Information Bulletin

April 30, 2020

Attention: **Hearing Aid Manufacturers, Hearing Aid Providers (HAP) in BC & Hearing Aid Providers Out-of-Province (HAP OOP)**

Subject: **COVID-19 Update – Clarification Regarding Remote Programming Applications**

Clarification Regarding Remote Programming Applications

During this rapidly changing pandemic environment we are continuously working with health care service providers across British Columbia and Canada to review virtual technology platforms and appropriate clinical applications for eligible injured workers.

On April 29, 2020 WorkSafeBC sent a bulletin to the Hearing Aid Provider network *Frequently Asks Questions.* It included a question related to Hearing Aid Manufacturer applications that provide remote programing, which we would like to further clarify.

In the bulletin it stated:

1. Is WorkSafeBC supporting Hearing Aid Manufacturer applications in order to provide remote programming services?

   a. No, not at this time. WorkSafeBC is currently reviewing this and will notify the network of any changes.

To clarify, WorkSafeBC is actively working on reviewing the applications for remote programming that we have been made aware of, in order to ensure that they are fully compliant (i.e. privacy/security) and provide the appropriate clinical care to WorkSafeBC injured workers.

We understand the delays to provide remote programming services can be frustrating to service providers. We appreciate your patience and feedback as we review these applications. Our goal is to support these technology solutions, where possible, to ensure continued high quality service to our injured workers. We hope to provide an update to the network within the couple of weeks.

We greatly appreciate your commitment as we work through these difficult times together.

If you have any questions please don't hesitate to contact us.

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