

Family Physician's 'Quick Reference' Guide to WSIB. January 2006

Health Professional Access Line: Monday to Friday, 9am to 4pm
416-344-4526 or Toll Free 1-800-569-7919

Call the access line if you need the name and number of the adjudicator or nurse case manager working with your patient.



Who's dealing with my patient?

Adjudicator → decision-maker i.e. claim approval; access to goods and services; return to work

Nurse Case Manager (NCM) {

- **coordinates/facilitates** access to care for worker's with more complex health care needs
- **information bridge** between patient, WSIB team, employer, health care providers
- **ensures continuity** patient's main WSIB contact for health care issues

Medical Consultant {

- available on site to WSIB staff on health care matters
- Main contact for the family physician to get/share information, to facilitate prompt recovery



Resources available for assessment and treatment?

Can Family Physicians refer?

Yes – directly to Regional Evaluation Centre, Community Clinics & Programs of Care, but via nurse case manager for Specialty Clinics directories & more info at: www.wsib.on.ca

Specialty Clinics

- hospital-based treatment programs, contracted by WSIB to deliver assessment/care
- **current Specialty Programs:** Amputee; Burns; Upper Extremity; Gloves & Gauntlets; Lower extremity; Orthopedic Shoes & Orthotics; Occupational Disease; Neurology; Pain Management; Psychological Trauma.

Programs of Care (POC)

- injury-specific, evidence-based, health care **delivery plans**
- care delivered by local regulated health care professionals (registered with WSIB)
- current POCs: Acute Low Back Injury, Upper Extremity injuries; Noise Induced Hearing Loss,

Occupational Contact Dermatitis, Occupational Asthma,

POC enquires: www.programsofcare@wsib.on.ca

Regional Evaluation Centres (REC)

- hospital-based, multidisciplinary health care assessment of soft tissue injuries – yields diagnosis, treatment options & prognosis

Community Clinics

- locally delivered, physical conditioning, fitness and education treatment programs for patients with soft tissue injury (must be within 29 – 70 days post-accident)

What about Return to Work?

Law says:

Worker employed ≥ 1 year &
firm size ≥ 20 employees

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Employer 're-employment obligations'

Accommodated work

→ changed tasks or hours while worker recovers full function

Labour Market Re-entry
program (LMR)

→ used when worker cannot return to previous employer – program assists workers to return to workforce at pre-injury wage; services vary with worker need e.g. skills assessment; job search; up-grading, training

Family Physician's Role in Early & Safe Return to Work?

- Contribute medical information to decision-making e.g. restrictions, limitations, abilities
- Discuss Return to Work and task limitations with your patient
- Encourage return to work as part of staying active for patients with low back pain
- If non-medical barriers are interfering, communicate these to WSIB



What does
WSIB pay for?

- Appropriate, necessary and appropriate health care directly related to the injury/illness
- Phone calls initiated by WSIB with family physicians
- Interesting Fact: Ontario's WSIB is one of the most comprehensive insurance systems in the world

Standard fees for completing forms

Do you have a WSIB billing number? No?

Call 416-344-2935/36/37, 416-344-2077, 1-800-387-5540

Key
Forms



Are waivers and form 14's required?

Do you need consent from your patient?

→ No – When your patient claims benefits under the insurance plan, the Workplace Safety & Insurance Act authorizes the WSIB to request medical information

Health Professional's Report – 'Form 8'

- 1st report of injury/illness – always complete for first visit - essential it reach WSIB quickly to ↓ delays in claims decision-making
- download from website www.wsib.on.ca or call 1-800-387-0750 for a supply

Functional Abilities Form for
Timely RTW (FAF)

- Don't complete unless requested by worker or employer – they will supply the form
- Helps with return to work decision-making and planning

Health Professional's Progress Report – 'Form 26'

- Sent via worker when WSIB need to know worker's progress
- Ensures continuity of worker's benefits