PARTNER ONBOARDING PACKAGE

Welcome to WorkSafeNB's network of care!

People.
Prevention.
Integrity.







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Welcome!

It's with great pleasure that we welcome you as a health care partner. We're excited to have you join our network of approved professionals who play a vital role in ensuring the health and well-being of New Brunswick' workers.

You're at the forefront, delivering essential rehabilitation and assessment services that allow for the return to work and improvement of lives of workers both at work and at home. Your expertise and commitment to client care contribute significantly to our mission: collaborate with all stakeholders to design, build and manage an effective continuum of safety and care.

In the coming weeks, we'll schedule a one-on-one session with you, where you'll learn more about us and have the opportunity to ask questions. Please use this onboarding package to prepare you for the session and serve as an ongoing resource.

We look forward to working with you!

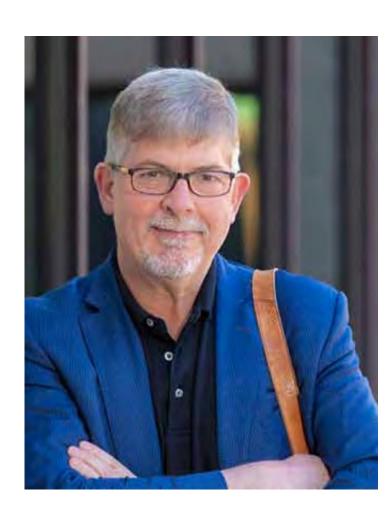






Partners in service excellence

Message from our President and CEO



Welcome to the WorkSafeNB network of care providers. We look forward to collaborating with you to provide exceptional service to New Brunswick workers.

WorkSafeNB's values are accountability, collaboration and trust. We incorporate these values in all we do – from our initial meeting with you to ongoing support. We encourage open communication, the sharing of knowledge, evidence-based approaches, and the continuous pursuit of excellence in care.

Together, we will have a meaningful impact on the lives of New Brunswick workers and their families as they navigate recovery.

As a valued partner, we wish to set you up for success – with knowledge, tools and connections to help you best treat and support injured workers.

Please reach out to one of our skilled health care consultants at any time for guidance and help. On behalf of WorkSafeNB, I thank you for your diligence and commitment to quality care and service.

77

Tim Petersen, President and CEO





People. Prevention. Integrity.





About WorkSafeNB



We care about New Brunswickers and their safety. We treat each worker, each employer, each claim and each workplace incident and inspection with the utmost care.



The work we do is important – and so are the people we do it for. We help workers injured on the job safely recover. We help employers make workplaces safe.

And we strive to provide our clients – whether they are workers or employers – exceptional service.

HELPING WORKERS RECOVER

Under the Workers' Compensation Act, with your help, we support workers recovering from workplace injury or illness. We ensure they get the medical treatment they need when they need it, and the financial benefits to help protect them and their family from the economic impact of a workplace injury or illness.





Our founding principles



The Meredith Principles are based on:

- 1. No-fault compensation
- 2. Security of benefits
- 3. Collective liability
- 4. Independent administration
- 5. Exclusive jurisdiction



In 1918, New Brunswick's workers' compensation system was established based upon principles developed five years earlier by Sir William Meredith, a former Chief Justice of Ontario.

The development of the Meredith Principles achieved a historic compromise in which employers fund the workers' compensation system and collectively share liability if, and when, workers are injured.

In return, injured workers receive wage-loss compensation and medical benefits while they recover from a workplace injury.

In accepting workers' compensation benefits, injured workers cannot sue their employers. The Meredith Principles became the basis for workers' compensation systems across Canada and remain so today.

WorkSafeNB is a Crown corporation committed to promoting healthy and safe workplaces in New Brunswick. While our primary objective is to prevent workplace injuries and occupational disease, we provide comprehensive rehabilitation services and wage-loss replacement when these do occur.



Our commitment

WorkSafeNB is committed to service excellence. For injured workers of New Brunswick, this means timely and quality care and service.

We focus on early and safe return to work, best supporting both New Brunswick workers and workplaces.

Workers stay connected to colleagues, maintain routines, and keep a sense of value and identity. They focus on what they *can do*, not what they *can't*.

Employers maintain a valuable employee. There's less disruption to the workplace and they build on a culture of trust and support, improving its productivity.

Working with partners like you, we can support workers and employers in this goal.

VISION

Making New Brunswick the safest place to work.

MISSION

We help New Brunswick thrive through an effective continuum of safety and care.

VALUES

Accountability, Collaboration and Trust



Our focus areas

PEOPLE PREVENTION INTEGRITY



PEOPLE

We will create a people-first culture resulting in an exceptional employee and client experience.

AN EXCEPTIONAL EXPERIENCE

Keeping New Brunswick
workers healthy and safe is
more than a job – it's a passion!
We are workers too, as are our
daughters and sons, brothers
and sisters, parents and children,
and friends and colleagues.
Together, we provide exceptional
service and support, building a
strong support network of safety
and care for all.



PREVENTION

Together, we will prevent workplace injuries, illnesses, death and disability.

A PROVINCE WITHOUT WORKPLACE INJURY AND DISABILITY

Traditionally, when we think about prevention, we think of injuries and illnesses.

WorkSafeNB, however, is changing this mindset. We also define it as helping injured workers recover at work when possible, keeping them involved and productive to help prevent disability.



INTEGRITY

We will protect the integrity of the system.

OUR GUIDING PRINCIPLE

As a trusted steward, we are dedicated to building a strong, stable and sustainable system.

While financial sustainability is a key component, system integrity also includes good governance, privacy protection, modern technology, cybersecurity and sound legislative foundations.



Every day matters

When it comes to worker recovery, every day matters. WorkSafeNB takes an early and evidence-based approach to treatment, minimizing the potential for long-term disabilities and their impacts.

Returning to work is returning to life! To learn more, please explore WorkSafeNB's online resources, as well as information from other organizations that specialize in occupational medicine best practices.





There is substantial evidence to support the positive link between work and health (physical, mental and social health). ... Absence from work contributes to declining health, slower recovery times, and longer duration of disability.



- Occupational Medicine Specialists of Canada



Our early, proactive approach

WorkSafeNB takes a proactive approach to disability prevention, and we collaborate with you to make that happen.

We focus on the proven strategy of early and individualized support that keeps the worker at or connected to the workplace, when possible.

Our Stay at Work Service and Early Intervention teams provide customized care from the onset of injury or illness.

Our Care Closer to Home model ensures our workers receive care in or near their community – when possible – allowing them to stay connected to important supports of family and friends.







Among our strategies:

- Clinical Partner Relations team
- Critical Care Recovery team
- <u>Direct Referral to Physiotherapy</u>
 <u>Program</u>*
- <u>Early Intervention team</u>

- Industry-specific case management teams
- Stay at Work team
- SUCCEED*

* Offer access to treatment before adjudication, expediting recovery.



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Recovery is a team effort

Making safe and sustainable work arrangements for recovering workers takes teamwork. Workers, employers and health care partners all have important contributions to make to shift the focus from what a person can't do to what they can do at the workplace.

Your part:



- Provide timely, evidence-based treatment supporting the worker's recovery.
- Support injured workers in understanding the positive effects of timely return to employment.



- Communicate and collaborate with all care partners, including the employer and WorkSafeNB, in the worker's recovery.
- Work closely with the claim manager to facilitate the worker's recovery.
- Actively participate in the stay-at-work or return-to-work program, such as suggesting ideas on how to adapt for safe job duties.





Onboarding process

Checklist

- Receive Onboarding Package
- Receive an onboarding package with discipline-specific information.
- 2 Review Onboarding Materials
 - Review the materials to gain an initial understanding of WorkSafeNB and the provider network.
- 3 Identify Primary Contact
 - Determine your health care consultant partner (the person who shared the onboarding package with you) and note contact information.
- A Identify Outstanding Questions

 Note any additional questions you may have after reviewing the onboarding materials.
- Attend Orientation Session

 At the orientation session, we'll walk you through any remaining discipline-specific information and answer any outstanding questions.
- Attend Check-in
 At about three-month mark of being a WorkSafeNB partner, we'll connect with you to see how you're doing and if you have any questions.

Onboarding timeline











Week 1

Materials Review

Receive the onboarding package, resources and guides, and other supporting materials.

Month 1

Orientation Session

Completion of a one-on-one orientation session led by a WorkSafeNB Health Care Consultant to provide guidance and answer questions.

Month 3

Check-in

An informal checkin from your WorkSafeNB Health Care Consultant to determine how you're progressing and provide an opportunity to answer questions and offer support.

Month 6

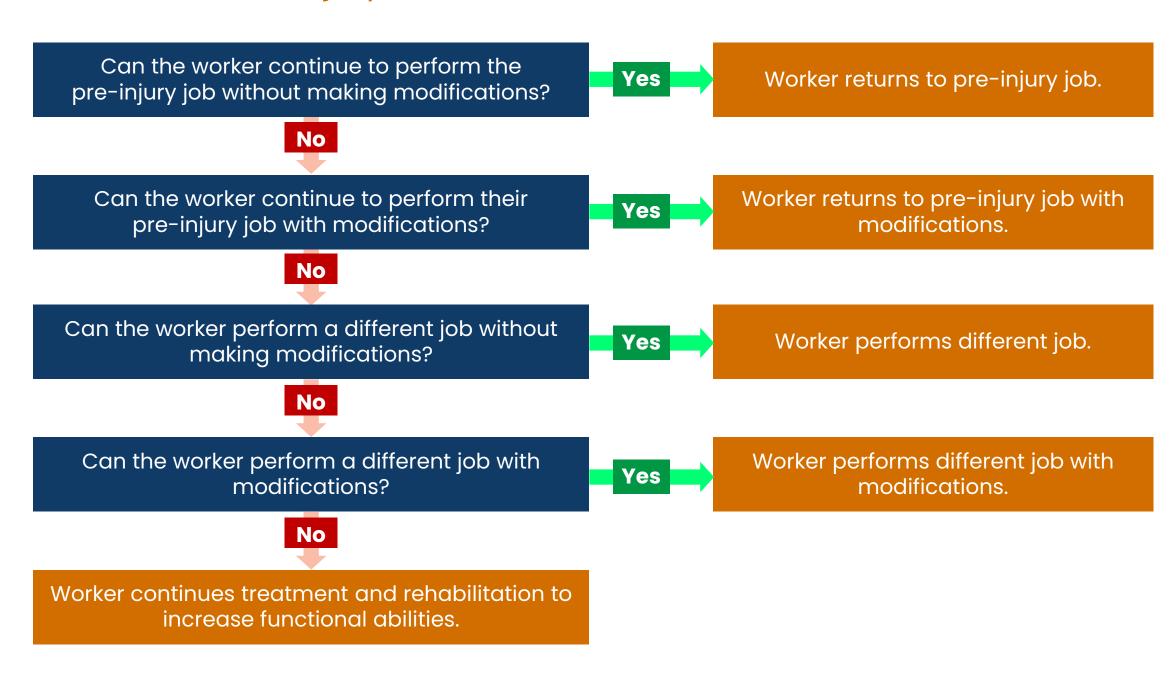
Formal Review

At the 6-month point, WorkSafeNB will conduct a review of your clients received to date to identify what is going well and what can benefit from improvement.



Decision-making process

A worker has an injury. Now what?





Meet your team!

WorkSafeNB is committed to supporting you! Our highly skilled team members are your partners in ensuring the well-being and care of workers. Our advisors have thorough knowledge and practice in their respective disciplines and understand the specific challenges faced by injured workers and the health care providers serving them.



Tracy Underwood Clinical Partner Relations Manager



Justin Parsons
Physiotherapy
Business Partner



Alison (Ali)
Heighton-Lamb,
Occupational Therapy
& Allied Health
Business Partner



Mike Bewsher

Mental Health

Business Partner



Andy West Rehabilitation Clinical Advisor



Rebecca West Rehabilitation Clinical Advisor



Colin MacKenny Rehabilitation Clinical Advisor



Linda Gillespie Administrative Assistant

When do I contact the team?

While you'll work primarily with the injured worker and the WorkSafeNB claim owner, our CPR team provides an additional level of support. Here are some examples of times to contact us to ensure effective communications and information sharing throughout our partnership.

We're here to help!

1 Need a Wo

Need help when treating a WorkSafeNB client

- Questions or concerns on the client's rehabilitation plan
- Times where treatment is not yielding desired results and you recommend a new path or would like to explore options

2 C

Change in contact information

- Location or office move
- <u>Email</u> or mailing address change
- Phone number change

3

Change in business operations

- New services or personnel available (such as added expertise or capabilities)
- Services or personnel leaving or no longer available to WorkSafeNB clients
- Opening or closure of operating locations

Questions

WorkSafeNB is here to work with you. If you have recommendations or concerns, please reach out.

Don't agree with a WorkSafeNB decision or direction?

Speak with the WorkSafeNB claim manager or health care consultant about your concern.

What happens if there is a complaint?

We take client care seriously. Any concern or complaint to WorkSafeNB on a provider's service is carefully investigated by our team. This would include a review of clinical information and interviews with you, the clinic owner (if applicable), the worker and WorkSafeNB staff.

Once completed, we document the investigation in writing and share it with the clinic owner. Clinical concerns may result in clinic probation or de-listing of the clinic as an approved provider.

If the complaint is substantiated and may affect public protection, the complaint is forwarded in writing to the provider's oversight body (example: College of Physiotherapists of New Brunswick).

Call us: 1800 999-9775





In summary

Through this partnership you'll:

- Work collaboratively with us to ensure that injured workers receive appropriate treatment.
- Recognize and champion the importance of early and safe return to work for injured workers.
- Support and facilitate workers and their employers in a safe stay-atwork or early return-to-work program.
- Submit quality and timely clinical reports.

Our skilled team members are here to help.

Getting back is part of getting better.







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MYSERVICES

MyServices for health care providers

Accessible through worksafenb.ca, MyServices is a secure platform, where you submit claim information, such as reports and invoices, and communicate with WorkSafeNB claim managers and your health care consultant.

Use MyServices to:

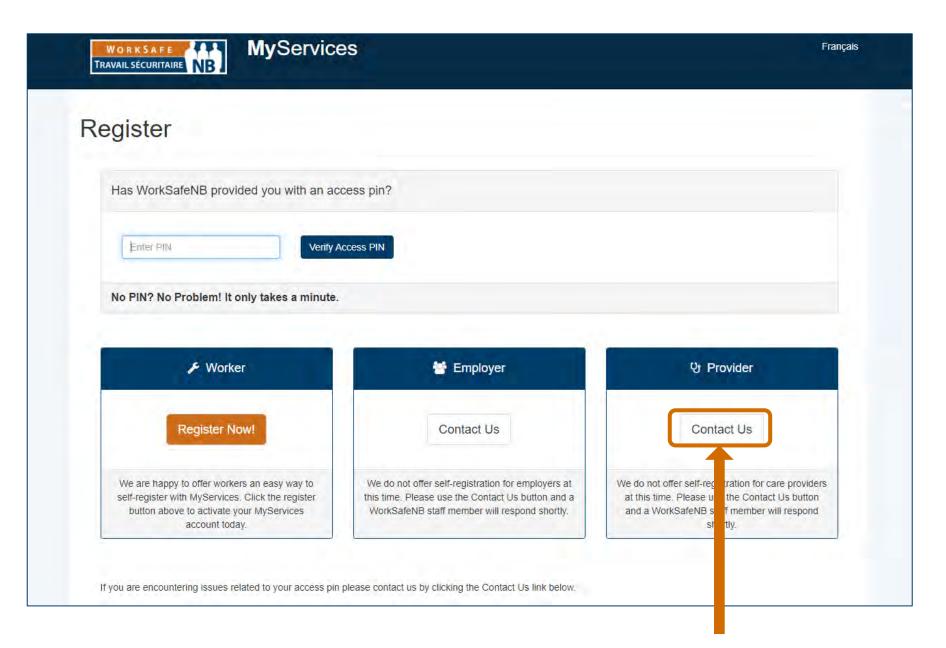
- Email WorkSafeNB with questions or concerns
- Upload reports and invoices
- Check on invoice status
- View invoice and payment history

Register for your MyServices account!

Need help?



1800 999-9775



Or click here!



Reports and invoices

Send us claim-related documents such as reports, invoices, travel expense forms, copies of medical leave slips, etc. through your MyServices account.

- Documents must have information related to one claim
- Maximum 3 documents at one time.



SUBMIT DOCUMENTS

- Select "Send claim-related documents" under the "Communication" tab
- Upload the document

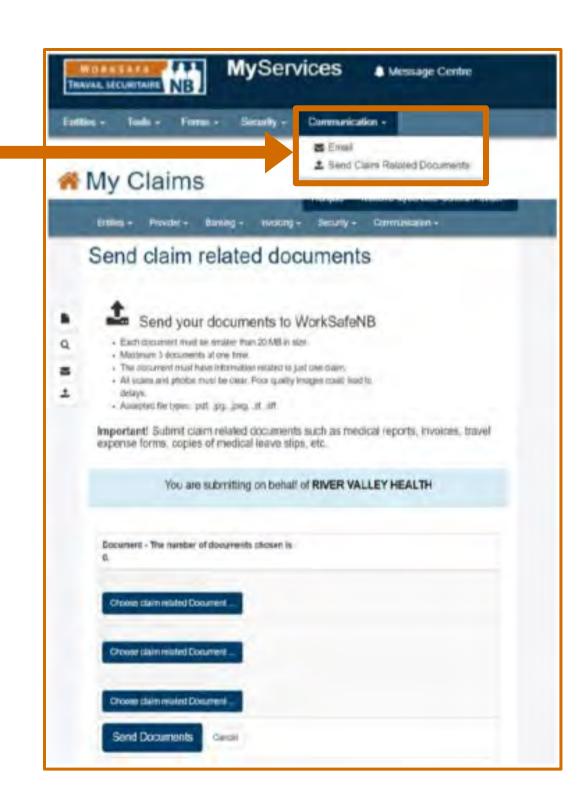
EMAIL US

- Select "Email" under the "Communication" tab
- Search by first or last name

Need help?



1800 999-9775





Timely reports

We put people first at every stage of recovery. **Timely and thorough reports** help us do this. It helps us make timely decisions, allowing workers to receive appropriate care when they need it. Please submit complete reports.



https://www.worksafenb.ca/health-care/working-with-us/health-care-forms/



Click here!

Submit through MyServices

Need help?



1800 999-9775

Other submission options: fax (1 888 629-4722) and mail (WorkSafeNB, 1 Portland St., PO Box 160, Saint John, NB E2L 3X9).



Invoicing us

Bill according to provider fees* set by WorkSafeNB.

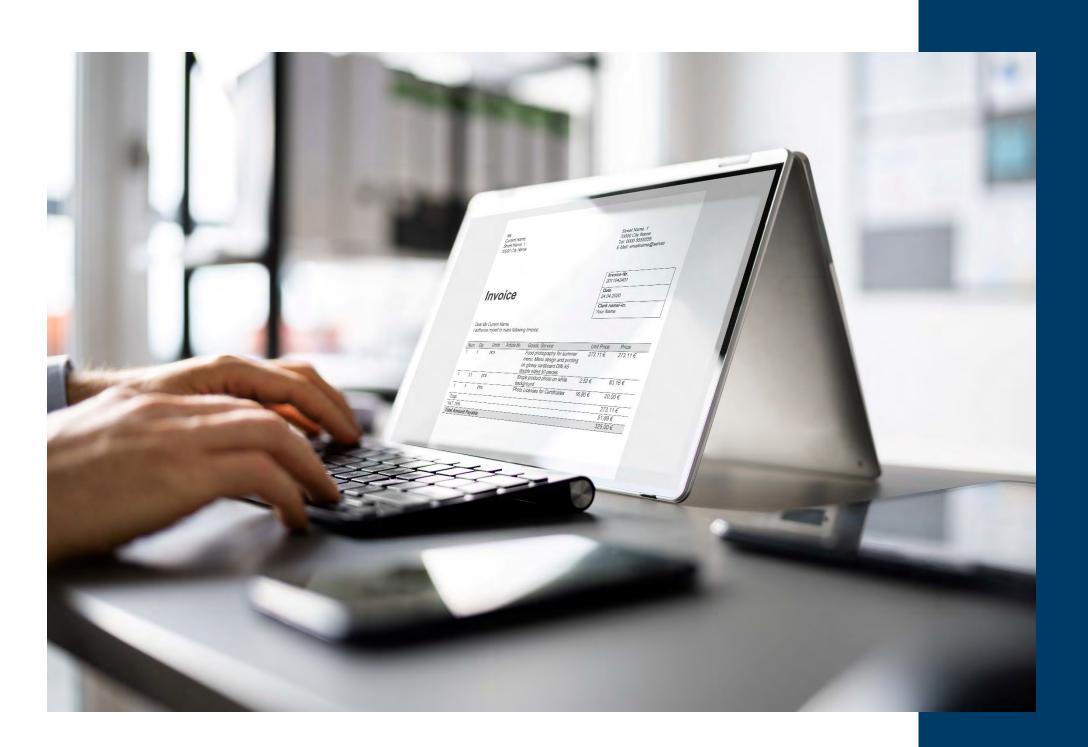
Invoices must include:

- Client name
- Claim number
- ✓ Service provider / clinic name
- ✓ Service delivered description
- ✓ Date(s) of each intervention

Send invoices through **MyServices**Need help?



* See your contract.



WEB RESOURCES

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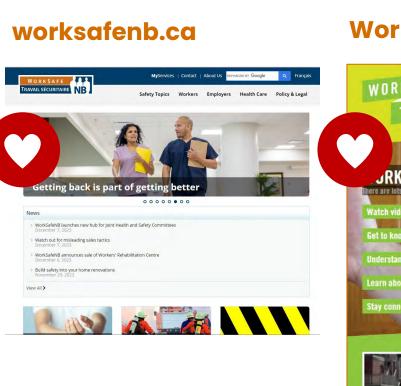


WorkSafeNB sites

Additional resources a click away

WorkSafeNB provides helpful resources at your fingertips.
Four sites (plus an app and the MyServices portal) help us support workers, employers and health care partners in our province. Please take the time to review each site.





Working to Well



WorkSafeNB Guide to Occupational Health and Safety Legislation

(site and app)



Strategic Plan

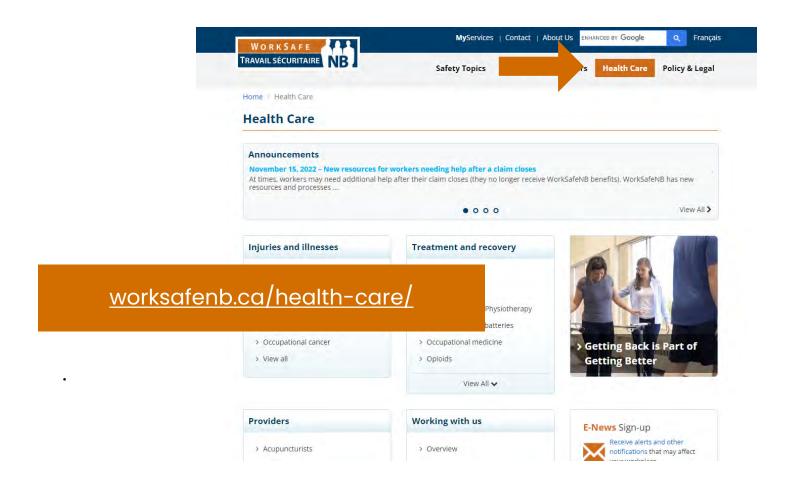


Click each image to visit site!

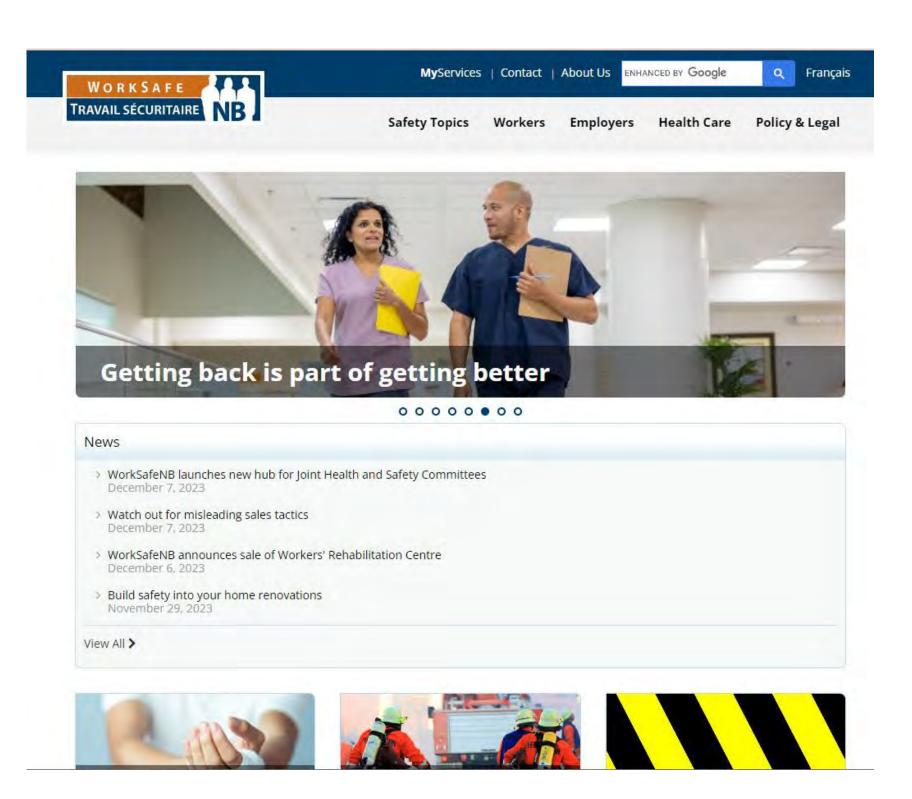


WEB RESOURCES

worksafenb.ca



Worksafenb.ca is our central hub for information. The Health Care section, in particular, hosts treatment and recovery resources, forms and news specific to health care partners.





workingtowellnb.ca



HEALTH CARE PROVIDER

Your health care provider plays a vital role in formulating a plan for your successful return-to-work. They also understand the importance of helping you stay active and connected. Depending on your injury, your health care providers may include your family physician or nurse practitioner, surgeon, physiotherapist, psychologist, and occupational therapist.

Learn more about all the ways your health care provider will work with you on your journey to recovery.

READ MORE

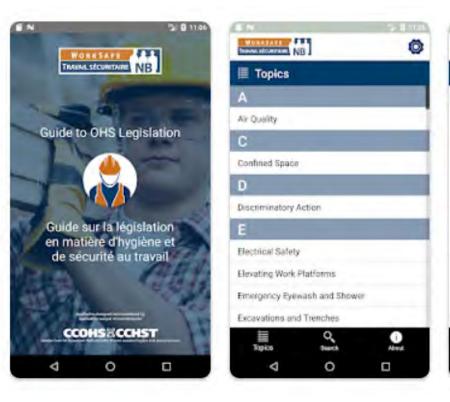
Working to Well helps injured workers navigate the recovery process. It describes how the four partners – the health care provider, worker, employer and WorkSafeNB – work together for their good.. It shares video stories of other injured workers and tips for their recovery.





WorkSafeNB Guide to Occupational Health and Safety Legislation

This website and app helps guide employers and workers on more than 60 workplace health and safety topics. Resources include legislative requirements, interpretations, templates and checklists. Topics are added annually.



ohsguide.worksafenb.ca/index.html





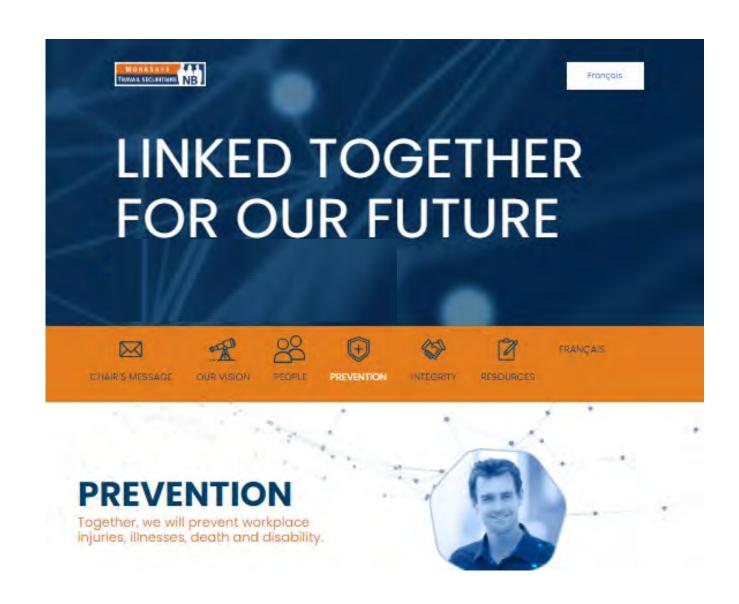
WEB RESOURCES

Strategic plan

People-prevention-integrity.ca is WorkSafeNB's strategic plan website. Look here to read about our vision, goals and objectives. Under resources, you'll find specific plans and initiatives for each year, many related to health care and partnership endeavours. Among the prevention focus area, we discuss our goal for disability prevention.

A PROVINCE WITHOUT WORKPLACE INJURY AND DISABILITY

Traditionally, when we think about prevention, we think of injuries or illnesses. WorkSafeNB, however, is changing this mindset. We define it as helping injured workers recover at work when possible, keeping them involved and productive.



Learn more about us!

2025-29 Strategic Plan

https://people-prevention-integrity.ca/



WEB RESOURCES

Additional online tools

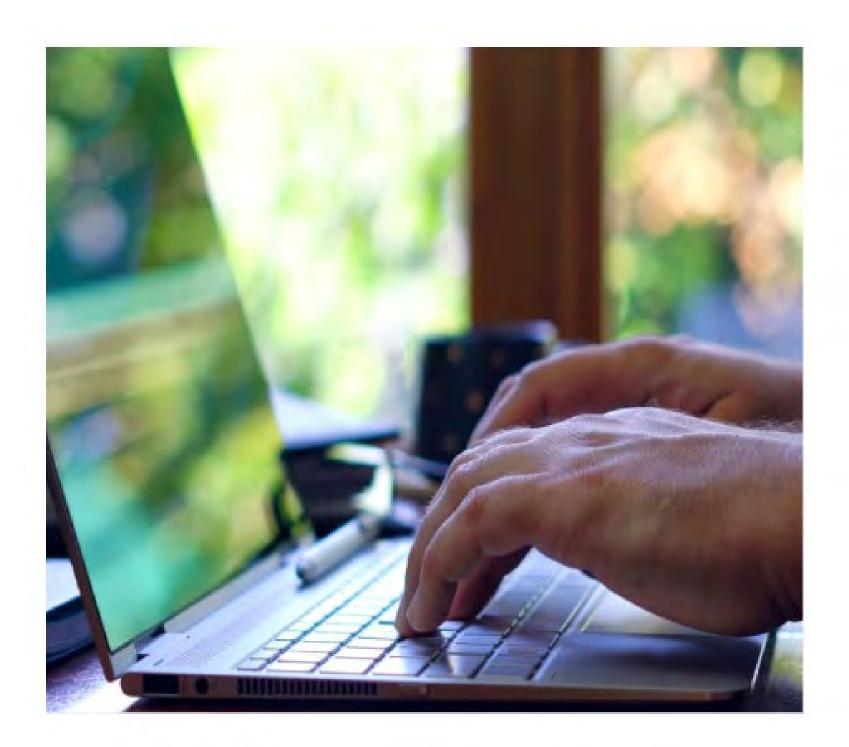
WorkSafeNB recommends several third-party sites for return-to-work or stay-at-work resources.

Canadian Centre for Occupational Health and Safety (CCOHS)

Institute for Work and Health

Well-Being at Work after Return to Work (RTW): A Systematic Review (National Library of Medicine)

<u>Choosing Wisely Canada: Occupational Medicine</u>







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APPENDIX

Terms, acronyms and quick links

| Adjudication | Determination on whether an injury or illness meets the legal requirements for compensability under the Workers' Compensation Act or Firefighters' Compensation Act. |
|------------------------|--|
| Case manager (CM) | WorkSafeNB professional managing a claim under WorkSafeNB's case management team. The CM is your main contact for questions an injured worker's claim, including treatment and return-to-work or stay-at-work plans. |
| Claim owner | WorkSafeNB professional who manages a claim (case manager, adjudication specialist, LTD co-ordinator, etc). This is your main contact for questions on an injured worker's claim, including treatment and return-to-work or stay-at-work plans. |
| Direct care | Counselling/treatment directly applied to client (examples: virtual, telehealth or in-person). |
| <u>Direct Referral</u> | Direct Referral to Physiotherapy Program in which workers can access WorkSafeNB-funded physiotherapy services before adjudication of an injury or illness. Employers of workers accessing the program must register and be approved for the program. |
| E-News | WorkSafeNB's email newsletter. |
| E-Physio | MyServices portal specifically for physiotherapists. |
| Ergo Eval | Evaluation of workplace ergonomics, which concerns the workers' physical and mental health and safety and the workplace comfortability and conduciveness. |
| GRTW | Safe gradual return to work (may include gradual increase of time, tasks, etc. at the worksite). |



APPENDIX

Terms, acronyms and quick links

| Indirect care | Counselling/treatment related to but not directly applied to the client (examples: reporting, meetings or travel time). |
|---------------------------------------|--|
| JSA | Job site analysis (includes a review and assessment of a work environment) |
| JSA Bank | Place where WorkSafeNB saves all job site analysis reports for future use/reference. |
| <u>MyServices</u> | A secure online platform, where you can submit claim information, such as reports and invoices, and email WorkSafeNB claim managers and your health care consultant. |
| RTW | Return to work |
| SUCCEED | A six-week early intervention program supporting workers with a traumatic psychological injury. |
| Workers' Compensation (WC) Act | New Brunswick legislation that protects and supports workers who are hurt on the job. It ensures they get the medical treatment they need when they need it and the financial benefits to help protect them and their family from the economic impact of a workplace injury or illness. |
| Working to Well | Website, tools and campaign to help injured workers, employers and health care providers navigate the workplace injury journey. The initiative was developed and is practised in partnership with the four Atlantic provinces. It sets expectations and offers templates, videos, guides and tips. |
| WorkSafeNB Engagement Framework | Framework that enables stakeholders, including health care partners, to contribute advice and/or ideas that lead to improved people-centred policies, programs, services and engagement. |



THANK YOU
FOR HELPING
NEW BRUNSWICK
WORKERS GET
BETTER!





PHYSIOTHERAPY

PARTNER RESOURCES

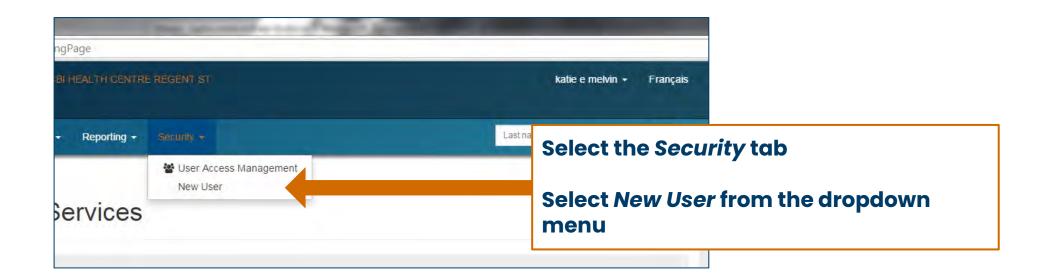
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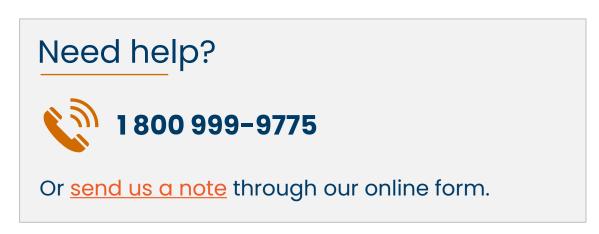


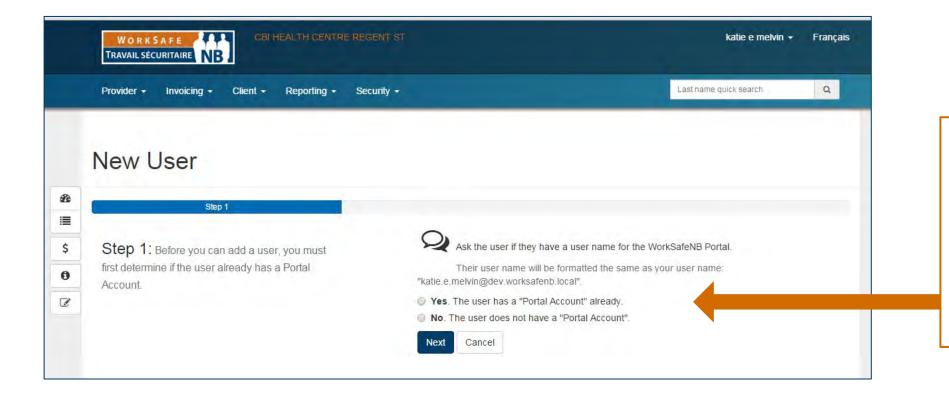


Navigating E-Physio: New User (1/3)

Step 1: Entity (clinic) administrator logs into E-Physio







- If the you do not have an account, choose No.
- Complete the next page (New User). It requires you to insert a recovery email address for the PT you wish to add and a registration code (create this with the PT as they will need to use in when setting up their account).
- Send the email invite to the PT.



Navigating E-Physio: New User (2/3)

Step 2A: Adding new users without existing portal accounts

If you answered "No" to the question in Step 1, follow these steps. If you answered "Yes", please proceed to the next slide.



- Complete the next page (*Add New User*), which requires you to insert a recovery email address (provided by new registrant) and a registration code.
- The new user will then receive an email in their recovery email account.
- Follow the link to set up the account (using the registration code above) and a personalized password.
- Once completed, immediately LOG IN.

If the new user is a PHYSIOTHERAPIST: Once logged in for the first time, the PT must go under their profile (in the dropdown menu under their name in the top right-hand corner) and add a licence number. The PT must submit all required documentation to the physio consultants (via email infoPhysio@ws-ts.nb.ca). A WorkSafeNB PT consultant will confirm qualifications and approve the PT, providing immediate access to E-Physio and the ability to submit physio reports. Learn more: Licensing Information."

Need help?



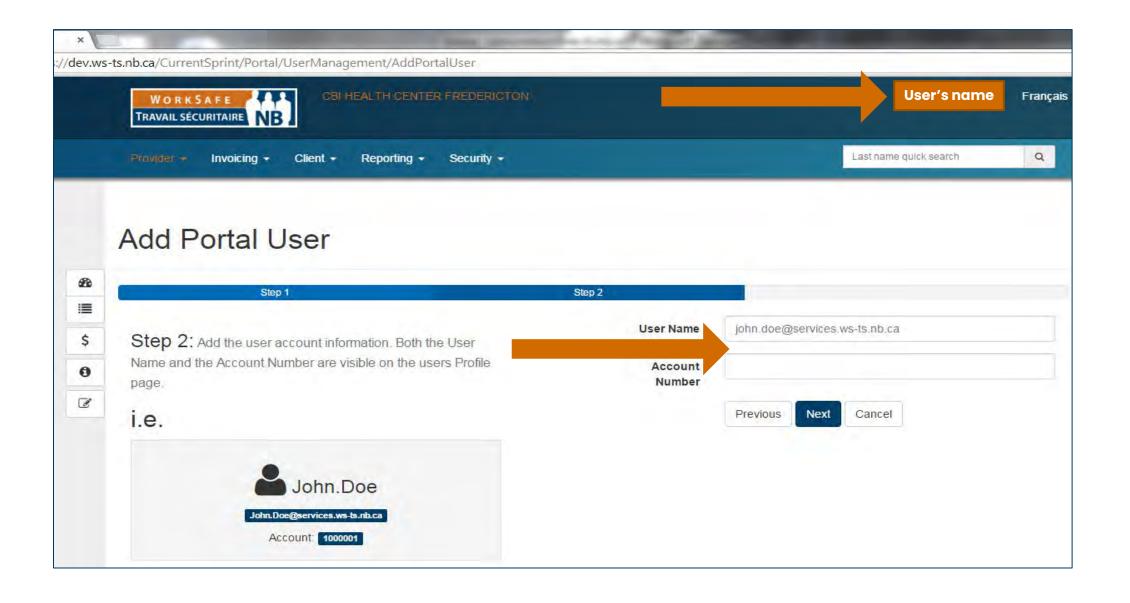
Or send us a note through our online form.



Navigating E-Physio: New User (3/3)

Step 2B: Adding users with existing portal accounts

If you answered "Yes" to the question in Step 1, follow these steps.



- Once the new user has selected Yes. The user has a "Portal Account" already, the following page will be prompted.
- You'll be asked to insert the user's name and account number – under the user's profile dropdown under their name on the home page.
- They will then be added to the Entity Administrators User Access Management.
- The user must ensure all licences have been uploaded for WorkSafeNB's validation and record keeping.
- See detail on the next page, "<u>Licensing Information</u>"

Need help?



1800 999-9775

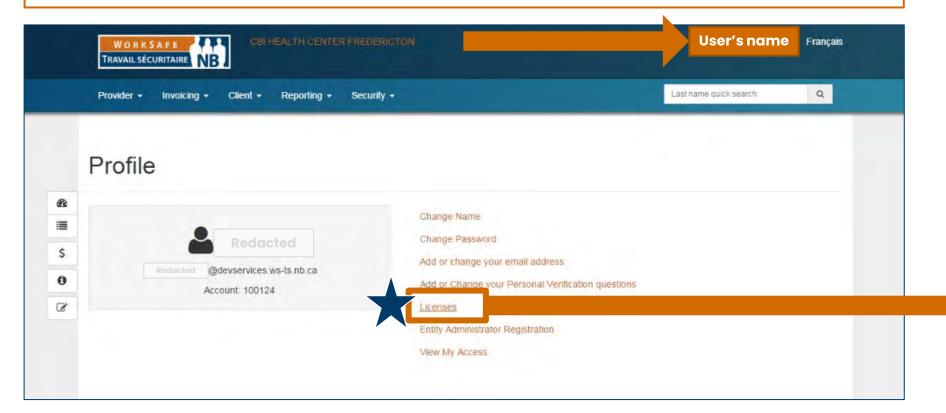
Or send us a note through our online form.



Navigating E-Physio: Licensing information

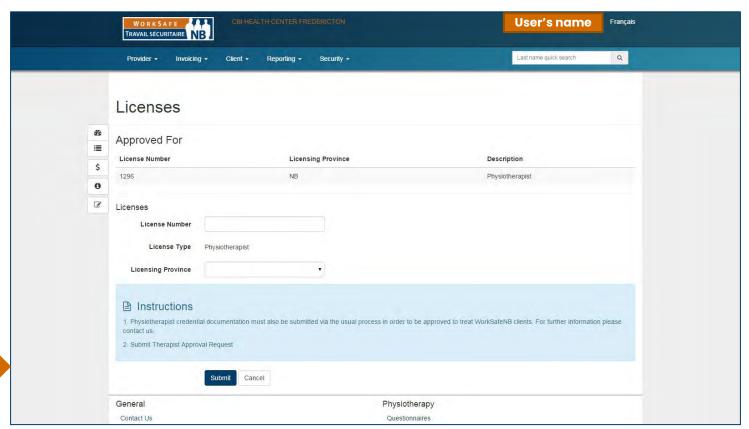
All physiotherapists must have their licensing information uploaded to the portal before providing service.

You can access profile by clicking the user's name in the top right corner



- Under **Profile**, select **Licenses** to submit licensing information for PTs (required on registration)
- Also under *Profile*, you can change your name, password, add or change your email address, add or change personal verification questions, licences, entity administrator registration and view access privileges.

Note: If a physiotherapist tries to submit a report, but has not yet entered their licence number, they will see this message:



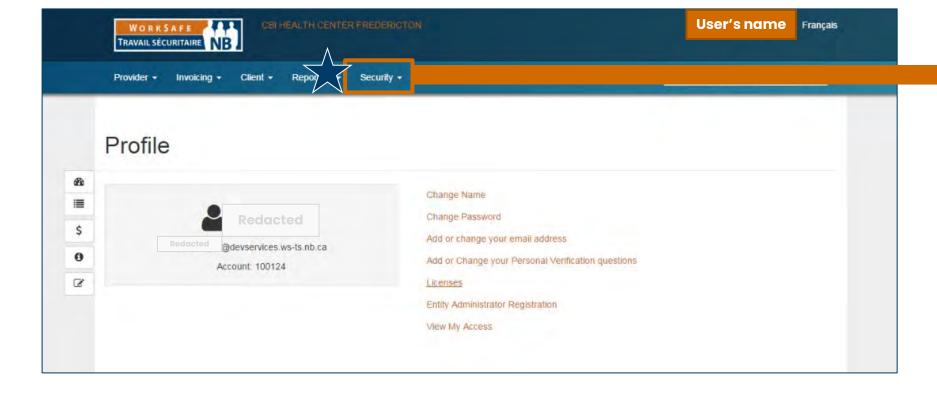


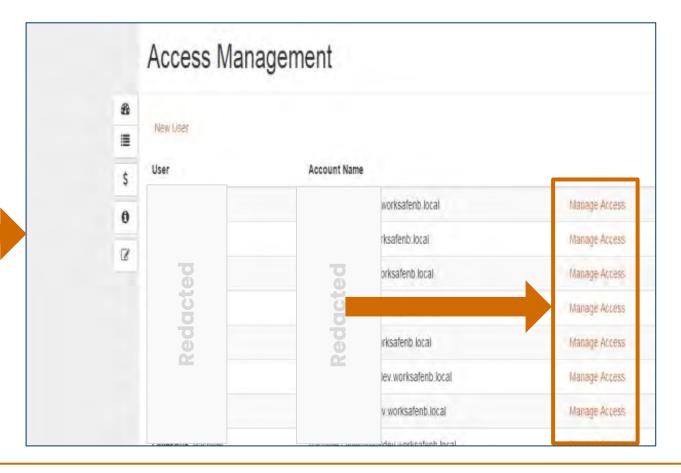


Navigating E-Physio: Removing Users

How to remove a user from your account when the user is no longer part of your entity/clinic/practice

Under the Security tab (shown below), choose User Access Management. Upon choosing this, you will receive the list of users for your clinic.



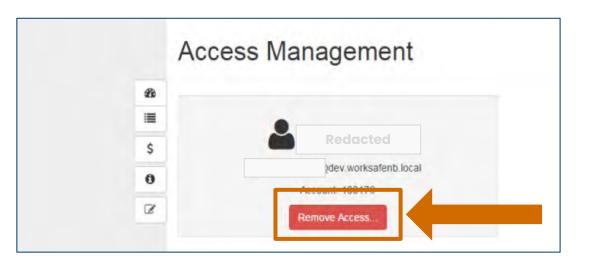


Simply choose the user you would like to remove using the *Manage Access* link, which will take you to another screen. Select *Remove Access*.

Need help?



Or <u>send us a note</u> through our online form.





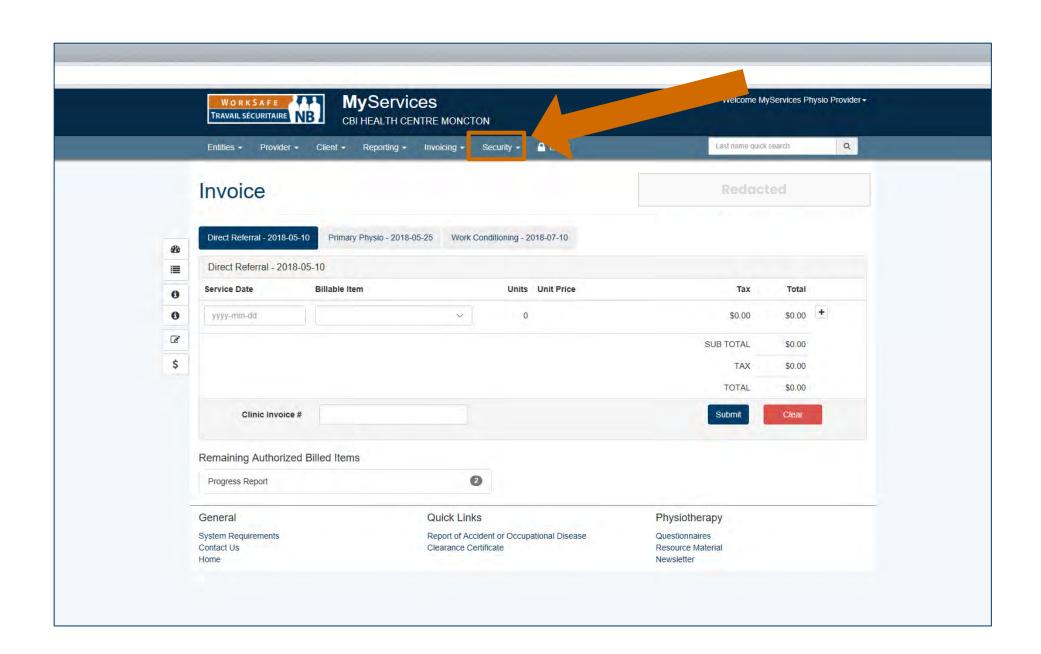
Navigating E-Physio: Submitting Invoices

Select client connected to the invoice:

- > Be sure you are on the right client and the right authorization (program).
- > Tabs are noticeable when in the invoicing screen. Example below:

Select the *Invoicing* tab, then select *New Invoice*.

- a. If you are unsure if it has been billed yet, check by selecting *History* – You can see any remaining authorized/billed items.
- b. We recommend billing treatments in real-time. When the client checks in, bill the treatment at that time so they do not get missed.
- c. We recommend you inform the staff member creating the billing when they are writing the discharge summary the submission of the discharge summary closes the task, so cannot bill on this task once closed.
- d. All billing must be completed within 6 weeks, or the task will auto-close and no more billing can be completed.





QUESTIONS?

CONNECT WITH US!

MYSERVICES OR 1800 999-9775

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