

Information Bulletin

WorkSafeBC Provider Portal

May 2, 2012

Best Practices: Scheduling Appointments in the WorkSafeBC Provider Portal

This bulletin is to provide clarification on the processes in the WorkSafeBC Provider Portal when scheduling an appointment.

It has come to our attention that many providers are submitting a tentative schedule date in the Portal rather than the actual confirmed appointment date. When any appointment date is added to the Provider Portal it automatically generates a letter to the worker - thus only **confirmed** appointment dates should be added to the Provider Portal. If tentative appointment dates are added an appointment letter to the worker is generated and it creates much confusion, as well as increases delays in the referral process.

Best Practice

- When booking an appointment beyond the accepted “referral to admission” expectation of the contract and require approval for a tentative date, please place the referral on *Hold* and provide detailed reasons in the comment field – including the tentative date. If the Registration Representative approves the booking date, the referral will be returned to you and the *Hold* status removed. Alternately, if you are booking outside of tolerance and do not have the capacity to accept a new referral, you may also *decline* that referral.
- Please only schedule an appointment in the Portal when you have a confirmed date with the worker. This is also true for re-scheduling an appointment.
- *Scheduled Pending Approval* is not to be used for tentative booking dates. It is assumed that a scheduled date entered in the Portal is a confirmed booking date.

If you have questions about how to use the Provider Portal, please contact Support Desk at 1-855-284-5900.

If you have questions about your business processes, please contact your Health Care Services Program Manager at 1-866-244-6404.