

# Information bulletin

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April 7, 2025

**Attention:** Physiotherapy providers

**Subject:** New enhancements to the physiotherapy extension request system

We are updating our system to simplify how you manage and track physiotherapy extension requests. Building on the updates noted in our March 5, 2025 bulletin, we are introducing new enhancements to e-mail notifications starting tomorrow. These e-mail improvements are designed to streamline your workflow and boost efficiency.

## Changes you'll notice

Beginning tomorrow, the e-mails you receive after submitting a physiotherapy extension request will feature several enhancements.

- Each notification will clearly display the worker's claim number and a high-level decision status.
- A new button in the e-mail, the direct access button, will link directly to the full decision details online.
- You will have the option to download a PDF of the decision details for your records.

## Benefits of these improvements

- Immediate access to decision details online and through your e-mail for enhanced accessibility.
- Easily download and archive decision details for your clinic's records for improved record keeping.
- Reduce the need for follow-up calls and e-mails by having all relevant information at your fingertips, streamlining communication.

## Need online access?

If you don't have an online services account or don't have access to view your clinic's extension requests online, you can follow our [instructions](#) to set up access.

If you need any assistance, please call our Technical Support team at 604.276.3135 (or toll-free at 1.888.855.2477).

## We want to hear from you

These enhancements were made based on feedback we've heard from clinics. Help us continue to improve the extension tracking experience by sharing your thoughts through our survey, available at the bottom of the decision tracking tool page.



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