

Information Bulletin

April 21, 2022

Attention: Physiotherapy Providers

Subject: Update on Telehealth/Hybrid Service Delivery

As British Columbia has now eased physical distancing restrictions in relation to the COVID-19 pandemic, we would like to take this opportunity to share what the expectation will be moving forward with respect to physiotherapy service delivery. While many providers have already returned to in-person services fully, we ask that all providers who have not already done so to discontinue telehealth and hybrid services by May 1, 2022.

This means that effective May 1, 2022, physiotherapy services will be assumed to have fully returned to an in-person model.

Thank you for the effort that has been put into delivering physiotherapy services virtually and in-person to date; we recognize how many times you as health care providers have pivoted and planned over the past two years and we appreciate it.

Thank you for your continued care of injured workers, and please contact us if you have any questions or concerns.

For Payment Status, Inquiries, and Issues:

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

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