

# Information Bulletin

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May 21, 2020

## **Attention: Mental Health Providers**

### **Subject: Updates in Service Delivery in Response to COVID-19**

Firstly, we would like to take a moment to thank you for your continued support to injured workers and all your efforts to facilitate service during this time. You have been flexible and responsive in embracing new technology and adapting your practice. Your efforts and flexibility have been truly appreciated by us here in Health Care Services as well as across the Board.

Following the announcement by the Premier and Provincial Health Officer regarding social distancing guidelines, Phase 2 of the [Restart Plan](#) is now in effect. The Restart Plan outlines important safety measures that must be considered before in-person appointments resume.

All clinics and sole practitioners should also ensure they have reviewed WorkSafeBC's [Health Professionals: Protocols for Returning to Operation](#) as well as the [In-person counselling: Protocols for returning to operation](#). Please note these guidelines are created by WorkSafeBC's Prevention department. Any questions related to these guidelines can be directed to WorkSafeBC's Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE).

Please also ensure that you have reviewed any additional practice guidelines issued by your governing College or Association.

With enhanced safety protocols in place, WorkSafeBC will support in-person assessments and treatment sessions should the provider determine that it is clinically necessary. When determining whether to conduct in-person service, first consider whether the service can be provided effectively through virtual care. If so, then virtual care should be provided. If virtual care alone is not possible or appropriate, then consider a hybrid of telehealth and in-person contact to minimize health risks. This hybrid model should be tailored for each worker, depending on the unique factors of the situation. If in-person meeting is needed, then all health and safety protocols must be followed.

We encourage providers to discuss concerns workers may have about the service and safety measures in place prior to any in-person contact and that this be included in the informed consent process.

Finally, the decision to offer in-person appointments will be at the discretion of the provider. For some, having a vulnerable person within your household or the inability to ensure social distancing in your office setting will impact whether in-person appointments are feasible at the present time. While we stress the safety of workers in your care, we also want to emphasize the importance for safety for our providers as well.

We will continue to update you as things evolve. Thank you again for your support.

## Contact us

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### **For Payment Status, Inquiries and Issues:**

WorkSafeBC Payment Services  
604.276.3085 extension 2  
1.888.422.2228 (toll free)

### **For Portal Help and Troubleshooting:**

Telus Health Solutions  
1.855.284.5900  
[Provider.Mgmt5@telus.com](mailto:Provider.Mgmt5@telus.com)

For more information about other health care programs at WorkSafeBC, visit us online at [www.worksafebc.com/health\\_care\\_providers/](http://www.worksafebc.com/health_care_providers/)