

# Information Bulletin

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August 27, 2021

**Attention: Medical Alarm and Monitoring Services Providers**

**Subject: Contract Amendment, Reminder, & Request for Information**

## Contract Amendments

This bulletin serves as notification of the upcoming Contract Amendment which takes effect August 30, 2021 and includes additions to the following three sections:

### Section 4.0 Installation/Activation of Medical Alarm Device

4.4 Upon installation and/or activation, as applicable, of the medical alarm device, the Contractor shall provide the Injured Worker with a toll-free telephone number to contact the Contractor for any service questions. **The Contractor shall follow up with the Injured Worker within two (2) days after receiving any service questions.**

### Section 5.0 Cessation of Services and Removal of Medical Alarm Device

5.2 When the Board Officer and/or the Injured Worker advise the Contractor that Services are no longer required or upon termination of this Agreement, the Contractor shall arrange for the removal of the medical alarm device from the Injured Worker's residence at no charge. **The Contractor shall also notify the approving Board Officer within two (2) business days from the date the medical alarm device is removed from the Injured Worker's residence.**

### Section 6.0 Monitoring

6.3 **The Contractor shall notify the approving Board Officer within two (2) business days if an Injured Worker triggers or activates the medical alarm device which results in hospitalization or serious injury, which includes without limitation an injury which is life-threatening or could cause permanent impairment.**

## Reminder

Please be reminded that per section 4.5 of Schedule A, Contractors are required to submit a "Generic Report – Medical and Health Care" (83D51) to WorkSafeBC upon completion of the installation and/or activation. The Contractor shall select "Report Type – Other" and provide a

brief description of the installation and/or activation, as applicable, under "Clinical Report". This report must be received within two (2) business days. This report can be downloaded at [www.worksafebc.com](http://www.worksafebc.com).

## **Request for Information**

Health Care Programs is requesting information from Medical Alarm and Monitoring Services Providers as to whether they provide Services on a landline or mobile device or both. This information is helpful for Board Officers when referring an Injured Worker who may not have a landline and/or mobile device. Please see contact information below in order to relay this information.

Thank you for your anticipated support with the above enhanced communication requests.

## **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>