

Information Bulletin

September 23, 2021

Attention: Home Care Services Providers

Subject: Telehealth Update & National Day for Truth and Reconciliation

Telehealth Nursing Services Update

Further to our bulletins of March 17 and April 27, 2020, and given the on-going circumstances of COVID-19, we would like to update you regarding our expectations surrounding nursing assessments and re-assessments.

Although we still encourage the use of telehealth options where deemed clinically appropriate, as we have entered the latest Public Health Order allowing indoor gatherings, we no longer expect telephone assessments to be held. Assessments and re-assessments shall take place either in-person or via telehealth/video. Telephone assessments shall take place only by exception, if and when directed/approved by a Board Officer and/or for a discharge where it is already known that services are ending (e.g. a Board Officer directed the discharge or the services were previously assessed and are now ending).

As a reminder:

- Where a re-assessment took place via video, it should be billed as:
 - Progress/Discharge Report Fee – RN or LPN – Without Visit; and
 - Telehealth Nursing Services – RN or LPN (in 15 minute increments)
- Where a re-assessment took place via telephone, it should be billed as:
 - Progress/Discharge Report Fee – RN or LPN - Without Visit; and
 - Indirect Time – RN or LPN (in 5 minute increments)

Please also be reminded that if a re-assessment was not completed in-person, it shall be indicated within the report as to the method used (i.e., telehealth/video or telephone).

For more information regarding Telehealth Nursing Services, kindly refer to our bulletin of February 6, 2020 and the Telehealth Treatment Guidelines in Appendix I of the Reference Manual.

National Day for Truth and Reconciliation - September 30th

On June 3, 2021, the federal government announced the National Day for Truth and Reconciliation, to be observed by federal government employees and by federally regulated workplaces every year, starting on September 30, 2021.

The Province of BC has not recognized this as Province-wide statutory holiday and as such, it is not billable as a statutory holiday under the Home Care Services Agreement.

We do, however, recognize it as a day of commemoration and it is expected that only clinically essential services will take place on this date in order to allow employees and injured workers time to consider what each of us can do as individuals to advance reconciliation with Indigenous peoples and to recommit understanding the truth of our shared history, to accept and learn from it, and, in doing so, to help create a better, more inclusive British Columbia.