

Other important questions for you and your physiotherapist to discuss

Who pays for your physiotherapy treatments?

- If you have reported your injury to your employer and WorkSafeBC, you will have a claim number.
- If WorkSafeBC accepts your claim then WorkSafeBC will pay your physiotherapist directly. **You do not have to pay any costs.**
- If your claim is not accepted, you are responsible for the full cost of your physiotherapy care.
- If your claim is pending, WorkSafeBC will pay for your initial physiotherapy visit. However, you will need to pay for any subsequent visits privately. If your claim is then accepted, your physiotherapist will directly bill WorkSafeBC and reimburse you any money you have paid.
- If your claim is pending on the date of your initial visit and then **not accepted**, your physiotherapist will directly bill WorkSafeBC for the **initial visit only** and reimburse you any money paid for this visit.

What if you have not started a claim with WorkSafeBC?

Call WorkSafeBC at one of the following numbers:

General claim or entitlement inquiries

Lower Mainland 604 231-8888

Toll-free 1 888 967-5377

You will be given a claim number, which you can give to your physiotherapist.

Keep these numbers close at hand so you can call if you have any questions about your claim.

What if you have not returned to work as you and your physiotherapist planned?

If you have not returned to work as planned, WorkSafeBC will work with your doctor and physiotherapist to confirm a future treatment plan.

While receiving physiotherapy treatment, how often should you go to your doctor?

Go to your doctor if:

- Your condition changes significantly
- Your physiotherapist recommends a visit
- Your doctor recommends a visit

Your doctor is not required to send progress reports to WorkSafeBC for you to continue receiving compensation payments.



Contact information

If you have questions regarding this brochure, please contact:

WorkSafeBC Health Care Services

6951 Westminster Highway
Richmond BC V7C 1C6

Lower Mainland 604 232-7787

Toll-free 1 866 244-6404

If you have questions about initiating a claim, the status of a claim, or return-to-work planning, please contact:

WorkSafeBC Provincial Call Centre

Lower Mainland 604 231-8888

Toll-free 1 888 967-5377

Information is also available on our web site at **WorkSafeBC.com**.

Your Physiotherapist and You

Working together to help you return to work



Your doctor has referred you to a physiotherapist to help you:

- Recover from your workplace injury
- Return to work as soon as you can safely do so
- Prevent a similar injury from happening again

During your first visit, your physiotherapist will:

- Ask questions about your work
- Assess your injury and, if necessary, start treatment to help your recovery
- Explain what you can expect during your treatments
- Explain your role in recovery
- Plan with you how and when you will be able to return to work

Why is your physiotherapist asking questions about your work?

Your physiotherapist needs to know the kinds of activities you do at work and the way your workplace is set up so he or she can:

- Understand how your injury affects your ability to work
- Advise on when and how you can safely return to your regular or modified work
- Advise you on how to prevent a similar injury from reoccurring



How will your physiotherapist assess your injury?

Your physiotherapist will ask you questions about how your injury occurred and the limitations the injury is causing. He or she will examine the injured part of your body. If physiotherapy treatments are required, your physiotherapist will begin right away.

What may your physiotherapy treatments include?

- Exercise — specific exercises to increase mobility and strength; doing the exercises recommended by your physiotherapist is very important to your recovery
- Control of inflammation — such as ice, ultrasound, and laser
- Control of pain — such as ice, heat, mild electrical stimulation, and stretching
- Manual therapy — a “hands on” approach to improve mobility
- Education — to help prevent a similar or future injury and control pain
- Home program — exercises that you can do on your own

Your physiotherapist will explain how many treatments you are likely to need and how often you need to attend the clinic. You will discuss a target date for being able to return to work safely. The physiotherapist is available to answer any questions regarding your treatment.

Before going back to work, you must notify your doctor, who may wish to see you.



What are your responsibilities during recovery?

Much of your recovery is up to you. Your physiotherapist will show you how to do the exercises that will help you regain your strength and flexibility. Learning how to do the exercises correctly, then doing them at home as recommended by your physiotherapist, is important.

Remain as active as you can during your recovery. This will help your recovery and get you back to your regular job as soon as possible. Your physiotherapist will provide guidance regarding the types of activities that are beneficial.

Keep in touch with your employer and be willing to do tasks that your physiotherapist, doctor, and employer agree you are able to safely do. If you cannot return to your regular job, WorkSafeBC (the Workers' Compensation Board) will contact your employer to see if there is suitable work.

When will you be able to return to work?

Your physiotherapist and your doctor will both discuss with you when you might be able to return to work. Here are some possibilities:

- You return to your regular job as soon as you are able to do so safely
- You return to your job with temporary modifications in your hours of work, the tasks you do, and/or the way you do your tasks for a defined period of time

Your physiotherapist may recommend that you return to work before you feel you are fully recovered. The type of activities that you do at work may contribute to a faster recovery. If necessary, you will continue your physiotherapy treatments for a brief period after you return to work.

Return to work is good for recovery

Return-to-work programs are based on the idea that many injured workers can safely perform work during their recovery period and doing so provides emotional and physical benefits which can help in recovery.

WorkSafeBC nurse advisors are here to help you safely return to work and recover from your injury.

What is a nurse advisor?

A nurse advisor is a registered nurse with additional training and education focused on recovery and return-to-work planning. The nurse advisor does not handle claim entitlement issues.

How can the nurse advisor help you?

The nurse advisor may contact you to assist with developing a return-to-work plan. In doing so the nurse advisor may:

- Collaborate with you and your physician, employer, and health care provider
- Organize, start, and monitor a return-to-work plan
- Support you throughout the recovery process