

Information Bulletin

May 25, 2020

Attention: RTWSS Providers

Subject: Job Site Visits, Job Demands Analysis and Cognitive Job Demands Analysis & Reopening of the Provider Portal

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

We understand that many clinics are beginning to resume some in-person services and that this will evolve in the coming weeks. As you plan for reopening, please ensure you have reviewed the guidelines above, have taken all necessary precautions, and have a [COVID-19 Safety Plan](#) in place.

Job Site Visits, Job Demands Analysis & Cognitive Job Demands Analysis

Please note that Job Site Visits (JSV's), Job Demands Analysis (JDA's) and Cognitive Job Demands Analysis (Cognitive JDA's) appointments must be completed in person; a telehealth platform cannot be used to conduct a site visit of any form at this time.

With the re-start of services, some in person site visits may be deemed appropriate. If a JSV, JDA or Cognitive JDA is deemed appropriate and necessary for an injured worker then it may be completed, so long as it is done in line with guidelines put forward by the Provincial Health Officer British Columbia Center for Disease Control (BC-CDC), WorkSafeBC, each clinician's respective college/regulator, and the requirements set forward by the employer.

Given the aforementioned it is expected that less site visits will be completed in person at this time, than when compared to pre-COVID practice. When a JSV is not specifically indicated or possible in person, it is recommended that critical job demands be confirmed with the employer and injured worker by means of a phone call, or when available by reviewing any JDA documents that the employer may have available. In these circumstances, it may continue to be appropriate for a teleconference with all parties to occur for efficiency in collecting the information necessary to complete GRTW planning, however please note that this does not constitute a site visit and a JSV report cannot be submitted to report on a teleconference.

Reopening the Provider Portal

When clinics closed to in-person services for non-urgent care in March, the RTWSS program remained open to new referrals. Some providers did however indicate a preference to close their portal. If you specified wanting to close your portal to new referrals in March and would now like to accept new referrals, please contact the RTWSS Program Manager via email to request that your portal be re-opened.

Thank you for your ongoing commitment to providing services to injured workers at this time.

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>