



October 06, 2020

Dear Physicians of British Columbia,

I would like to take this time to thank you for continuing to share our commitment to our customers' care and recovery during these challenging and unprecedented times. As the COVID-19 pandemic evolves, we continue to follow advice from federal and provincial public health agencies as we navigate through B.C.'s Restart Plan together.

The health and safety of our business partners, employees and customers remains our number one priority and we are committed to support the continuity of care for our customers which has meant adopting some new ways of working. A few of the measures we have taken to date to assist you in supporting our customers include:

- Accepting telehealth (video and telephone) for any visits that do not require a physical exam/assessment.
- Enabling treatment via telehealth on an as-needed basis, in accordance with each health care provider's respective policy.

As we move towards a new normal, we will continue to adjust as needed, and we will send further communications where necessary to alert you of any future changes.

I realize these are stressful times for you and the patients you are continuing to treat under these extraordinarily challenging circumstances. We are committed to providing you with timely and relevant information and know you may have questions. Please send your questions to us using the [Feedback Form](#), or access support via Doctors of BC at icbc@doctorsofbc.ca.

Again, I would like to thank you for your continued commitment, support and understanding.

Best regards,

Chris Ryan
Senior Director, Claims Strategy and Programs