

# Information Bulletin

---

March 19, 2020

## Attention: Physiotherapy 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 Physiotherapy 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; if needed this may be provided through a phone call and invoiced using the Physiotherapy Telephone Consult fee code (19204).

With respect to gaps in treatment due to clinic closures, you should apply program interrupts for workers where appropriate (please ensure the claim owner is notified). In cases where the worker is on a program interrupt but may benefit from the occasional check in regarding their home program or self-management strategies; such services can be provided via telephone or Telehealth (keeping in line with both CPTBC and WSBC guidelines) and invoiced using the Physiotherapy Telephone Consult fee code (19204).

If your clinic is equipped to provide Telehealth Services (keeping in line with both CPTBC and WSBC guidelines), and a worker is in the midst of a Standard/Post-Surgical Treatment block or Extension Block, and Telehealth treatment would be substantively similar to in person treatment for that worker, you may complete the visits of the current block via Telehealth.

- Please ensure you have reviewed the CPTBC guidelines in relation to Telehealth: <https://cptbc.org/physical-therapists/practice-resources/advice-to-consider/tele-rehabilitation/>

## Reporting

With regards to reporting during this time – please submit reports as appropriate for each individual worker:

- If a worker will likely not require any ongoing treatment going forward, 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, and further treatment will be indicated, please 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 or Extension 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 Extension Request Report would not need to be submitted until after 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.