

## Client Services Policy Manual

Policy Number: **HC-01**  
Subject: **Physiotherapy Services Private Clinics**  
Chapter: **Health Care Services**

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| <b>Definition</b>       | Memorandum of Agreement: an agreement made between a private physiotherapy clinic and WorkplaceNL which governs the provision of physiotherapy services to injured workers.   |
| <b>Policy Statement</b> | <p>WorkplaceNL is committed to providing health services for injured workers which facilitate early and safe return to work. In funding private physiotherapy services, WorkplaceNL values and promotes treatment programs which focus on:</p> <ul style="list-style-type: none"><li>i. early intervention;</li><li>ii. controlled, progressive, active exercise and functional activity;</li><li>iii. education that emphasizes the worker's responsibility in the healing/therapy/return to work/prevention process;</li><li>iv. early identification and notification of problems which will not be helped by, or interfere with, physiotherapy treatment;</li><li>v. the hierarchy of return to work and accommodation in accordance with Policy RE-18, and</li><li>vi. effective communication between the health care provider, the workplace parties and WorkplaceNL in accordance with the principles of the early and safe return to work provisions of the Workplace Health, Safety and Compensation Act, 2022.</li></ul> |

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| <b>General</b> | <b>Health Care Entitlement for Physiotherapy</b> |
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1.1. Physiotherapy is a recognized form of health care and covered by WorkplaceNL when:

Either:

- a. the worker avails of services on a self-referral basis within two weeks from the date of a new injury; or
- b. services are referred for the compensable condition by the treating physician,

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And:

- c. services are provided by a physiotherapist licensed by the Newfoundland and Labrador College of Physiotherapists and the clinic is registered by the Newfoundland and Labrador College of Physiotherapists; and
  - d. a Memorandum of Agreement has been signed between WorkplaceNL and the physiotherapy clinic.
- 1.2 Earnings loss benefits may be reduced, suspended or terminated where an injured worker misses physiotherapy treatments without a legitimate reason. Decisions in such cases will be in accordance with Policy EN-17 "Interruptions and Delays in Work Injury Recovery" or RE- 02 "The Goal of Early and Safe Return to Work and the Roles of the Parties".

### 2. Treatment Authorization and Duration

- 2.1. WorkplaceNL supports early access to appropriate health care services that are necessary as a result of the work injury through the following:
- a. Coverage for physiotherapy on a self-referral basis within two weeks of the date of a new injury;
  - b. In the case of a physician referral, the worker is expected to contact a physiotherapy clinic within 72 hours of receiving the referral from the treating physician.
  - c. The physiotherapy clinic is expected to start treatment within two weeks from the date of initial contact.
  - d. Any delays in treatment must be reported to WorkplaceNL immediately by the physiotherapy clinic.
  - e. WorkplaceNL will make every effort to ensure that delays in obtaining treatment are addressed/resolved as soon as possible.
- 2.2 To avoid delays in treating injured workers, automatic approval is granted by WorkplaceNL for up to **12** treatments. Where physiotherapy begins in good faith and it is later determined the worker's claim is not acceptable, WorkplaceNL will pay the physiotherapy clinic for treatments

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provided up to the date of notification of the decision.

2.3 Physiotherapy continuation requests beyond **12** treatments must be made in writing to Compensation Services using the appropriate form.

2.4 Physiotherapy continuation requests beyond **12** treatments will only be considered where evidence from outcome measures data indicates that functional improvement has occurred and further functional improvement is likely, and the continued treatment will result in the worker remaining in or returning to the workforce. All requests for extensions require approval from Compensation Services.

2.5 Where in the judgment of the physiotherapist an injured worker is non-compliant, the clinic must notify WorkplaceNL in writing within one business day.

### 3. Recurrences

A physician referral will be required for recurrences where it has been more than 12 months since the worker's original injury. Where the injured worker experiences a return of symptoms within 12 months of the original injury and therefore falls within the reinstatement provisions, WorkplaceNL shall initially pay for a maximum of six treatments with or without a physician referral prior to an entitlement decision. (Refer to Policy EN-03 "Recurrences" for details on recurrences and reinstatements.) A physician referral for physiotherapy services will be required where an injured worker initially presents to the clinic after two weeks from the date of the reinstatement.

### 4. Reporting and Fees

Reporting requirements and fees for services shall be provided in accordance with the Memorandum of Agreement between WorkplaceNL and the physiotherapy clinic.

#### Exceptional Circumstances

In cases where the individual circumstances of a case are such that the provisions of this policy cannot be applied or to do so would result in an unfair or unintended result, WorkplaceNL will decide the case based on its individual merits and justice. Such a decision will

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be considered for that specific case only and will not be precedent setting.

**Reference:** *Workplace Health, Safety and Compensation Act, 2022, Section 95, 96 and 100.*  
*Physiotherapy Act*  
*Memorandum of Agreement for the Provision of Physiotherapy Services to Injured Workers.*

### Amendment History

|                                |            |
|--------------------------------|------------|
| <i>Original Effective Date</i> | 1980 03 03 |
| <i>Revision #5</i>             | 2006 02 16 |
| <i>Revision #6</i>             | 2009 03 26 |
| <i>Revision #7</i>             | 2013 04 04 |