

# Information Bulletin

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March 2, 2017

**Attention: Board Sponsored Rehabilitation Providers**

**Subject: Worker, Union and Employer Rep Issues**

We have recently been made aware that worker, union and employer representatives (reps) have been increasingly involved and/or interfering in injured workers' claims. Please note that these reps do not have authority to direct the care of injured workers. You are not required to speak to these reps. You do not need to accommodate workers who have brought their reps with them to their assessment or treatment session. If you do happen to assess or treat a worker with their rep present, and the rep interferes, you can stop the assessment.

Please also note that a worker, union or employer rep cannot call a provider and modify or cancel a worker's appointment. If you receive such a call, please inform the rep that you as a provider are not authorized to speak with them about the claim, refer them to the Case Manager, and notify the Case Manager and/or the Quality Assurance Supervisor if the problem persists. All communication regarding appointments should only be with the injured worker directly.

Please let us know if you have any questions.

## Contact us

If you have any questions, please contact [HCSINQU@worksafebc.com](mailto:HCSINQU@worksafebc.com)

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>

The Program Bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address or be removed from the list, please send an email to [hcsinqu@worksafebc.com](mailto:hcsinqu@worksafebc.com) requesting the change.