

# INFORMATION BULLETIN

## FCE Providers

September 19, 2011

### **IMPORTANT NOTICE TO WORKSAFEBC PROVIDER PORTAL USERS**

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Recently there have been a few situations where a referral has been reallocated from one provider to another. This can lead to confusion for the Injured Worker who has been contacted by multiple providers to schedule an appointment. The Worker may miss their appointment or show up for an appointment at the wrong clinic.

We are in the process of correcting our procedural issue that can result in the need for a reallocation of a referral. In the meantime if you could **please read the following important reminder of the business process for accepting and scheduling a referral through the provider portal**. If you have any questions, please contact your Program Manager or Q.A. Supervisor at WorkSafeBC.

1. "Acknowledge" notification of new referral by "clicking" on it.
2. Assess the referral to determine whether you should **ACCEPT** or **DECLINE** the referral:
  - a. **Read the "Referral Request" form** that is attached as a PDF document to the referral. This is **EXTREMELY IMPORTANT**. There may be information in this document that indicates that the referral is **NOT** appropriate or intended for your clinic. For example, the referral may have been assigned to your clinic in error.
    - i. Is there any information in the Referral Request form that indicates that this referral is not appropriate for you? If yes, **DECLINE** the referral, if no, then go to next question.
  - b. Can you schedule an appointment within the "window of tolerance" for your program?
    - i. If yes, then **ACCEPT** the referral and proceed with contacting the Worker to **SCHEDULE** the appointment;
    - ii. If no, then please call WorkSafeBC Reg Rep to determine whether you should **ACCEPT** or **DECLINE** the referral.

Since there are automated disclosures, letters, and travel tasks related to your acceptance and scheduling of a referral, it is important to ensure that you **ACCEPT** or **DECLINE** referrals correctly.



WORKING TO MAKE A DIFFERENCE

## **DISCLOSURES**

When you ACCEPT a referral you trigger a medical disclosure to be automatically created and sent to your location. From a privacy perspective it is important that the medical disclosure be sent to the appropriate provider, so please DECLINE any inappropriate referrals. If you receive a medical disclosure for a Worker who will not be treated in your program, you must destroy that material or return it to WorkSafeBC.

Since the medical disclosure is sent automatically, you do not need to "REQUEST a DISCLOSURE" via the Portal unless there are exceptional circumstances (i.e., the disclosure does not arrive in 5-10 days).

## **SCHEDULING, LETTERS TO WORKER and TRAVEL**

When you schedule the first appointment in the portal, it triggers several automated processes to occur:

- a notification letter of the appointment is sent to the Worker;
- a travel task may be sent to WorkSafeBC to organize travel for the Worker to attend the appointment

Please don't hesitate to contact us if you have any questions. Thank you.