



Telehealth Message for Counsellors

As the situation with the COVID-19 pandemic evolves, the health and safety of our customers, partners and employees is a top priority for us. We are working to support best practice in clinical care and are following the advice of provincial health officials.

To support our customers' recovery during this time, we will continue to temporarily fund telehealth sessions, until further notice. As customer safety and injury rehabilitation are of utmost importance, treatment providers will continue to be held to appropriate standards. Counselling services must be delivered by approved and qualified providers on an as-needed and 1:1 basis according to association guidelines and in accordance with our requirements.

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: that Skype, FaceTime, Google Hangouts, Facebook Messenger and other consumer-grade applications are not considered secure and appropriate for medical care.
 - Information recorded or noted during the session is stored in compliance with applicable privacy legislation and regulations, and that any appropriate consent has been obtained.

- 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.

Approved and qualified providers must deliver quality content and submit appropriate billings.

We thank you for your diligence and support in protecting customer safety, and encourage you to regularly visit our [COVID-19 updates page](#) 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:**

- [Health care provider inquiry and feedback form](#)
- **Phone:** 604-587-7150
- **Toll free:** 1-888-717-7150
- **Hours:** Monday-Friday, 8:30a.m. – 4:00p.m. PST