

Information Bulletin

March 30, 2021

Attention: OR1, OR2, ASTD, ECAT, PCMP, PMMP & AMP Providers

Subject: Update on program delivery with British Columbia's 'Circuit Breaker'

Yesterday the province announced that a 'Circuit Breaker' would be in effect until April 19, 2021, due to a rising number of COVID-19 cases across the province. The Circuit Breaker is designed to restrict certain indoor activities, which include indoor adult group-fitness activities. Such activities are to be restricted until April 19, 2021, to individual or one-on-one services only.

While we appreciate all of the effort that has gone into the hybrid delivery of our rehabilitation programs over the past several months, we recognize that our provider networks will need to pivot once again in the delivery of care to injured workers. We ask at this time that you limit all in person activities to one-on-one sessions and optimize the use of telehealth. We recognize that many providers have utilized 'pods' or 'cohorts' of injured workers to limit the number of people in their clinic at any given time, but during the duration of the Circuit Breaker we recognize that one-on-one services will be safest for all parties.

Given the current circumstances we recognize the tremendous challenges that you continue to face, and we appreciate the efforts that you are putting into delivering the program virtually and in-person. We thank you for ensuring the best care possible for injured workers during these ever changing times.

If you would like to discuss any particulars about your clinic or program, please contact the Health Care Programs Quality Assurance Supervisor or Program Manager who oversee your particular program(s). If you as a provider need to deliver services fully via telehealth at this time, please notify Health Care Programs, and each injured workers Claim Owner. Lastly, if an injured worker declines an assessment, or participation in a treatment program due to concern of exposure to COVID-19, you are reminded to notify the Claim Owner.

Thank you for your continued care to injured workers at this time.

Contact us

Health Care Programs

604.232.7787 press 2

1.866.244.6404 press 2

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For Payment Status, Inquiries and Issues:

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

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