019 PM (Start 1:00PM, End 4:30PM)**. This event is mandatory for all new-to-UBC incoming residents, and will be broadcast by videoconference to postgrad sites province-wide. Attendance will be taken, and if residents are unable to attend for valid reasons such as post-call, the PGME Dean's Office should be notified by [email](#). Further information regarding the Orientation will be provided by program administrators.

#### K) BASIC CLINICAL TRAINING YEAR

Select Royal College Specialty programs participate in the Basic Clinical Training Year (BCTY) at one of three sites: Royal Columbian Hospital, St. Paul's Hospital, or Vancouver Island. The BCTY placement process occurs after the R1 CaRMS match is completed (both first and second iteration). Residents can anticipate notification of site placement by email from the PGME Dean's Office.

#### L) ACLS: ADVANCED CARDIAC LIFE SUPPORT COURSE

Residents should contact their programs directly to determine if ACLS is required. Please see the 'Mandatory Course Policy' in the [PGME Policies and Procedure Manual](#) for reimbursement information.

2019 – 2020 Academic Year Rotation Schedule

<b>Block</b>	<b>Start Date</b>		<b>End Date</b>		<b>Stat Holidays</b>
1	Monday	July 1, 2019	Sunday	July 28, 2019	Monday, July 1 (Canada Day)
2	Monday	July 29, 2019	Sunday	August 25, 2019	Monday, August 5 (BC Day)
3	Monday	August 26, 2019	Sunday	September 22, 2019	Monday, September 2 (Labour Day)
4	Monday	September 23, 2019	Sunday	October 20, 2019	Monday, October 14 (Thanksgiving)
5	Monday	October 21, 2019	Sunday	November 17, 2019	Monday, November 11 (Remembrance Day)
6	Monday	November 18, 2019	Sunday	December 15, 2019	
7	Monday	December 16, 2019	Sunday	January 12, 2020	December 25 (Christmas), December 26 (Boxing Day), January 1 (New Year's Day)
8	Monday	January 13, 2020	Sunday	February 9, 2020	
9	Monday	February 10, 2020	Sunday	March 8, 2020	Monday, February 17 (Family Day)
10	Monday	March 9, 2020	Sunday	April 5, 2020	
11	Monday	April 6, 2020	Sunday	May 3, 2020	Friday, April 10 (Good Friday), Monday, April 13 (Easter Monday)
12	Monday	May 4, 2020	Sunday	May 31, 2020	Monday, May 18 (Victoria Day)
13	Monday	June 1, 2020	Tuesday	June 30, 2020	

## Resident Management System (RMS)

The Resident Management System (RMS) manages academic and administrative records for all UBC residents. RMS provides the ability for residents to review their academic records, access their Letters of Offer, update their contact information, as well as self-report stat holidays worked.

New residents are granted user access to RMS during registration. In April, all residents will receive an email from “Postgraduate Medical Education” with the subject “UBC Faculty of Medicine PGME Registration”. The email will contain a unique link for each resident to complete PGME registration in RMS. Once a resident has registered in RMS, they will be able to access the [Resident Management System \(RMS\)](#) using their Campus Wide Login (CWL).

### Letter of Offer

Letters of Offer are issued and signed electronically through RMS during the registration period. Letters of Offer are term-based, and are only issued at the start of a UBC residency training program. Continuing residents who signed their Letter of Offer electronically in a previous academic year, and who are not starting a new program in 2019-2020, will not be required to sign a Letter of Offer for the 2019-2020 academic year.

For confirmation of residency, a copy of the resident’s Letter of Offer is available for download from the Resident Management System (RMS) after completion of registration. Residents can access their Letter of Offer by:

- Click on your name in the **Tracking Inbox**.
- Click on **“Program”** (left side of page) and then click your program’s name.
- Click on **“Letter of Offer”**.
- Click on paperclip icon under **“Letter of Offer File”** to download a copy of your Letter of Offer.

Upon written request by [email](#) to the PGME Dean’s Office, a letter of confirmation of wages can be provided.

### RMS Help and Resources

Residents can find helpful RMS How-To documents on the RMS Log In page under [“Step-by-step instructions”](#).

For Registration assistance, residents can contact: [rms.support@ubc.ca](mailto:rms.support@ubc.ca)

For all other issues, residents should contact their Program Administrator.

## Important Information

### Address and Name Changes

Residents are responsible for updating their contact information in the [Resident Management System \(RMS\)](#), as well as contacting the following professional institutions:

[Provincial Health Services Authority \(PHSA\) - formerly BC Clinical and Support Services \(BCCSS\)](#)

[Resident Doctors of BC](#)

[College of Physicians and Surgeons of BC](#)

[UBC Enrolment Services](#)

[College of Family Physicians of Canada](#) (for Family Practice Residents)

For name changes, please contact the [PGME Dean's Office](#) and indicate in the subject **'Name Change'**. Please attach supporting documentation that applies to your situation.

### Payroll & Benefits Information for Residents

Payroll and Benefit services are administered by Provincial Health Services Authority (formerly known as BC Clinical and Support Services - BCCSS).

*Please identify that you are a medical resident as different rules apply to different employee groups.*

#### **Payroll**

**Office:** 1795 Willingdon Avenue | Burnaby, BC V5C 6E3  
**Tel:** 604-297-8683; **Toll Free:** 1-866-875-5306 | **Option 2**  
**Fax:** 604-297-9311  
**Email:** [payrollvch@hssbc.ca](mailto:payrollvch@hssbc.ca)

#### **Employee Records and Benefits**

**Office:** 1795 Willingdon Avenue | Burnaby, BC V5C 6E3  
**Tel:** 604-297-8683; **Toll Free:** 1-866-875-5306 | **Option 1**  
**Fax:** 604-297-9316  
**Email:** [employeeRBsupport@hssbc.ca](mailto:employeeRBsupport@hssbc.ca)

#### **Maternity, Parental and Personal Leaves**

Please inform your program office regarding all leaves. Information regarding Employment Insurance (EI) during leaves can be found at the [Service Canada Website](#).

### T2202A

Residents can access their T2202A through the UBC Student Service Centre [www.students.ubc.ca/ssc](http://www.students.ubc.ca/ssc).

Questions about T2202A can be directed to [questions@askme.ubc.ca](mailto:questions@askme.ubc.ca)

### Secure USBs

VCH and UBC are collaborating to issue encrypted USB drives to all residents practicing in British Columbia. Patient information must only be stored on this USB drive or another encrypted device. You can store any information, as long as you have a strong and secure password.

Further Information about Residents Encrypted USBs can be found under 'Information Privacy and Confidentiality' on the PGME website [here](#).

## UBCCard (Library)

The UBCCard acts as a library card. Residents who have completed the registration process and have obtained their UBC MRES (student) number can contact the [UBCCard Office](#).

## Examinations

All residents are encouraged to have taken, or succeed as soon as possible, in the [MCCQE-I](#) examination. All residents are encouraged to take the [MCCQE-II](#) after their first clinical year, rather than wait until later in their residency. It is necessary to have the MCCQE-II to obtain a full license in the province of British Columbia. For more information, visit the [Medical Council of Canada](#) website.

## Alternate Religious Holidays

Please refer to the PAR-BC (Residents Doctors of BC) Agreement article 11.06 for further information regarding Alternate Religious Holidays. A link to the multi-faith calendar can be found on UBC's [Days of Significance Calendar](#) page.

## Resident Registration Fee Payment

*Ratified April 23, 2007 by Faculty Residency Executive Committee*

Medical residents are required to be registered with the University of British Columbia for the duration of their training. The fee is set by the University Board of Governors and is a “registration” fee as opposed to a “tuition” fee. The fee for 2019-20 is **\$438.07**.

- The fee will be charged at the beginning of the resident’s program and subsequently at the beginning of each academic year (July) that the resident is enrolled in the program.
- The full registration fee will be charged regardless of the time period enrolled in the program; as such, registration fees will not be prorated.
- The fee is non-refundable should a resident withdraw, transfer, or be dismissed from a training program.
- If a trainee is on leave from the program, registration fees will be required in order to maintain their residency position in the training program and with the Postgraduate Medical Education (PGME) Office.

## REGISTRATION

The University of British Columbia provides the following for residents while registered with the University:

- Insurance Coverage – liability insurance. When not more specifically insured elsewhere (CMPA, etc.), residents are covered under the University’s liability insurance program for medical malpractice risks.
- UBC Card to allow access to the University libraries and facilities.

PGME is responsible for the registration and/or verification of registration of all postgraduate trainees as outlined in the Letter of Appointment with the following institutions:

1. The University.
2. The Affiliated Teaching Hospitals - Postgraduate trainees must be registered with PGME in order to obtain medical privileges at the teaching hospitals.
3. The College of Physicians and Surgeons of BC - Issuance of the Letter of Appointment and verification of licensure on behalf of the teaching hospitals.
4. Verification of appointment, level, and change of status to the Paymaster.

5. The Royal College of Physicians and Surgeons of Canada/The College of Family Physicians - Verification of training and completion of the FITER.
6. The Medical Council of Canada -Verification of postgraduate registration in order to access the MCCQE Part II examination.

PGME will provide written verification, on request and free of charge, while registered in the program to banks, licensing authorities, etc.



## UBC Resident Wellness

Over the course of your time as a resident you will face numerous pressures — both professional and personal. Whether you're seeking support around stress and time management, looking to improve your communication at work or with loved ones, learning ways to manage moods (depression, anxiety), or dealing with a loss or life transition, here at the Resident Wellness Office (RWO), we're here to listen and provide support.

The Resident Wellness Office is a free and confidential service available to all UBC residents and their spouses/common-law partners, no matter where you live and work.

We offer:

- Free and confidential counselling for individuals and couples (in-person, through Skype, and over the phone)
- Group support
- Referrals to community resources and other helping professionals
- Workshops on relevant health and wellness topics
- Up-to-date online resources
- Community events

### **Contact Us:**

Phone: 1 855 675 3873 (toll-free)

Locations: Vancouver General Hospital (DHCC), Royal Columbian Hospital and Surrey Memorial Hospital

Email: [resident.wellness@ubc.ca](mailto:resident.wellness@ubc.ca)

Website: <https://postgrad.med.ubc.ca/resident-wellness/?login>

Book an appointment online: <https://ubcresidentwellness.janeapp.com/>

Hours of operation: Monday- Friday 8:00-5:00pm, with evening and Saturday appointments available on select days.

*For urgent needs outside of these hours, please contact alternative services listed [here](#).*



Dianna Louie, MD, FRCPC  
PGME Faculty Lead for  
Resident Wellness  
[dlouie3@cw.bc.ca](mailto:dlouie3@cw.bc.ca)