

Information Bulletin

July 4, 2019

Attention: Psychology Assessment Network

Subject: Status of Referrals in the Portal

WorkSafeBC has experienced a significant increase in assessment referral volume over the past year. To assist with these referrals the Psychology Assessment Network was expanded. We have recently conducted manual reviews of referral distribution and report time frames and noticed that many referrals are being “acknowledged” in the portal, but then stay on “acknowledged” status for days. This creates delays for workers requiring assessments as Provider Referrals must manually wade through pages of referrals in acknowledged status without knowing which ones could be matched with an available provider. We would like to remind the network of the following portal processes:

- Referral to be “acknowledged” within 24 hours of receiving the referral, otherwise it will expire and have to be re-issued to the provider.
- Please “Accept” or “Decline” referral in the portal within 24 hours of acknowledging the referral.
- If you are unable to schedule the referral within 48 hours of “Accept” date, please move it into “Hold” status until it can be moved into “Scheduled” status.

Thank you for your attention, and please do not hesitate to contact us should you have any questions.

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 hcsingu@worksafebc.com requesting the change.