

MEDICAL FAQ'S

- **Starting June 29th, 2021, Panel Physicians across the country resumed upfront medical exams. Please note that the current pandemic has put additional strain on physicians/radiologist and we ask for your patience and understanding while trying to schedule an appointment.**
- **Do not present yourself in person to a Panel Physician and/or radiologist clinic without an appointment, as you will be advised to leave and make an appointment. Due to increased volumes, please expect delays in scheduling appointments surpassing our 10 working day service standard. Note that we are increasing capacity across our network as/if required.**
- **IRCC has zero tolerance for harassment, disrespectful and aggressive behaviour towards our Panel Physician Network. Please note that Panel Physicians have been instructed to refuse performing medicals for all applicants exhibiting such behaviour.**

MEDICAL REQUIREMENT LINKED TO YOUR VISA

1. I completed an Immigration Medical Examination (IME) prior to receiving my visa. Do I need another immigration medical exam to travel to Canada if my visa is not expired?

That depends; you must have a valid medical to enter Canada if you:

- Indicated in your application that your stay in Canada was longer than 6 months;
- Have not yet entered Canada; AND
- Have lived for 6 months or longer in one or more of the countries listed [in the link here](#) and are still planning to stay in Canada for longer than 6 months.

NOTE: India, Nepal and Bhutan are countries found on this link.

2. I tried to travel to Canada but I was told by the airline that my visa is not valid; however, my validity date shows that my visa is still valid. Is it because I need a new medical?

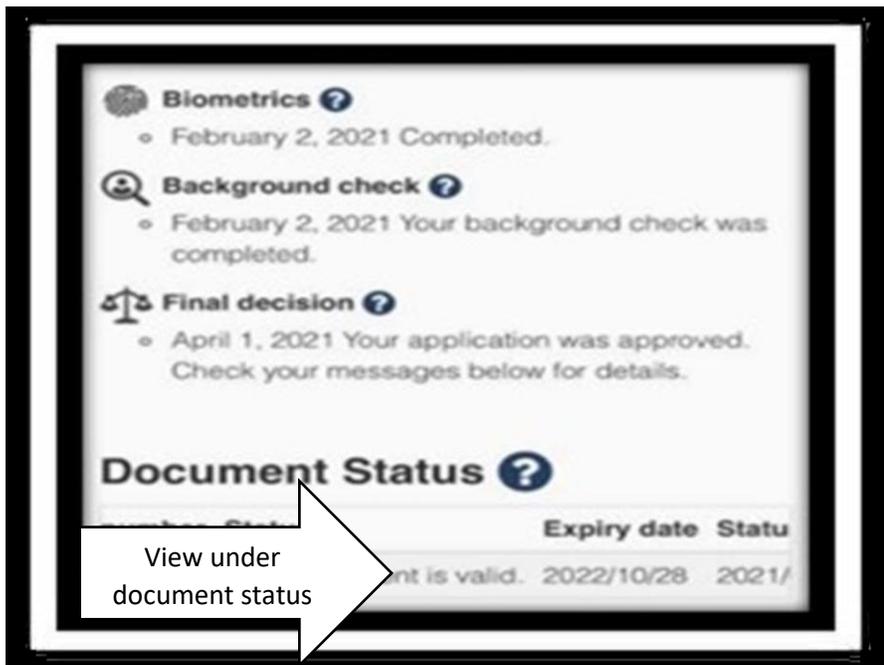
Your visa may have been put on an administrative hold if you:

- Have not entered Canada AND
- Indicated in your application that your stay in Canada was longer than 6 months and your medical is no longer valid because 12 months has passed since your medical was assessed AND
- Are showing that you reside in a country where a medical exam is required OR
- Information was received that you no longer meet the requirements to enter Canada.

3. How do I know if my visa is valid for travel?

To check your application or status of your visa, click on the following link: [IRCCSECUREACCOUNT](#)

If your visa has an administrative hold, it will show in your IRCC secure portal account as being invalid for travel. An e-mail should also have been sent to the e-mail address indicated in your most recent application explaining why your visa is no longer valid for travel, and the steps to take to reactivate your visa.



The letter for an expired medical result reads:

You are receiving this notification because our records show that your medical examination results have expired. This means you cannot travel to Canada.

You must have valid [immigration medical examination](#) results to travel to Canada if you either

- *have been in a [designated country/territory](#) for more than 6 months OR*
- *plan to study or work in a health care, child or elder care, or primary or secondary education setting.*

You need to get a new immigration medical examination. To book a medical examination, contact a [panel physician](#) directly. The panel physician will submit your medical examination directly to us. Request and keep a copy of any document given to you by the panel physician as proof of your immigration medical exam.

If you are traveling with family members, please make sure their medical exams are also valid.

If you pass your medical exam, you will receive another letter from IRCC advising you that may proceed with your travel plan to Canada. Please make sure you meet all the requirements as a [student](#) or [worker](#) prior to travelling to Canada.

For more updates on how COVID-19 is affecting travel to Canada and IRCC services, see:

- [COVID-19: International students](#)
- [COVID-19: Foreign workers](#)

4. I no longer have access to my IRCC secure account. How do I gain access?

Please find answers regarding your IRCC secure account at the following link: [HELPCENTRE](#)

If you have just reset your account because you lost your username and/or password, as a security measure we need to ask you questions about the application you submitted before we give you access to it.

To link an application you have in progress to your account, [sign in to your account](#) and click on “Link application to this account” under the heading “What would you like to do today?”

You will have to provide specific information about the application you would like to access. Have a copy of your application form on hand, as you will have to enter the information exactly as you did on your application form

5. What if I used an authorized representative or an agent to submit my application?

Authorized representatives have their own dedicated portal and can provide you with information regarding your visa and its validity for travel. If you used a paid representative, make sure to follow up with them directly for information on your application or your visa.

6. What if I am no longer in contact with the representative/agent who submitted my application?

Your application will be linked to the contact information entered at the time of application. If you used an unauthorized representative/agent who will not provide you with information regarding your account, IRCC will not be able to assist you.

Access to your personal information will only be shared if you can verify the information provided at the time your application was submitted.

You should never use a representative that is not authorized. Find out who is an authorized representative by reviewing the information in the following link: [AUTHORIZEDREPRESENTATIVES](#)

7. How do I make an appointment with a Panel Physician to complete my Immigration Medical Examination?

Do not present yourself in person to a Panel Physician and/or radiologist clinic without an appointment as you will be advised to leave and make an appointment. While Panel Physicians will do their best to schedule your appointment within 10 working days, however we request your understanding if this standard cannot be met due to increased demand on their services. Your results may also take longer than 30 working days to be assessed. Please plan your travel accordingly, and do not book flights/hotel stay until your visa is active.

When making an appointment with a [Panel Physician](#) for a new IME, you will need to request an “Upfront Medical Exam”. The Panel Physician will send your IME results directly to IRCC. Note that you will not be able to see this update in your online IRCC secure account because your file is closed, however IRCC will link it to your client profile in the background. Once reviewed, if your medical results are favourable, the administrative hold will be removed and your visa will be valid for travel.

8. How long will it take IRCC to remove the administrative hold on my visa so that it is valid for travel?

It will take roughly **four weeks** to process your medical exam results from the time they are received.

9. Do I need to send my medical exam confirmation to IRCC?

No. You do not need to provide IRCC with confirmation that you completed your IME. The Panel Physician will send the results directly to IRCC, who will then link it to your client profile. You may ask your doctor for eMedical Information sheet. On the Information sheet, there is a section called Health Case Status. This section will show the date when the information was sent to IRCC.

In addition, when you finally decide to travel to Canada, you need to carry this eMedical Information Sheet with you as you might be asked for it at the Port of Entry.

10. It has been a long time since I have redone my medicals and it has still not been updated in my IRCC online account. Do I need to wait for it to get updated in my account or can I go ahead and plan my travel based on my new eMedical Information Sheet?

Once IRCC has received your medical results from the Panel Physician, we will assess your medical results and link it to your client profile. Note that you will not be able to see this update in your online IRCC secure account because you have already been issued a visa and your file is closed.. Please be patient as we work through a backlog following the most recent lockdown. We ask that you do not book flights or attempt to travel until you receive notification that your visa has been re-activated. Please continue to monitor your MyCIC account.

11. What if my visa became invalid but I have a valid IME result?

In order for IRCC to remove the administrative hold, please provide evidence that you already held a valid IME result by submitting a web form enquiry at the following link: [IRCCWEBFORM](#). Please provide a copy of your eMedical information sheet as part of your enquiry. It may also be that you don't meet other requirements, in which case we will send you a letter to inform you of those reasons.

12. I submitted my study permit application online but have not done an up-front medical exam. Should I do them now?

If you have already submitted your study permit application online, but have not yet done a medical exam, *do not* proceed to do a medical exam now. You must wait until IRCC has assessed your application, at which point you will be sent instructions to do your Immigration Medical Exam (IME).

13. I went ahead and did my re-medicals before the expiry of existing medicals, either as instructed by IRCC or on my own initiative. Will this affect my visa status and how will I know my recent medicals have been linked to my existing study/work permit?

One can proactively do upfront medicals if your medicals are expiring soon.

When making an appointment with a Panel Physician without an IME, you will need to request an "Upfront Medical Exam". The Panel Physician will send your medical results directly to IRCC. Note that you will not be able to see this update in your online IRCC secure account because your file is closed, however IRCC will link it to your client profile in the background. Once reviewed, if your medical results are favourable, the administrative hold will be removed (or won't be issued if these steps are done well in advance) and your visa will remain valid for travel.

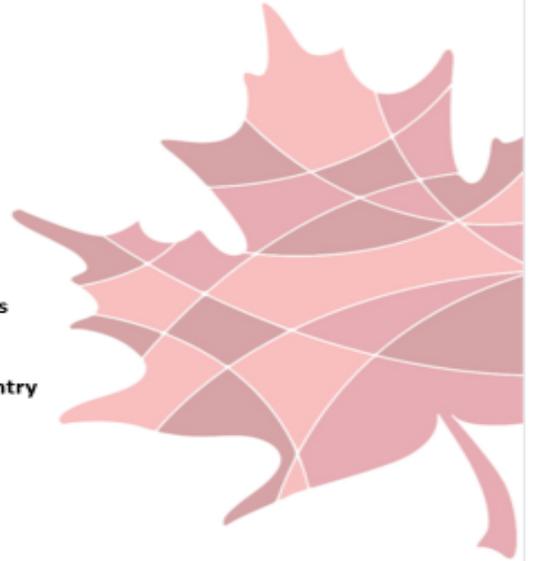
Your results may also take longer than 30 working days to be assessed. Please plan your travel accordingly.

Canada's Online Travel Wizard

Scan the QR code to link to the Wizard



- Learn if you are exempt from the travel restrictions
- Acceptable places to quarantine and cost
- If you need to quarantine and for how long
- COVID-19 testing requirements before and after entry



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