

# Information Bulletin

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March 19, 2020

## Attention: Hand Program Providers

### Subject: COVID-19 UPDATE

In follow up to the response to COVID-19 bulletin that was sent out to all Health Care Providers on March 18, 2020, we would like to share details regarding specific considerations in relation to the Hand Therapy Services Agreement.

#### Clinic Closures and Telehealth:

If your clinic closes during this period, please notify both Health Care Services and each injured worker's claim owner. Also, we request that you ensure the worker has a home exercise and self-management plan during this time.

With respect to gaps in treatment, you can apply program interrupts where appropriate for workers (call to claim owner required); once in-person treatment resumes, you can continue as before and bill as per Hand Therapy Program Services Agreement (with extended timelines). If a worker is discharged because further treatment would not be indicated following a gap in services, then please invoice as per the Hand Therapy Services Agreement.

If your clinic is equipped to provide Telehealth Services (keeping in line with CPTBC, CAOT and WSBC guidelines as applicable), and a worker is in the midst of a Treatment Program or Extension of Treatment Block, and Telehealth treatment would be substantively similar to in-person treatment for that worker, you may complete the current block via Telehealth and invoice as either a Treatment Program Fee Code 1100211 or Extension of Treatment Block Fee Code 1204480 accordingly.

- Please ensure to review the CPTBC (<https://cptbc.org/physical-therapists/practice-resources/advice-to-consider/tele-rehabilitation/>) and CAOT ([https://www.caot.ca/document/7154/COVID-19\\_Telehealth%20Resource\\_2020.pdf](https://www.caot.ca/document/7154/COVID-19_Telehealth%20Resource_2020.pdf)) guidelines in relation to Telehealth as applicable

If you receive a new referral where the assessment would fall under "urgent care" and you are not able to provide an in clinic assessment, please contact Health Care Services to discuss care options.

## Reporting

With regards to reporting – please submit reports as appropriate:

- If a worker will likely not require any ongoing treatment in the future, you can submit a discharge report for the last visit attended in clinic or via Telehealth.
- If an extension request is due within the next week, please go ahead and submit the report submit the Extension Request Report as required (please discuss with the Claim Owner if the worker will be placed on interrupt or if Telehealth is an appropriate and viable treatment option at this time).
- If the worker is in the early part of a Treatment Program or an Extension of Treatment Block and is placed on program interrupt, the due date for the report will be extended by the length of the program interrupt; therefore the report would not need to be submitted until after in person treatment resumes.

Please note that if an injured worker declines an assessment, or participation in treatment due to concern of exposure to COVID-19, we ask that you notify their claim owner.

If your clinic has closed or will be closing, please notify Health Care Services at [HCSINQU@worksafebc.com](mailto:HCSINQU@worksafebc.com) if you have not already done so.

Lastly, if you have a suspected case of COVID-19 at your facility, please review the resources at the following link: <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care>, as well as contact Health Care Services immediately at the e-mail address above.

We recognize that this is a rapidly changing environment and we will strive to maintain communication and support to our providers based on the information available.

Thank you for the service you provide to our workers, particularly during this incredibly challenging time.