

# Information Bulletin

---

April 28, 2023

## **Attention: Hand Therapy Providers**

### **Subject: Using an abilities-focused language, updated report templates and reference manual**

#### **Abilities Language**

Over the past month, we've shared several communications regarding the shift that WorkSafeBC is making toward the use of abilities-focused language. In keeping with this language shift, Hand Therapy providers are being asked to use updated program report templates effective May 1, 2023. The templates will be available for download on our [website](#) on May 1.

The report templates that have been updated for the Hand Therapy program include:

- Hand Therapy Program Report (83D258)
- Graduated Return to Work Plan (83D202)
- Job Site Visit Report (83D201)

Notably, we have replaced the phrase "RTW barriers" with "Recovery and RTW factors." When you see the term "Recovery and RTW factors," you are asked to not only focus on the factors that pose challenges to the worker's recovery and return to work, but also to include information regarding facilitators to support their recovery and return to work.

We have also updated our discharge status categories to the following:

- Able to Return to Work
- Able to Return to Work with Considerations
- Other

If a worker has return-to-work considerations upon completion of the Hand Therapy program, you as a provider are asked to share what those considerations are and offer any potential mitigating strategies to support the worker in their continued recovery.

## Updated reference manual

We are happy to share with Hand Therapy providers an updated reference manual. The manual includes examples of how to word a worker's function with a focus on their abilities, and it further explains the updated discharge status categories noted above.

Embedded in the reference manual you will also find copies of the updated report templates, with guidelines on how to complete them for the Hand Therapy program.

You will note that we've updated the format of the reference manual, making it more user-friendly. While much of the information within the document remains the same, we ask that you pay particular attention to changes related to the shift to abilities language.

## Next steps

We ask that Hand Therapy providers review the updated reference manual, familiarize themselves with the updated report templates, and begin using the new templates as of May 1, 2023.

Providers are asked to ensure their communication with all involved stakeholders is abilities focused. This will serve to support the worker, employer, and WorkSafeBC officer to best move forward toward recovery and return to work.

We appreciate your efforts to remain up to date on the information we have provided. Thank you for your continued support in the treatment of our injured workers. Should you have any questions, please reach out to the Health Care Programs team supporting the Hand Therapy program.

## Contact us

Shared Email at: [HandTherapy@worksafebc.com](mailto:HandTherapy@worksafebc.com)

### **For Payment Status, Inquiries, and Issues:**

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

WorkSafeBC Payment Services  
604.276.3085 extension 2  
1.888.422.2228 (toll free)

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>