

Information Bulletin

April 9, 2021

Attention: OR1, OR2, ASTD, ECAT, PCMP, PMMP & AMP Providers

Subject: Update on Program Delivery

Last week in response to provincial health guidelines, we asked all providers to modify their program delivery to include only one-to-one services. Further clarification on the restrictions has subsequently been made available, and delivery of a hybrid program involving more in-clinic time is deemed feasible. More specifically rehabilitation services, like other medical treatments, are exempt from the restrictions that now apply to indoor group exercise and fitness classes, and thereby delivery of in person services (that follow all COVID-19 safety protocols) is once again considered an option.

We recognize that all providers have different physical spaces, number of staff available to work, and that some areas of the province have higher case counts than others. We further recognize that the comfort level for in person care will differ among providers and injured workers alike. We would like to propose the idea of expanding services beyond one-on-one where feasible, while meeting physical distancing and other COVID-19 operational requirements.

Thank you for all of the effort that is being put into delivering the program virtually and in-person to date. If you would like to discuss any particulars about your clinic or program, please contact the Health Care Programs Quality Assurance Supervisor or Program Manager who oversee your particular program(s).

If you as a provider need to deliver services fully via telehealth at this time, please notify Health Care Programs, and each injured worker's Claim Owner. Lastly, if an injured worker declines an assessment, or participation in a treatment program due to concern of exposure to COVID-19, you are reminded to notify the Claim Owner.

Thank you for your continued care to injured workers at this difficult time.