

# Information Bulletin

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November 20, 2017

## **Attention: Physiotherapy Providers**

### **Subject: New Physiotherapy Agreement**

The current Physiotherapy Agreement expires on November 30, 2017, and will be replaced by the new Physiotherapy Agreement. Over the past several weeks we have received feedback from individual physiotherapists, as well as the Physiotherapy Association of British Columbia (PABC), on certain terms of the new Physiotherapy Agreement. This bulletin is to highlight the changes we have made in response to this feedback.

Section 2.8: Incident Reporting: language added to clarify that the worker has the right to refuse to grant permission for incidents to be reported.

Section 2.11: Non-exclusive Agreement: additional language to indicate that this section does not require the Contractor to prioritize the provision of services to injured workers over other clients.

Section 3.1 and 3.2: Term: as the contract was extended from the original end date of May 31, 2017, to November 30, 2017, the term of the agreement has been altered to reflect the new end date of May 31, 2020, and May 31, 2022, (should the agreement be renewed) rather than November 30, 2020, and November 30, 2022, respectively.

Section 3.4: No Fault Termination: language has been added to allow the Contractor to terminate the Agreement at any time, at their sole discretion, for any reason, by providing 30 days' written notice to WorkSafeBC.

Section 6.4: Service Quality: additional language to clarify the specific circumstances under which WorkSafeBC may exercise their right to access the Contractor's facilities. These circumstances include where there is significant issue or concern with respect to the worker's safety or the quality of treatment being provided.

Section 7.5: Permitted Exceptions, Clause 6 and 17(b) of Appendix A: language added to clarify the processes and requirements in regards to the release of confidential information.

Clause 73 of Appendix A: Service Quality and Performance Management: edited to reflect that, rather than escalating to the point of termination, the Contractor will provide and implement a corrective action plan, should performance issues be identified.

Schedule B: fee code 19293 (Standard Treatment Extension Request Report) and 19299 (Post-Surgical Treatment Extension Request Report) added with associated applicable

rules. Specifically, details regarding the circumstances under which these fee codes are eligible to be invoiced.

We thank both the PABC and our contracted physiotherapy providers for sharing this valuable feedback with us.

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