

Information Bulletin

April 1, 2020

Attention: Physiotherapy Providers

Subject: Clarification regarding Telehealth and Initial Assessments

We have received multiple inquiries in reference to the bulletin sent out on March 30, 2020 regarding referrals to Health Care Programs. To clarify, the bulletin sent out yesterday to all Health Care Providers, was intended to inform you that WorkSafeBC will not be referring to programs which require an in person assessment and/or treatment. Please note, all information provided to Physiotherapy Providers in previous bulletins regarding Physiotherapy Services for WorkSafeBC injured workers are still in place.

Initial Assessments

Initial Assessments blocks **via Telehealth** are not permitted at this time. If a worker requires urgent care via Telehealth, **please contact the Quality Assurance Supervisor via email** to discuss considerations on a case by case basis. We appreciate the efforts of all physiotherapists around the province as you adjust to providing services via telehealth, and WorkSafeBC is working to support these services where appropriate.

Please note that if a workers falls under the allowable exceptions permitted by the Provincial Health Officer and the CPTBC, and you are able to take the appropriate precautions for an **in-person assessment**, you do not need to request permission to complete the initial assessment. If an in-person assessment has been completed and you are able to provide substantively similar treatment via telehealth, you may proceed into a treatment block after the in-person assessment if appropriate, without prior approval (provided the worker meets the regular contract requirements). If you are not able to provide substantively similar care via Telehealth, and instead will monitor and progress the worker's home program on a weekly basis, please place the worker on a program interrupt and use the telephone consult fee code for weekly monitoring.

We thank you for your patience as we all adjust to these changing circumstances.

Contact us

Nu Lu
Quality Assurance Supervisor
Health Care Services
604.244.6297
1.866.244.6404 press 2
Nu.Lu@worksafebc.com

Linda Calvert
Program Manager
Health Care Services
604.231.8522
1.866.244.6404 press 2
Linda.Calvert@worksafebc.com

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