Telehealth Message for
Chiropractors, Kinesiologists, Occupational Therapists and Physiotherapists

As the COVID-19 pandemic evolves, we’re continuing to take steps to ensure the health and safety of our customers, partners and employees. We’re following the advice of provincial health officials and are working to support best practices in clinical care.

Effective immediately until March 31, 2020, at which time a subsequent notice will be distributed, we will temporarily fund necessary telehealth sessions in place of standard in-person treatments. Telehealth involves telephone and video technology to provide healthcare remotely. Chiropractors, kinesiologists, occupational therapists and physiotherapists may offer telehealth sessions on an as-needed basis and according to their college or association guidelines, where available.

Telehealth services are appropriate when they provide therapeutic benefit and where the goals of the session are primarily addressed by:

- active exercise,
- functional progression,
- education,
- self management,
- self mobilization, or
- monitoring (such as for external signs of swelling, redness, etc.)

Measures must be in place to protect the safety of the customer’s physical self, as well as their personal information. To provide telehealth services to our customers, you must adhere to the following three principles:

1) **Patient Safety**: Every effort should be made to ensure customers have another individual present in their vicinity during telehealth sessions. If it is not possible, and clinical judgement concludes that sessions are safe to proceed, the health care provider must:
   - Obtain the customer’s alternate contact information (outside of the telehealth medium).
   - Confirm an emergency contact (care provider, family member, etc.).
   - Document the local emergency services contact information in advance of any telehealth sessions.

2) **Appropriate Technical Solution**: To protect customers’ information, telehealth must only be delivered via appropriate applications and solutions. Where services are delivered by a means other than telephone, providers must ensure that:
   - Telehealth is delivered using a confirmed, secure, authenticated and encrypted application.
     *Note: Skype, FaceTime, Google Hangouts, Facebook Messenger and other consumer-grade applications are not considered secure or appropriate for medical care.*
   - Information recorded or noted during the session is stored on servers in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) or the Personal Information Protection Act (PIPA).
3) **Consent**: Customers must understand how telehealth services are delivered so they can make an informed decision regarding whether to receive care in this way. Before providing telehealth services, you must:

- Ensure the customer has received a written description of the telehealth service.
- Obtain and document the customer’s informed consent to participate in telehealth sessions.

As customer safety and injury rehabilitation are a top priority, treatment providers will continue to be held to appropriate standards. Approved and qualified providers must deliver quality content, maintain regular duration of services provided and submit appropriate billings.

We’re confident that the impacts of treatment interruptions can be effectively managed and telehealth services will assist customers during this time. We thank you for your diligence and support in protecting customer safety, and encourage you to regularly visit our health services partners’ pages to stay up to date on any further developments. If you have any questions about the alternate procedures in place during the pandemic, please contact the **Health Care Inquiry Unit**:

- **Email**: healthcareinquiry@icbc.com
- **Phone**: 604-587-7150
- **Toll free**: 1-888-717-7150