



CREDENTIALING & PRIVILEGING REAPPOINTMENT FREQUENTLY ASKED QUESTIONS

Participation in the reappointment process is necessary to ensure that you maintain licensure as a member of the medical staff. By participating in the reappointment process, you contribute to providing superior health care as well as a commitment to quality and safety—creating healthier, stronger communities and a better quality of life for those we touch. We have developed an FAQs to help you through this process.

What is AppCentral?

AppCentral is the online system medical staff use to submit their appointment and reappointment applications to all BC health authorities and Providence Health Care via the internet.

It is a module of the Provincial Practitioner Credentialing and Privileging (C&P) System—also known as Cactus software.

Physicians, dentists, midwives, nurse practitioners and other regulated health care professionals will use AppCentral if they are affiliated with one or more health authority or affiliate in BC. Private health organizations and facilities do not currently use the provincial C&P system.

How is my data protected in the online provincial system?

Provincial Health Services Authority (PHSA)—as the licensee—has sole proprietary rights to the data in the provincial system, which is stored in the Kamloops Data Centre. Access to PHSA's data in the AppCentral (Cactus software) system is governed through an information-sharing agreement with the province's health authorities. Strict policies and procedures oversee use and disclosure of said data and these are fully in compliance with provincial privacy legislation.

What are the Provincial Privileging Dictionaries?

The provincial privileging dictionaries are designed to support consistency in the oversight of medical staff credentialing and privileging in BC. [Click here for more details.](#)

Who do I contact if I have questions about how to complete the Reappointment Application Package?

Please contact MA_Reappointments@islandhealth.ca

What is the basic information I need to provide on my Reappointment Application

1. Updated contact info. Please [click here](#) for more details.
 - We always encourage Medical Staff to use their Island Health Email as their Preferred email.
2. Are the sites and privileges listed on your application correct?

When I review my Privileges I am missing some sites?

You can either request additional privileges on the **Confirmation of Sites** form or you can email MA_Reappointments@islandhealth.ca. This will trigger an **Additional Site Application** from the Credentialing Office.

In reviewing my Privileges I noticed there is a site I no longer work at. How do I remove?

In the Reappointment Package there is a **Confirmation of Sites** form where you indicate no longer require privileges.

I have started the application but need to complete at a later time- how do I save and come back to the application?

Please visit [AppCentral \(bcmqi.ca\)](http://AppCentral(bcmqi.ca)) for detailed instructions.

What is my deadline to get my application completed?

Your initiate invite email will have your deadline to complete your application.

What happens if I don't complete my Reappointment Application Package?

Providers who do not complete a Reappointment Application will have their privileges relinquished and providers would need to reapply if privileges are required in the future.

I forgot my password for AppCentral, how do I reset it?

Please [click here](#) for more information.

I am not sure which non-core privileges I can select on my Provider Dictionary?

Please talk to your Division Head if you are unsure what non-core privileges are available to you.

How will I know when my application has been approved by the Board of Directors?

Once a Medical Staff Reappointment Application package has been successfully completed, the Credentialing team will be forwarding on the Application package to the Division Head and Department Head for review and approval. Once this step is completed Application packages are sent forward to MPCC, HAMAC and finally the Board of Directors for approval. Outcome of Board of Director decision will be sent by letter to the Medical Staff's preferred email on Application package.

How do I add an attachment, i.e. my ACLS certificate?

Please visit [AppCentral \(bcmqi.ca\)](http://AppCentral(bcmqi.ca)).