

WCB Supporting Injured Workers and Local Service Providers through Tele Health/Rehabilitation – Information for Service Providers

The Workers Compensation Board is pleased to support injured workers and local service providers by approving tele health/rehabilitation, during the impact of the COVID-19 pandemic.

Below are guidelines for approved treatment providers.

Approved Methods of Care:

- Videoconference (preferred)
- Telephone (if worker does not have access to appropriate technology)

The above methods can be supplemented by the use of other resources such as reputable applications/video's etc., if appropriate (ie: PhysiApp).

Patient safety & Privacy:

- Service providers should follow the guidelines published by their relevant professional body (provincial and national colleges) regarding tele health/rehabilitation services, including those related to patient privacy and safety.
- Service providers should ensure they obtain appropriate consent from patients before engaging in tele health/rehabilitation.
- Service providers should complete a health screen/assessment and develop a treatment plan to ensure interventions provided to workers are safe and appropriate.

Tele Health:

Appointments with Family Physicians or Nurse Practitioners:

- Appointments (Code 0113 for Family Physicians as per MSPEI contract with WCB) may be completed via tele health, if appropriate.

Appointments with Psychologists or Counsellors:

- Appointments may be completed via tele health, if appropriate.
- All tele health sessions must be within an approved treatment limit for an injured worker.

Tele Rehabilitation:

All tele rehabilitation sessions must be completed within an approved treatment limit for an injured worker. Requests for additional treatment will be considered on a case by case basis, based on the plan of care and objective findings.

Acute Physiotherapy or Chiropractic Treatment (new and current patients)

- Assessments (PN01/CN01) can be completed via tele health, if appropriate.
- Service providers may complete a maximum of two (2) tele treatment/rehabilitation sessions per week to monitor symptom management strategies and review/modify home exercise program (preferred).

Work Conditioning and Work Hardening (current patients)

- Service providers may complete a maximum of two (2) tele rehabilitation sessions per week (PN04, PN08/CN04).
- Visits should include the following:
 - Review and provision of symptom management strategies.
 - Patient specific education.
 - Review and modifications to stretching, strengthening, and work simulation exercises.
- WCB will consider new referrals to these programs on a case by case basis.

Multi-disciplinary / Inter-disciplinary Programs (current patients)

- Service providers may complete a maximum of two (2) tele rehabilitation sessions per week (PN25).
- Visits should include the following:
 - Review and provision of symptom management strategies
 - Patient specific education
 - 1:1 Occupational Therapy and Psychology sessions
 - Review and modifications to stretching, strengthening, and work simulation exercises
 - Regular goal setting and review with treating providers
- WCB will consider new referrals to these programs on a case by case basis

Approved service providers must continue to adhere to reporting time frames and quality standards.

The WCB encourages all approved service providers to submit invoices/reports via WCB online services.

If you have any questions about Tele Health/Rehabilitation please contact WCB at (902) 368-5680 or by email at workerservices@wcb.pe.ca and we will respond to your inquiry as quickly as we can.