

# Information Bulletin

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April 3, 2020

## Attention: Physiotherapy Providers

### Subject: COVID-19 UPDATE #3 – Assessment and Treatment

Thank you for your ongoing commitment to providing Physiotherapy services to injured workers throughout the province. We appreciate your patience as we've been developing strategies of how best to proceed with Physiotherapy services in these ever-evolving times.

#### New Assessment via Telehealth:

WorkSafeBC recognizes that during this time of crisis, workers will continue to require valuable physiotherapy care. In order to provide this care, WorkSafeBC will be allowing assessment and treatment of these workers via telehealth where such is indicated using the **Secondary Assessment (Fee Code 19319)** for the initial visit. Where indicated, Physiotherapists may proceed with an initial visit and complete a Secondary Assessment where the worker has an **accepted** claim and the assessment is within 60 days of the date of injury. WorkSafeBC will not be allowing full Initial Assessment Blocks, nor assessments on pending claims at this time.

#### Treatment via Telehealth:

Once the Secondary Assessment has been completed, you may proceed with 1x weekly Telehealth follow-up sessions with the worker if indicated (invoiced using the Telephone Consult Fee code 19204 for actual consultation time: 1 unit = 15 minutes, 2 units = 30 minutes). We recognize that there may be situations where more frequent follow-up will be required; in these circumstances, please contact the Physiotherapy QA to discuss, these will be considered on a case by case basis.

#### Review of the Modified Process

If you would like to provide an initial assessment via Telehealth, please follow these steps:

1. Ensure the claim is accepted.
2. Once accepted, you may complete an initial assessment and a Secondary Assessment Report (19319).
3. If follow-up is appropriate, approval is given for 1x/week follow-ups via Telehealth using fee code 19204 until the worker can be seen in-person (where a treatment block can be initiated). If there is a need for a change in Telehealth follow-up frequency please contact the Physiotherapy Quality Assurance Supervisor to discuss.

## Contact us

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