

Information Bulletin

July 24, 2023

Attention: SWOTS Providers **Subject: Referral and Service Management during Vacation**

Dear Providers,

As we enter the vacation season, we recognize that many of you may have planned some time off. Firstly, we want to express our appreciation for your hard work and continuous support in caring for injured workers.

As you prepare for your time away, we would like to take this opportunity to provide a friendly reminder of the following steps if your vacation extends for five (5) consecutive days or longer:

- Notify claim owners and injured workers about the possible treatment interruptions and recommend the plan for providing continuous care to the Injured Workers **at least 10 Business Days prior to your vacation.**
- Notify Health Care Programs about any vacation plans so referrals can be put on hold for you **at least 10 Business Days prior to your vacation.**

In addition, for those of you who will travel outside of country, please refer to **Schedule D – Privacy Schedule** of SWOT Agreement:

Data Residency

15. Unless the Agreement specifically provides otherwise, the Contractor must not store or disclose Personal Information outside Canada. This includes ensuring that email servers, data storage servers, back-up servers and disaster recovery servers are located within Canada.

We wish you a happy and safe summer!

Contact us

Health Care Programs
1.866.244.6404 press 2
HCP-MentalHealth@worksafebc.com

For payment status, inquiries, issues:

WorkSafeBC Payment Services
604.276.3085 extension 2
1.888.422.2228 (toll free)

For Portal help and troubleshooting:

Telus Health Solutions
1.855.284.5900
Provider.Mgmt5@telus.com

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