

# Information Bulletin

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May 25, 2020

## Attention: FCE Providers

### Subject: Reopening the Provider Portal and resumption of services

On May 6, 2020, Premier John Horgan announced a phased approach to reopening services across the province. Details regarding the Restart Plan can be found [here](#). The [College of Occupational Therapists of British Columbia](#) and [College of Physical Therapists of British Columbia](#) have since provided guidelines around returning to community based practice settings. Please ensure you have reviewed these guidelines prior to returning to in person service delivery.

All clinics should also ensure they have reviewed WorkSafeBC's [Health Professionals: Protocols for Returning to Operation](#). Please note, these guidelines are created by WorkSafeBC's Prevention department, therefore, any questions related to these guidelines should 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).

We understand providers are keen to return to providing in person services over the coming weeks; we will be issuing a modification to the Reference Manual to aid with the resumption of these services. The intention, at this point in time, is to allow FCE providers the opportunity to deliver services within a hybrid model (hybrid services include both in person and Telehealth service delivery). The interview portion of the assessment will be completed via Telehealth, and the physical and functional aspects of the FCE will be completed in person with the appropriate preventative measures in place. This approach is in alignment with the recommendations of the Provincial Health Officer and respective regulatory bodies, and will minimize risk to both injured workers and providers by reducing time in a shared physical location.

As you plan for reopening, please ensure you have reviewed the guidelines above, have actioned all necessary precautions, and have a [COVID-19 Safety Plan](#) in place. When the modification to the service delivery can be issued to include Telehealth, we will then reopen the Provider Portal. WorkSafeBC's Telehealth Treatment Guidelines have been attached to this information bulletin for review and assistance in preparing for the required service modifications.

Thank you for your continued patience as we work together on the Restart Plan.

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

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

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