



Launch of New “For the Public” Website Content

Notice to College Members

September 21, 2023

In 2023, the College released a new [Strategic Plan](#) based on the College's core mandate to regulate the practice of medicine in the public's interest.

The strategic plan was developed after leveraging input from a range of partner organizations who work alongside the College in various capacities. The strategic plan outlines the direction and key strategic drivers of the organization for the next 3-5 years.

By 2028, the College vision is to be:

1. **Easy to work with;**
2. **Collaborating widely with stakeholder organizations, physicians, and the public to resolve challenges; and**
3. **Innovating regulatory practices to fit an evolving landscape.**

To begin implementing this plan, we have developed a [For the Public](#) section on the College's website. This page allows us to engage with the public on the work of the College. On this page, members of the public can find the following information:

- Our [Public Register](#), which contains detailed information about all physicians who are or have been licensed to practice in Newfoundland and Labrador.
- A new [What to Expect of Your Physician](#), summarizing what patients can expect of their physician in areas such as communication, physical examinations, virtual care and medical records.
- A new [What Your Physician Expects of You](#), outlining fundamental expectations of physicians for their patients.

- Information on [How to File a Complaint](#), including a new [Flow Chart](#) describing the process, [Frequently Asked Questions](#), and the [Online Complaints Forms](#).
- A new [Online Compliment Form](#) which allows members of the public to submit a compliment about the care they have received from a physician.

This and all other Notices can be viewed on our website at www.cpsnl.ca > News

All College communication to its members will be by email. It is a professional obligation for College members to read all College communications.