

Telehealth Message for Kinesiologists

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. Kinesiology 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.

Telehealth, for the purposes of this policy, includes telephone and video technology, and may include two types of sessions:

- Telehealth sessions which deliver the same quality content and have at least the same duration as a standard in-person treatment can be billed as a "standard treatment" under the regulated rate.
- Telehealth sessions of a shortened duration or containing lesser content than a standard in-person session can be billed as "prorated telehealth" session (please refer to the [telehealth invoicing FAQ](#)).

Treatment sessions that are necessary to provide therapeutic benefit to customers during the COVID-19 pandemic may be delivered as a telehealth session. Telehealth services may be deemed appropriate in situations where the therapeutic goals are primarily addressed by:

- Active exercise
- Functional progression
- Education
- Self management

We will fund initial assessments and reports for kinesiologists who wish to take on new clients, provided the following requirements are met:

1. The kinesiologist must adhere to their association's best practice standards with respect to assessment, reporting, and treatment via a telehealth platform.
2. The referral for kinesiology services must come from a physiotherapist, chiropractor or physician ("referring health care provider") who has completed a full client assessment. The kinesiologist must obtain the following information from the referring physiotherapist, chiropractor or physician prior to initiating any treatment sessions:
 - Working diagnosis
 - Comorbidities (e.g.: hypertension)
 - Restricted activities (e.g.: no overhead exercises)
3. The kinesiologist must provide a complete and detailed initial assessment report and adhere to the following report completion guidelines:
 - In the "Objective findings" box, include the following in addition to any other relevant objective findings:
 - Indicate "Telehealth assessment" at the top of the box

- First name, last name, and practitioner/registration number of the referring health care provider
- Working diagnosis, as per the referring health care provider
- List of relevant comorbidities, as per the referring health care provider, and
- List of restricted activities, as identified by the referring health care provider
- In the “Functional abilities related to job demands” section:
 - Continue to complete this section fully, based on the client’s subjective reports and
 - In the “current ability” box, indicate “client subjectively reports [include relevant information that the client self-reports]”.

Invoices for initial assessment reports that do not meet the above criteria may not be paid.

We do not fund telehealth sessions for kinesiologists delivering “workout” sessions or group exercise or fitness classes.

Note: Kinesiologists providing rehabilitation assistant (RA) services under the supervision of an Occupational Therapist or Physiotherapist must abide by the RA details contained in the applicable [Occupational Therapy](#) or [Physiotherapy](#) telehealth policy. Kinesiologists providing RA services must abide by RA rates.

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 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