

# Information Bulletin

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May 20, 2020

## Attention: Physiotherapy Providers

### Subject: A Gradual Return to In-Person Services

On May 6, 2020, Premier John Horgan announced a phased approach to re-opening of services across the province. Details regarding the Re-Start Plan can be found [here](#). The College of Physical Therapists of BC has since provided guidelines around returning to in-person treatment, please ensure you have reviewed the guidelines prior to considering returning to in-person treatment services, they can be found [here](#).

All clinics should also ensure they have reviewed WorkSafeBC's [Health Professionals: Protocols for Returning to Operation](#), please note these guidelines are created by WorkSafeBC's Prevention department, any questions related to these guidelines can be direct to WorkSafeBC's Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE)

We understand that many clinics will begin resuming some in-person services over the coming weeks. As you plan for re-opening please ensure you have reviewed the guidelines above, have taken all necessary precautions, and have a [COVID-19 Safety Plan](#) in place. In order to promote ongoing social distancing measures and a gradual return to in-person services, WorkSafeBC will be supporting ongoing Telehealth Services or Hybrid Services where clinically appropriate (Hybrid Services are a combination of in-person and Telehealth services). If your clinic is not able to put the necessary precautions in place for in-person services at this time, you may continue to offer services via Telehealth (as per Appendix E in the Reference Manual). However, if it becomes apparent that the worker would benefit from in-person services, and you are not able to provide them, please contact the claim owner to discuss.

Please review the following guidelines regarding invoicing for the transition to in-person and Hybrid Services moving forward.

## Transition from Telehealth to In-Person/Hybrid Services

### Injured Workers who were on a Program Interrupt and have not received any Telehealth follow-up:

- For injured workers who were placed on a program interrupt and have not received any Telehealth follow-up for **greater than 5 weeks**, please contact the claim owner prior to resuming services.
- If the Program interrupt was **less than 5 weeks**, please proceed in the treatment or extension block that the worker was being treated in.

### **Injured Workers who were on a Program Interrupt and received 1x weekly Telehealth Follow-Up Visits:**

- For injured workers who were placed on a program interrupt and received 1x weekly Telehealth Follow-Up visits, you may resume the Treatment or Extension Block that the worker was being treated under prior to the Program Interrupt.

### **Injured Workers who received an Initial Visit via Telehealth and received 1x weekly Telehealth Follow-Up visits:**

- For injured workers who received an Initial visit via Telehealth (invoiced under the Secondary Assessment) and then received 1x weekly Telehealth follow-up visits, you may begin the Standard or Post-Surgical Treatment Block (as would be appropriate under the Physiotherapy Services Agreement).

### **Injured Workers who are currently receiving Telehealth Services under a Treatment or Extension Block:**

- For injured workers who are currently receiving Telehealth Services under a Treatment or Extension Block, please continue with the current block and all requirements as per the Physiotherapy Services Agreement.

When resuming in-person treatment services and returning to Treatment or Extension Blocks, please consider Hybrid Services to support ongoing social distancing recommendations wherever clinically appropriate.

## **Consideration for Hybrid Services or ongoing Telehealth**

- In consideration of the requirements for ongoing Social Distancing and increased hygiene precautions, WorkSafeBC is in support of a hybrid of in-person and Telehealth Services (Hybrid Services) as clinically appropriate for injured workers during this time.
- All Telehealth Guidelines will remain in place until further notice. If a worker is not suitable for in-person Services, then an initial visit via Telehealth may be provided on approved claims, as per the guidelines set out in Appendix E of the Physiotherapy Reference Manual under Initial Visit via Telehealth. Please ensure that the claim owner is notified in these circumstances.
  - If after the assessment, telehealth treatment is indicated and in-person or Hybrid Services are not feasible, 1x/week telehealth follow-ups may be provided and billed using fee code 19204 (1 unit = 15 minutes, 2 units = 30 minutes). If more than 1x/week Telehealth follow-ups are clinically indicated, please connect with the Physiotherapy Quality Assurance Supervisor ([Nu.Lu@worksafebc.com](mailto:Nu.Lu@worksafebc.com)) to discuss. Fee code 19204 is for physiotherapy Telehealth Services or telephone consults and cannot be invoiced for delegated services.
- If a worker is suitable for an in-person assessment, and your clinic has all of the appropriate precautions in place, then this may be provided and invoiced as a Standard Treatment Assessment Block or a Post-Surgical Assessment Block as per the Physiotherapy Services Agreement. If after the initial assessment you deem that in-person or Hybrid Services are appropriate for the injured worker, you may proceed with the appropriate Treatment Block and provide in-person or Hybrid Services as clinically appropriate. All requirements are still in place as per the Physiotherapy Agreement,

including the requirement for a minimum of 2 visits per week. When Providing Hybrid Services please ensure to note the number of both in-person and Telehealth visits on all reports.

Please find an updated Physiotherapy Reference Manual attached separately, including the provision of Hybrid Services.

**For Payment Status, Inquiries and Issues:**

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

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