

PARTNER ONBOARDING PACKAGE

Welcome to WorkSafeNB's
network of care!

People.
Prevention.
Integrity.



INSIDE



GETTING TO KNOW US

[6](#)

About Us

[7](#)

Who We Serve

[8](#)

Our Commitment

PARTNERING WITH US

[12](#)

Recovery is a Team Effort

[13](#)

Onboarding Process

[14](#)

Meet your Consultants

[16](#)

Reports and Invoicing

[18](#)

Decision-Making Process

WEB RESOURCES

[22](#)

WorkSafeNB sites

[27](#)

MyServices and other Web Tools

APPENDIX

[31](#)

Terms and Acronyms

[33](#)

Quick Links

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.

A handwritten signature in black ink, appearing to read 'Tim Petersen'.

Tim Petersen, President and CEO



GETTING TO KNOW US

People.
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GETTING TO KNOW US

About us

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 founding principles

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.

The Meredith Principles are based on

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



GETTING TO KNOW US

Who we serve



At 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.



*2022 data

GETTING TO KNOW US

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

Collaborate with all stakeholders to design, build, and manage an effective continuum of safety and care.

VALUES

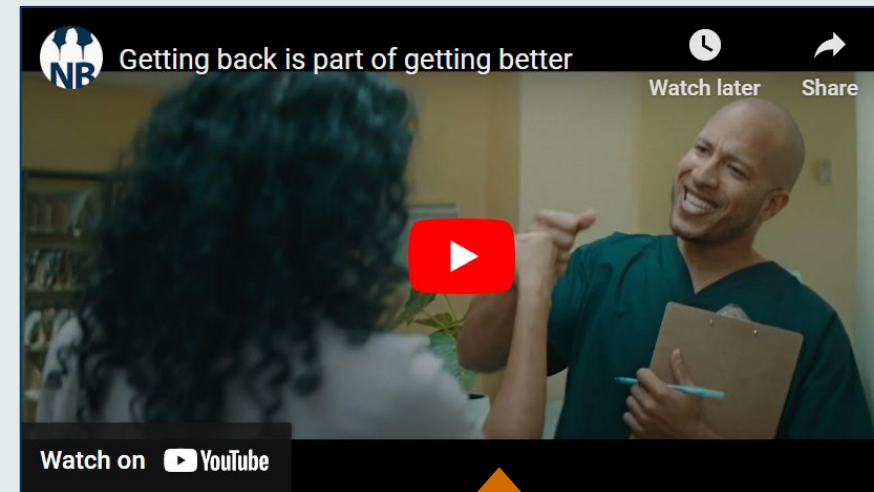
Accountability | Collaboration | Trust

WorkSafeNB aims to make our province the safest place to work. Three core values define us: accountability, collaboration and trust.

GETTING TO KNOW US

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.



Click here!



Link between work and health:



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



GETTING TO KNOW US

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:

- [Early Intervention team](#)
- [Stay at Work team](#)
- [Direct Referral to Physiotherapy Program](#)*
- [SUCCEED](#)*
- Industry-specific case management teams
- Strategic partner relationship management

* 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.



PARTNERING WITH US

Onboarding process

Checklist

- 1**

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.
- 4**

Identify Outstanding Questions

Identify any additional questions you may have after reviewing the onboarding materials.
- 5**

Attend Orientation Session

At the orientation session your primary contact will walk you through any remaining discipline-specific information and answer any outstanding questions.
- 6**

Schedule Initial Check-in

Before the three-month mark of being a WorkSafeNB partner, your primary contact will reach out to setup a check-in.
- 7**

Attend Check-in

Ask any outstanding questions and receive feedback.

Onboarding timeline



Week 1	Month 1	Month 3	Month 6
<p>Materials Review</p> <p>Receive the onboarding package, resources and guides, and other supporting materials.</p>	<p>Orientation Session</p> <p>Completion of a one-on-one orientation session led by a WorkSafeNB Health Care Consultant to provide guidance and answer questions.</p>	<p>Check-in</p> <p>An informal check-in from your WorkSafeNB Health Care Consultant to determine how you're progressing and provide an opportunity to answer questions and offer support.</p>	<p>Formal Review</p> <p>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.</p>

PARTNERING WITH US

Meet your consultants

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

See your discipline-specific section for your consultant and contact information or call 1 800 999-9775.



Justin Parsons
PT Consultant



Heather Forster
OT Consultant



Beth McCluskey Pelletier
PT Consultant

PARTNERING WITH US

When do I contact my consultant?

While you'll work primarily with the injured worker and the WorkSafeNB claim owner, our health care consultants provide an additional level of support. Here are some examples of times to contact your consultant to ensure effective communications and information sharing throughout our partnership.

“**We're here to help!**”

1

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

2

Change in contact information

- Location or office move
- Email or mailing address change
- Phone number change

3

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

PARTNERING WITH US

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.

Open health care forms!

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

← Click here!

Submit through **MyServices**

Need help?

 1 800 999-9775

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



PARTNERING WITH US

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?

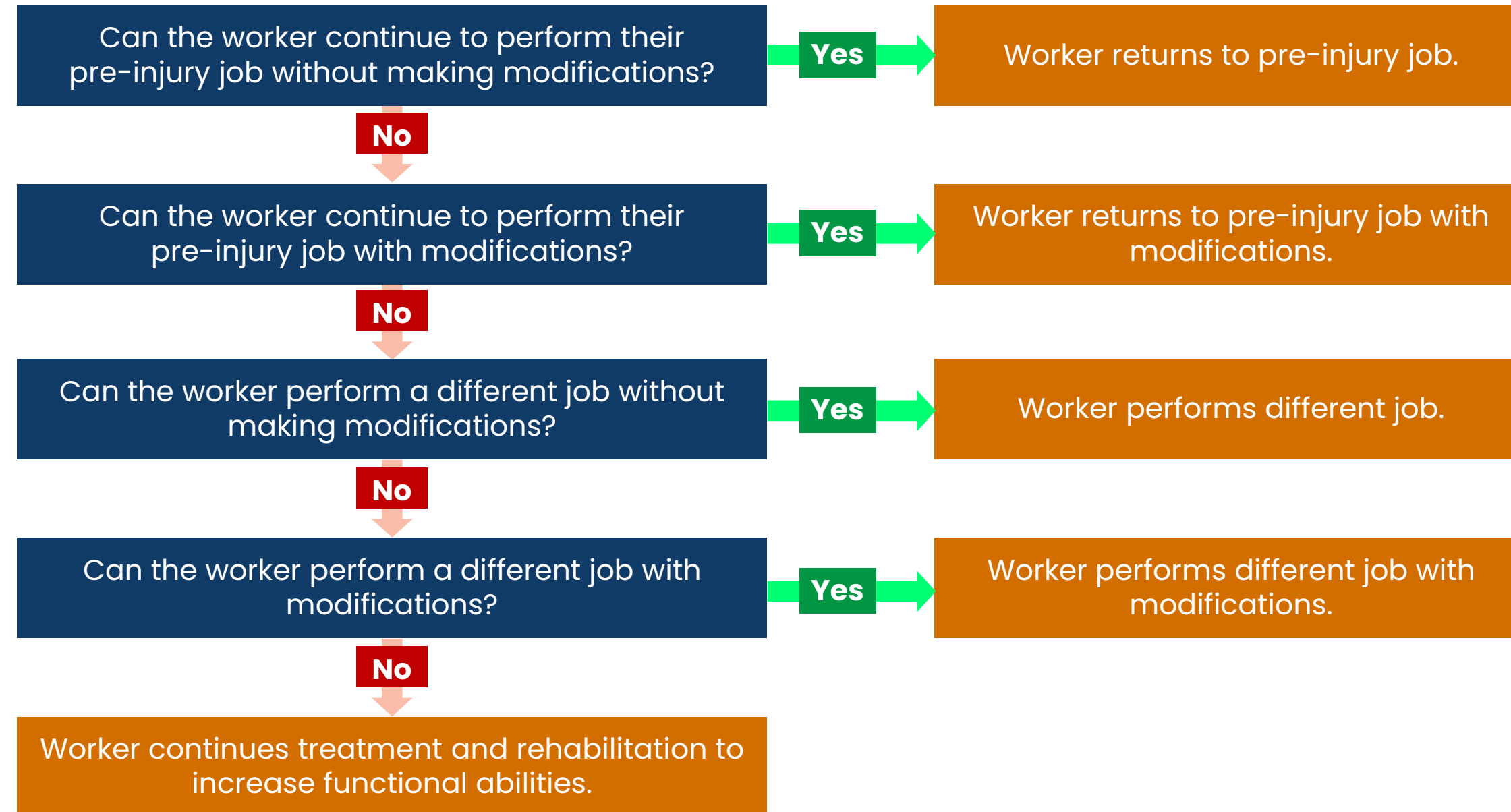
 1 800 999-9775

* See your contract.



Decision-making process

A worker has an injury. Now what?



PARTNERING WITH US

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?

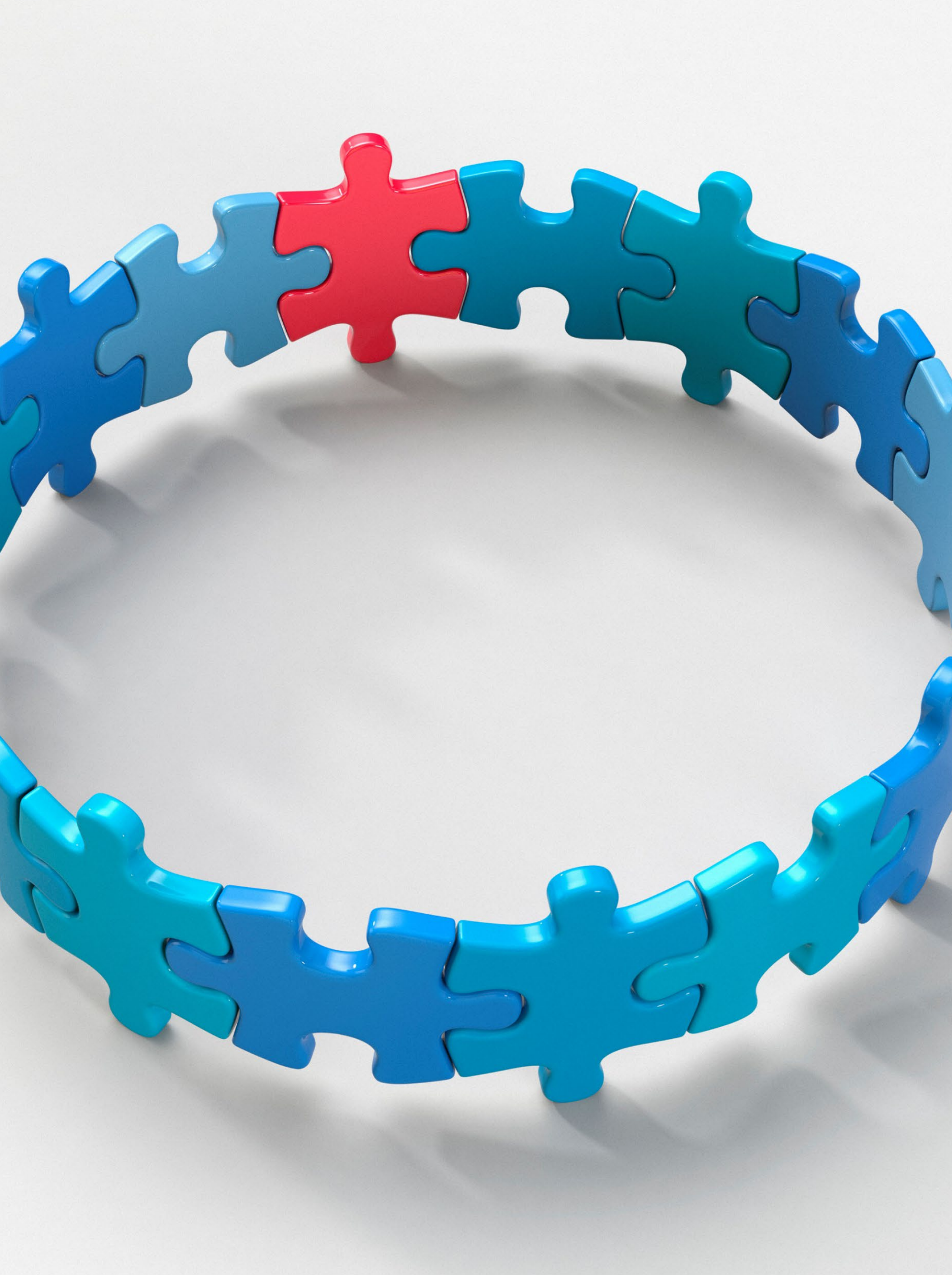
We take client care seriously. Any concern or complaint to WorkSafeNB on a provider's service is carefully investigated by our team. This would include a review of clinical information and interviews with you, the clinic owner (if applicable), the worker and WorkSafeNB staff.

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: 1 800 999-9775





PARTNERING WITH US

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-at-work or early return-to-work program.
- Submit quality and timely clinical reports.

Our skilled consultants are here to help and support you.

[Getting back is part of getting better.](#)



Click here!



WEB RESOURCES

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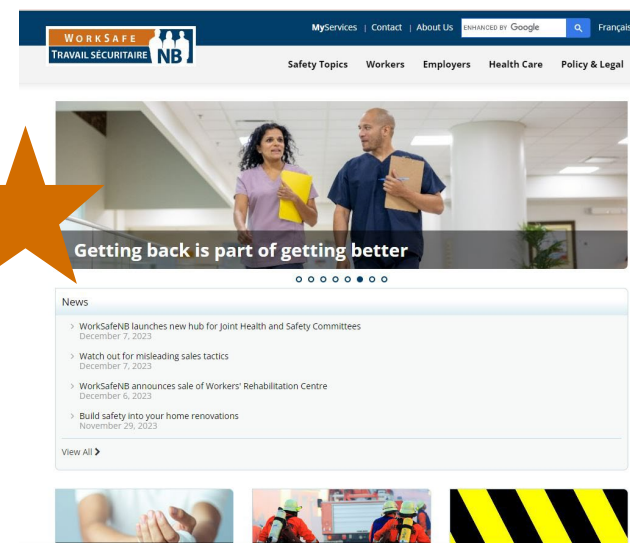
WEB RESOURCES

WorkSafeNB sites

Additional resources a click away

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

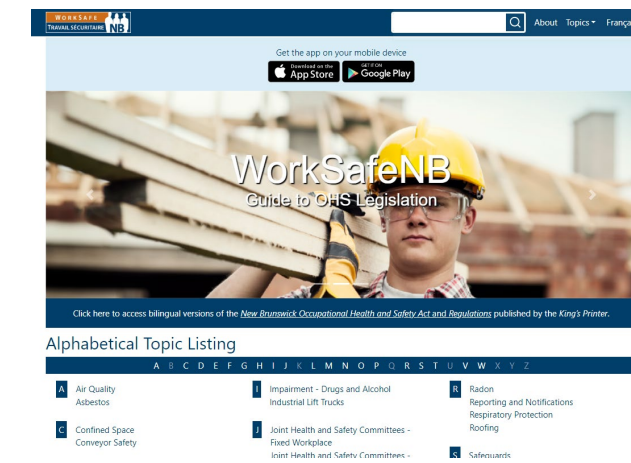
worksafenb.ca



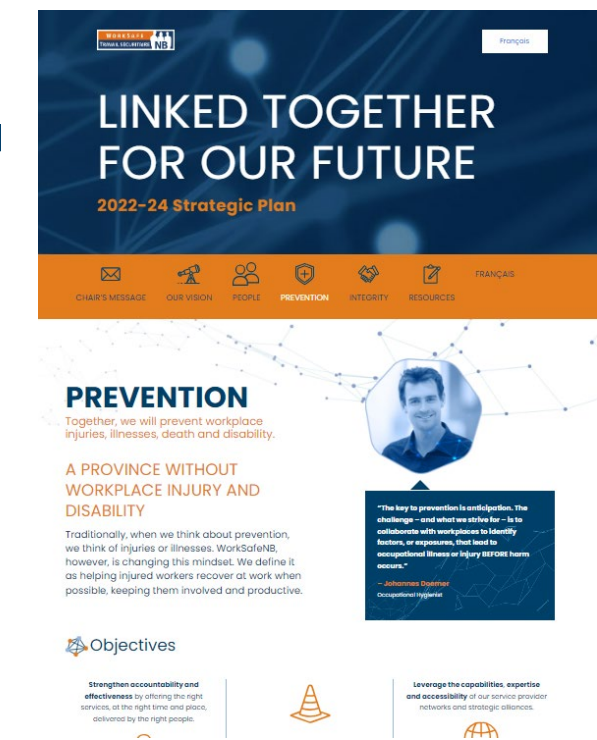
Working to Well



WorkSafeNB Guide to Occupational Health and Safety Legislation



Strategic Plan



Click each image to visit site!

WEB RESOURCES

worksafenb.ca



MyServices | Contact | About Us | ENHANCED BY Google | Français

WORKSAFE TRAVAIL SÉCURITAIRE NB

Safety Topics **Health Care** Policy & Legal

Home / Health Care

Health Care

Announcements

November 15, 2022 – New resources for workers needing help after a claim closes
At times, workers may need additional help after their claim closes (they no longer receive WorkSafeNB benefits). WorkSafeNB has new resources and processes ...

View All >

Injuries and illnesses

- > Back injuries
- > Hearing loss
- > Mild traumatic brain injuries
- > Musculoskeletal injuries
- > Occupational cancer

Treatment and recovery

- > Acupuncture
- > Cannabis
- > Direct Referral to Physiotherapy
- > Hearing aids and batteries
- > Occupational medicine

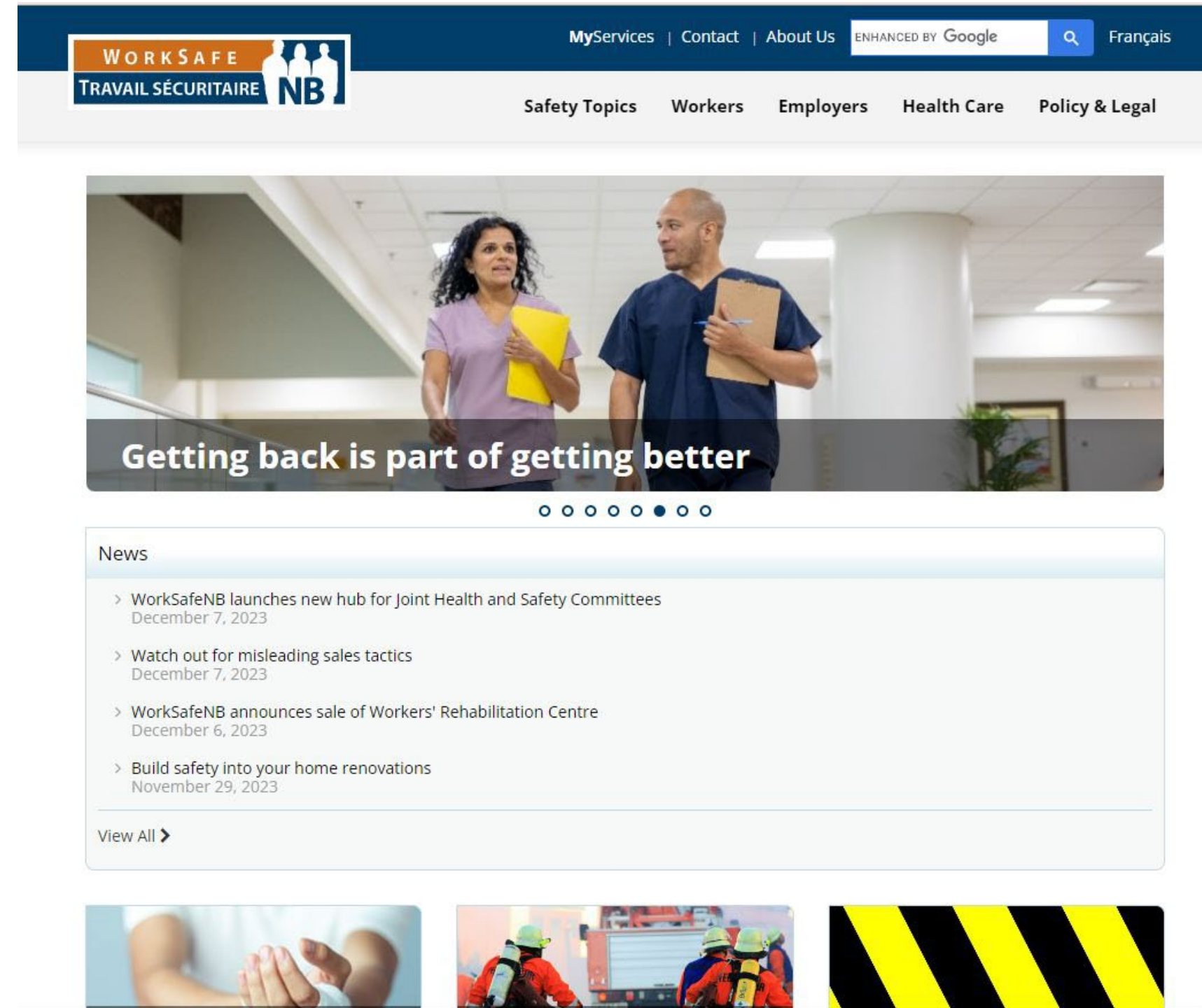
Getting Back is Part of

other may affect

Access health-related resources here:

<https://www.worksafenb.ca/health-care/>

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.



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WORKSAFE TRAVAIL SÉCURITAIRE NB

Safety Topics Workers Employers Health Care Policy & Legal


Getting back is part of getting better

View All >

News

- > WorkSafeNB launches new hub for Joint Health and Safety Committees
December 7, 2023
- > Watch out for misleading sales tactics
December 7, 2023
- > WorkSafeNB announces sale of Workers' Rehabilitation Centre
December 6, 2023
- > Build safety into your home renovations
November 29, 2023

View All >





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.

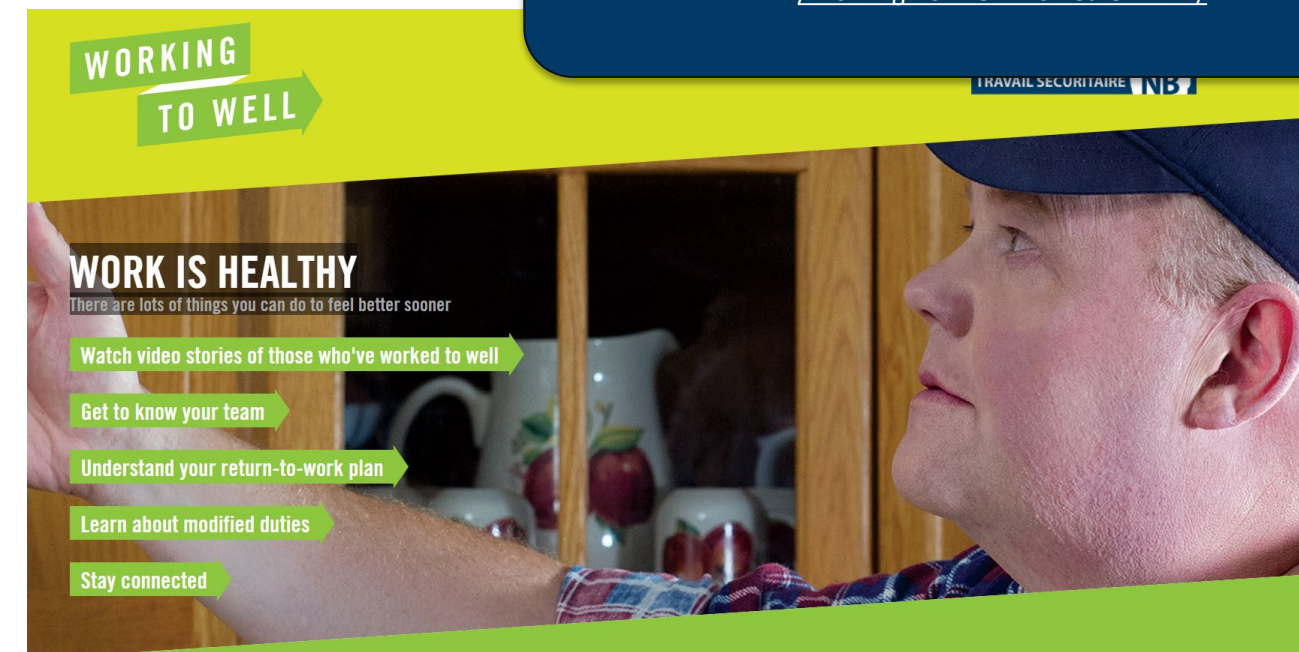
HEALTH CARE PROVIDER

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](#)

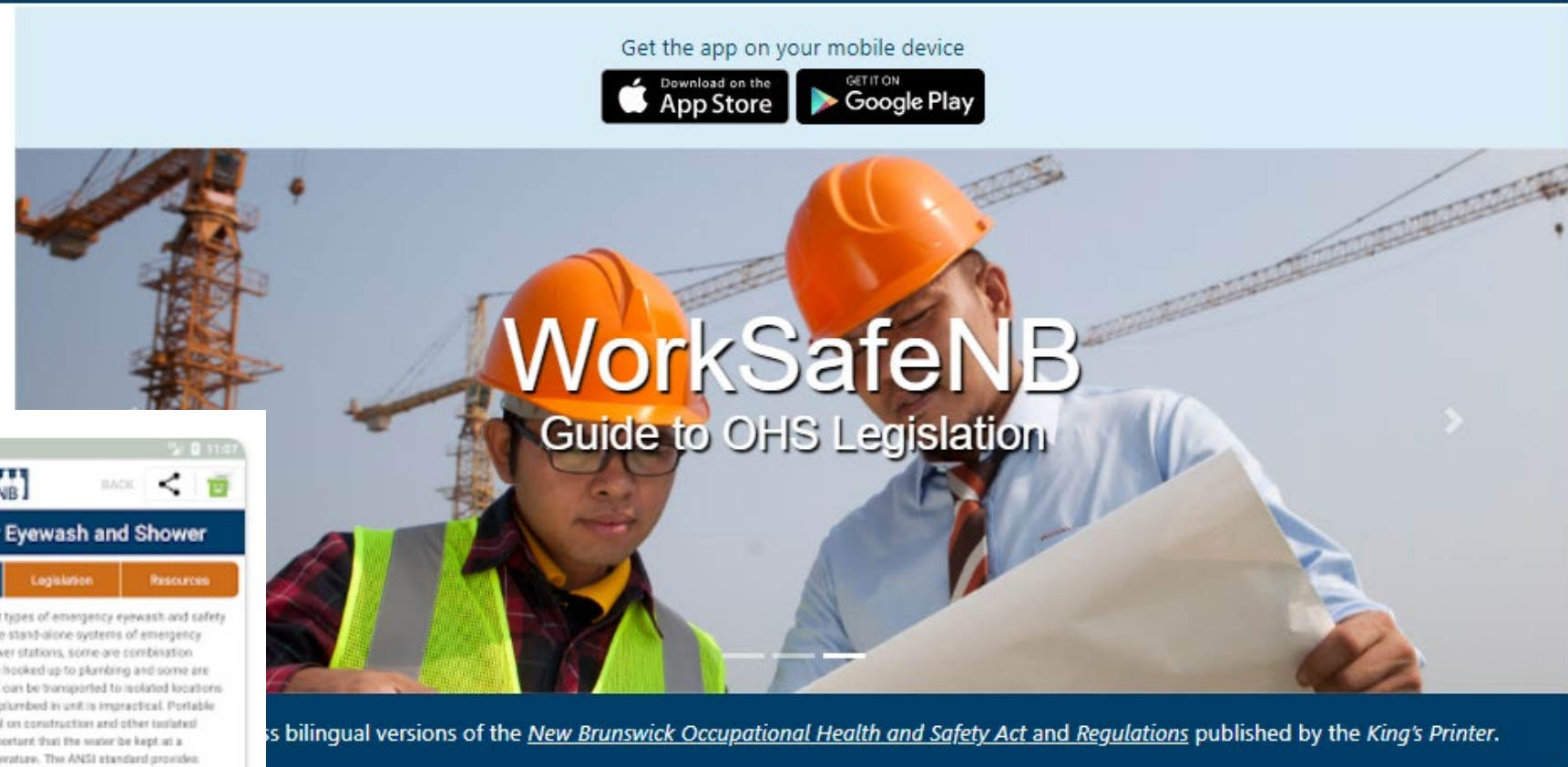
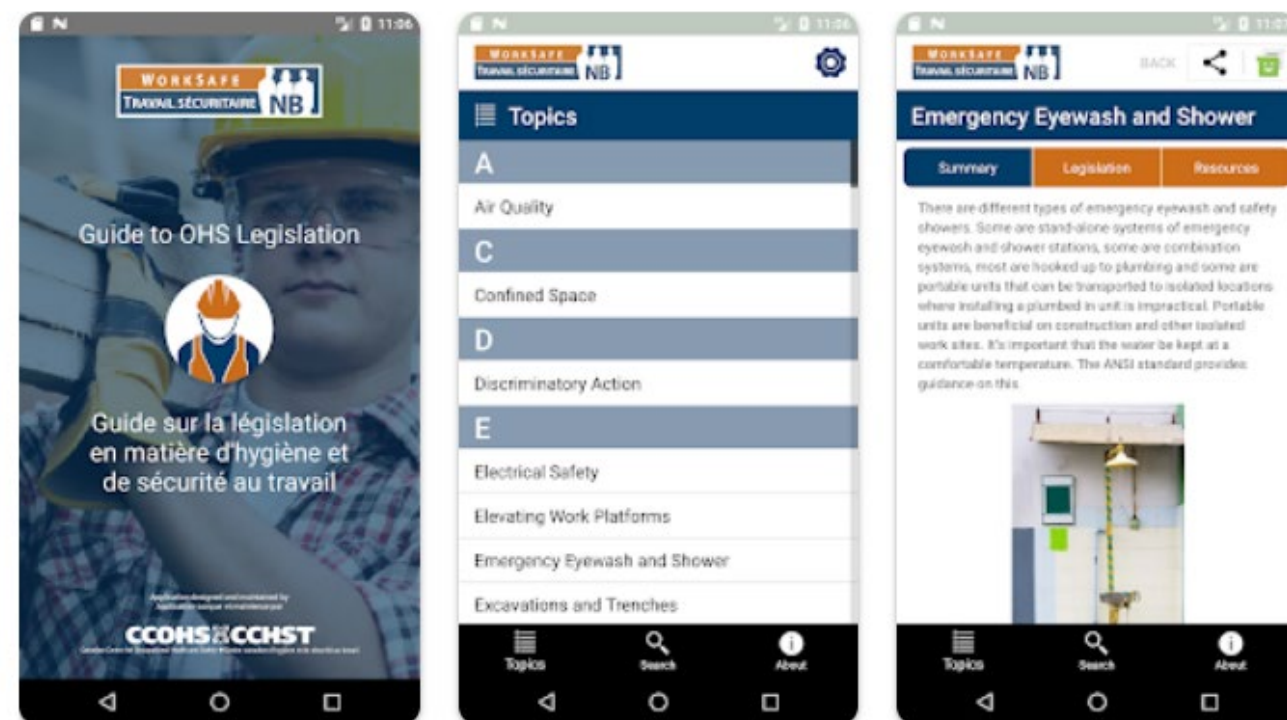
Open the e-book!
<https://cloud.3dissue.com/164281/164545/236334>
</Working-To-Well-WorkSafeNB-EN/>



WEB RESOURCES

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.



Topic Listing

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

- I** Impairment - Drugs and Alcohol
Industrial Lift Trucks
- J** Joint Health and Safety Committees - Fixed Workplace
Joint Health and Safety Committees - Project Sites
- L** Laboratory Safety
Ladders
- R** Radon
Reporting and Notifications
Respiratory Protection
Roofing
- S** Safeguards
Safety Policy
Sanitation and Accommodations
Scaffolding
Supervision

<https://ohsguide.worksafenb.ca/index.html>

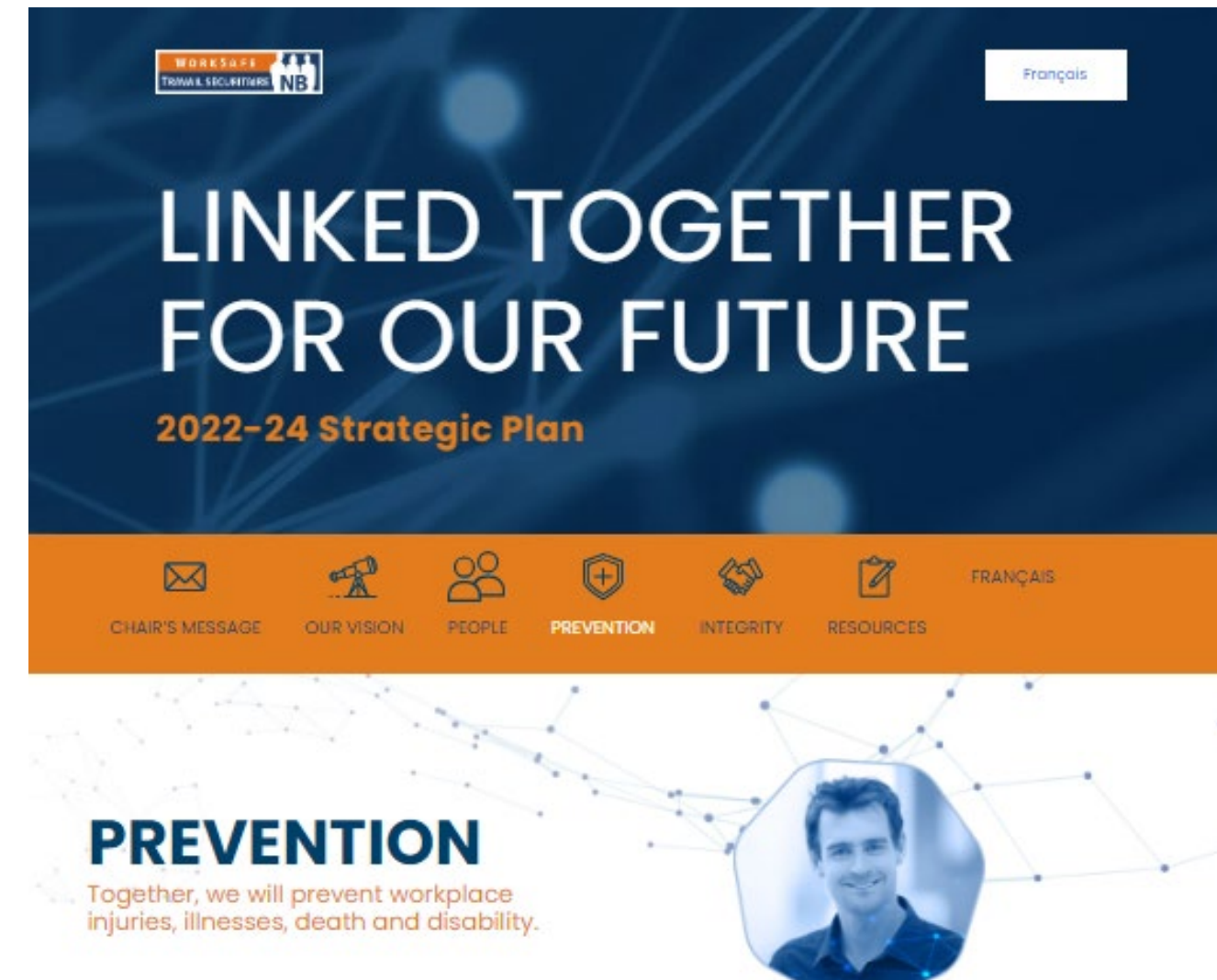
WEB RESOURCES

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!

2022-24 Strategic Plan

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

WEB RESOURCES

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?



1 800 999-9775

Or click here!

MyServices: 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

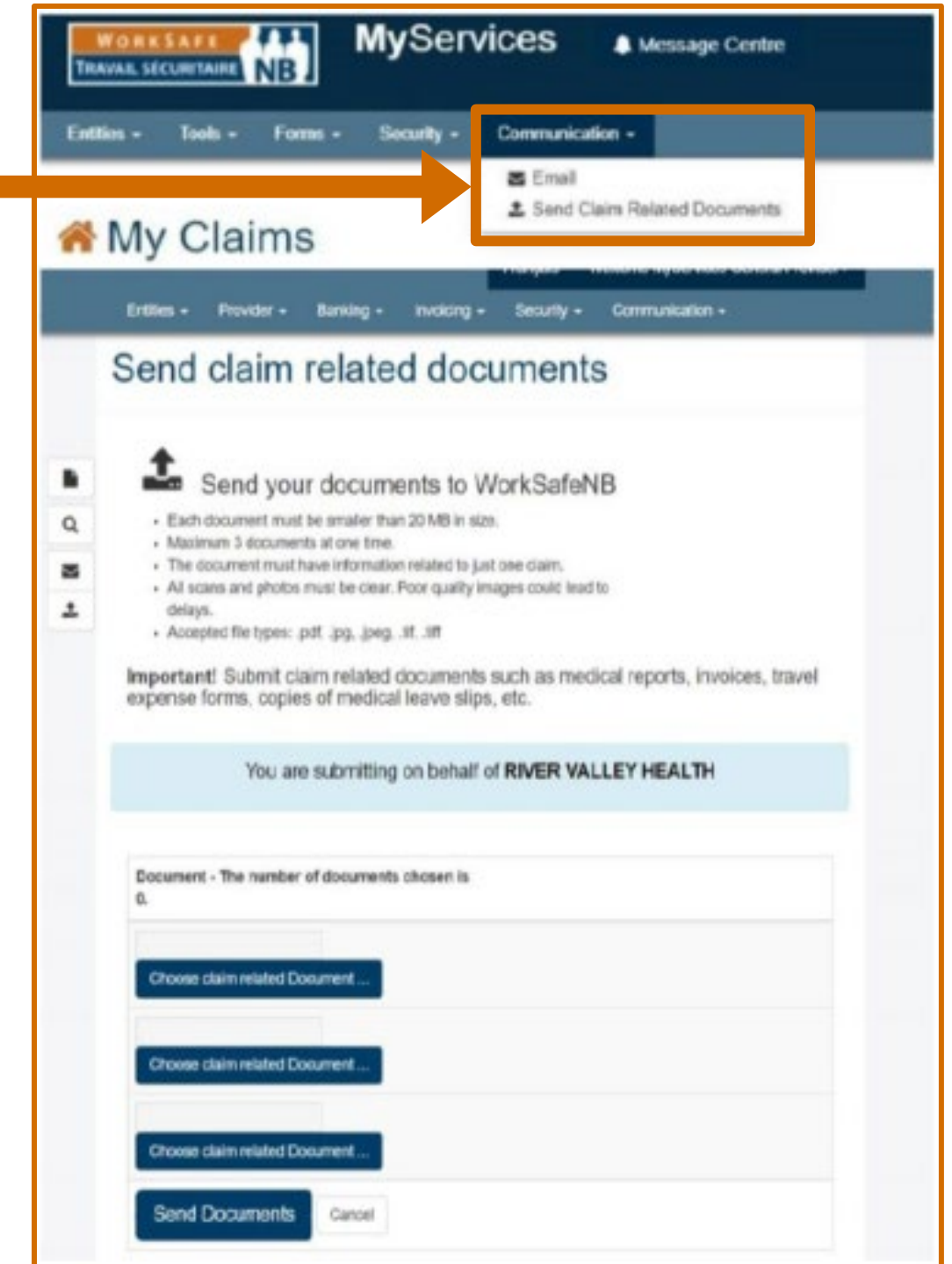
- Select “Send claim-related documents” under the “Communication” tab
- Upload the document

EMAIL US

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

Need help?

 1 800 999-9775



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)

https://www.ccohs.ca/oshanswers/psychosocial/rtw/rtw_program.html

Institute for Work and Health

<https://www.iwh.on.ca/>

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

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7602369/>

Choosing Wisely Canada: Occupational Medicine

<https://choosingwiselycanada.org/recommendation/occupational-medicine/>



APPENDIX

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APPENDIX

Terms and acronyms

Adjudication	Determination on whether an injury or illness meets the legal requirements for compensability under the <i>Workers' Compensation Act</i> or <i>Firefighters' Compensation Act</i> .	
Case manager (CM)	WorkSafeNB professional managing a claim under WorkSafeNB's case management team. The CM is your main contact for questions on 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).	
Direct Referral	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.	https://www.worksafenb.ca/employers/claims/direct-referral-to-physiotherapy-program/
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).	

Terms and acronyms

WorkSafeNB health care consultant	WorkSafeNB professional who provides expertise and support to external health care partners in the same discipline.	
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.	
MyServices	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.	https://www.worksafenb.ca/myservices/#care_providers
RTW	Return to work	
SUCCEED	A six-week early intervention program supporting workers with a traumatic psychological injury.	https://www.worksafenb.ca/health-care/injuries-and-illnesses/tpi-recovery-information-for-workers/
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.	https://laws.gnb.ca/en/tdm/cs/W-13//
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.	https://workingtowellnb.ca/

Quick links

Forms	https://www.worksafenb.ca/health-care/working-with-us/health-care-forms/
E-News signup (WorkSafeNB newsletter)	https://landing.mailerlite.com/webforms/landing/y6nlg0
MyServices	https://www.worksafenb.ca/myservices/
Policies	https://www.worksafenb.ca/policy-and-legal/policy/view-our-policies/
Traumatic Psychological Injury Resource Centre	https://www.worksafenb.ca/health-care/injuries-and-illnesses/traumatic-psychological-injury-resource-centre/
Working to Well	https://workingtowellnb.ca/
WorkSafeNB site	https://www.worksafenb.ca/
WorkSafeNB's strategic plan	https://people-prevention-integrity.ca/
WorkSafeNB FAQs	https://www.worksafenb.ca/general-resources/frequently-asked-questions/

**THANK YOU
FOR HELPING
NEW BRUNSWICK
WORKERS GET
BETTER!**



PHYSIOTHERAPY

PARTNER RESOURCES

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PHYSIOTHERAPY

Introducing your PT consultant

Justin Parsons MSc PT, BSc HKin
Physiotherapy (PT) Consultant

Justin has more than 15 years of experience in physiotherapy treatment and consultation. Within WorkSafeNB, Justin has been a provider for the direct referral and back management programs as an external provider and multi-disciplinary treatment within WorkSafeNB. Justin is a member of the CPA Ortho and Pain Science divisions and has shared his expertise at conferences across Atlantic Canada. His background also includes serving as a rehab consultant for a QMJHL hockey team and head therapist for Canada's Junior National Ball Hockey program.

Contact Justin



506 738-4003
1 800 999-9775



Email through MyServices



PHYSIOTHERAPY

Introducing your PT consultant

Beth McCluskey Pelletier BSc PT, BPE
Physiotherapy (PT) Consultant

Beth has a Bachelor of Science degree in Physiotherapy as well as a Bachelor of Physical Education degree in Sport Science. Her career spans more than 20 years at WorkSafeNB, starting as a clinical physiotherapist, then client services manager in the Work Recovery program, and now physiotherapist consultant. Beth has also worked for three years in the private sector. She is a member in good standing with the CPTNB.

Contact Beth



506 738-4063
1 800 999-9775

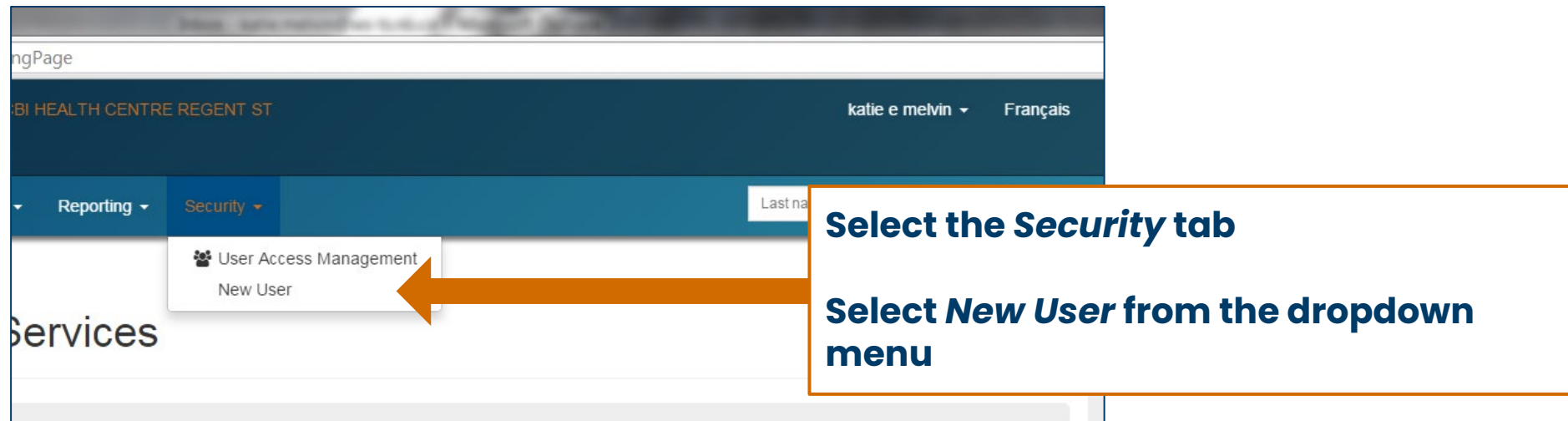


Email through MyServices




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

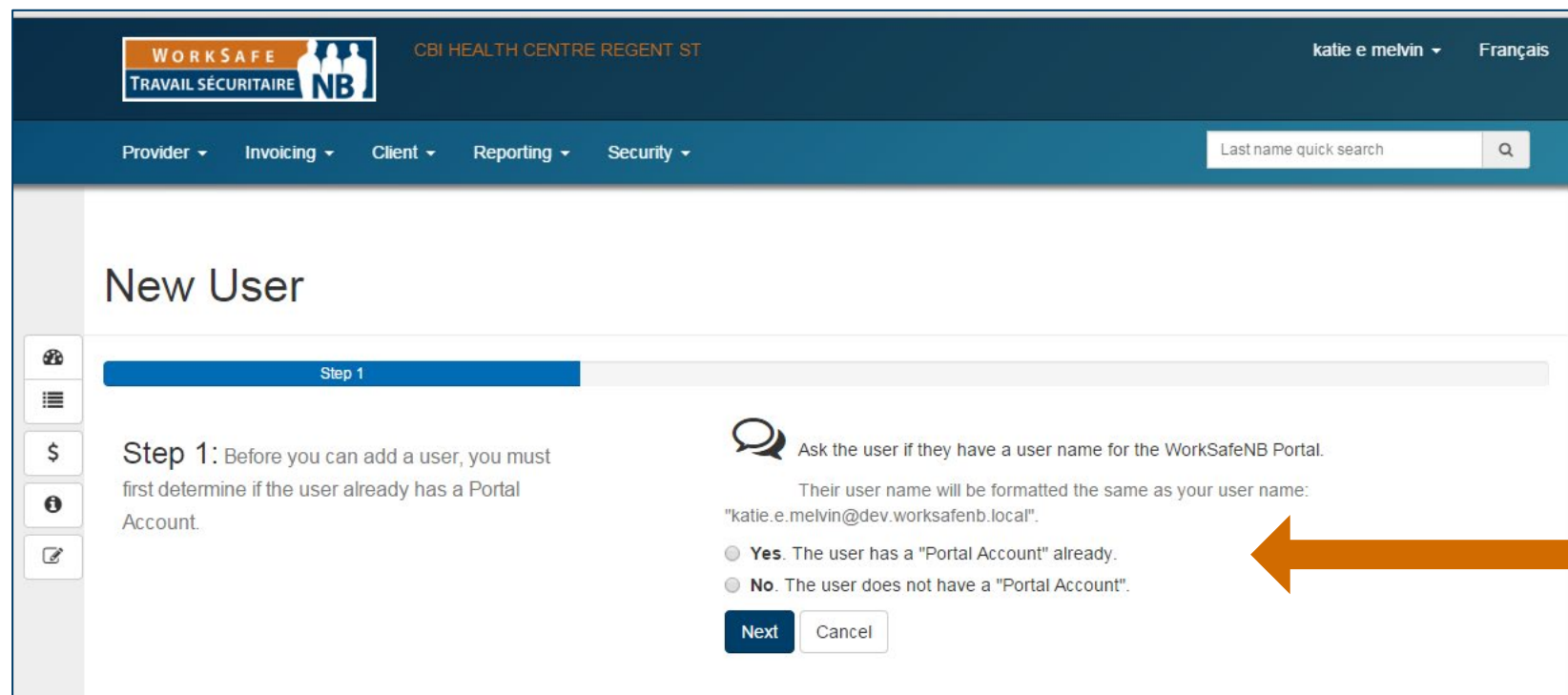
Step 1: Entity (clinic) administrator logs into E-Physio



Need help?

 **1 800 999-9775**

Or [send us a note](#) through our online form.



- 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.


The screenshot shows the 'Add New User' interface with three steps:

- Step 1: Tell us the Email Address of the person who is registering** - An orange arrow points to the '* Email Address' input field.
- Step 2: Set up a Registration Code that the user will be required to know when registering** - Two orange arrows point to the '* Registration Code' and '* Confirm Registration Code' input fields. A note next to the first field says 'You must provide...' and 'they will not be al...'.
- Step 3: Send the invite to the email address above to start the self-registration process** - An orange arrow points to the 'Send Email Invite' button.

- 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?

 **1 800 999-9775**

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.

The screenshot displays the 'Add Portal User' interface. At the top, there's a navigation bar with 'WORKSAFE TRAVAIL SÉCURITAIRE NB' and 'CBI HEALTH CENTER FREDERICTON'. Below this is a menu with 'Provider', 'Invoicing', 'Client', 'Reporting', and 'Security'. A search bar for 'Last name quick search' is also present. The main content area is titled 'Add Portal User' and features a progress bar with 'Step 2' highlighted. The instructions for Step 2 state: 'Add the user account information. Both the User Name and the Account Number are visible on the users Profile page. i.e.' Below the text are two input fields: 'User Name' (containing 'john.doe@services.ws-ts.nb.ca') and 'Account Number' (empty). A preview card shows a user profile for 'John.Doe' with email 'John.Doe@services.ws-ts.nb.ca' and account number '1000001'. Navigation buttons 'Previous', 'Next', and 'Cancel' are located at the bottom of the form.

- 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, "[Licensing Information](#)"

Need help?



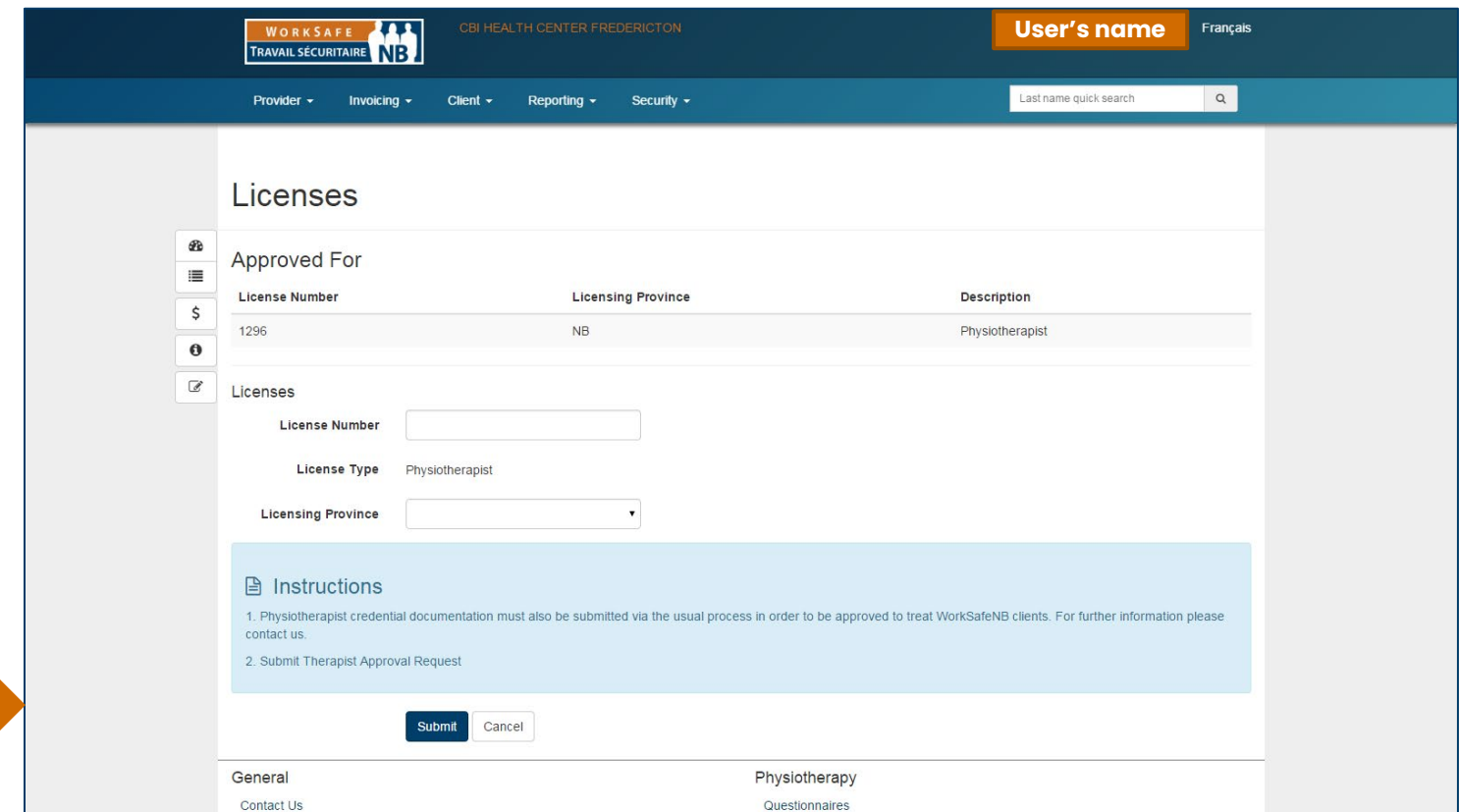
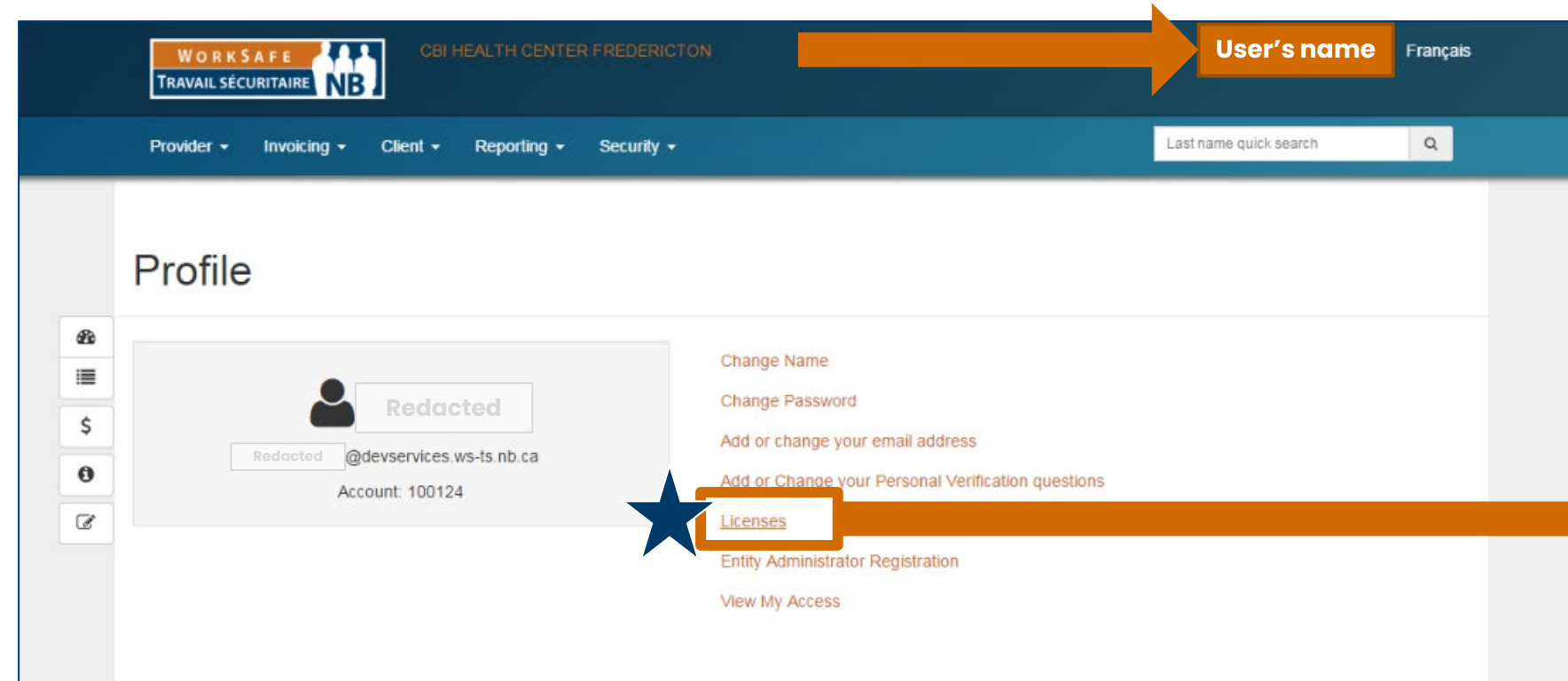
1 800 999-9775

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.

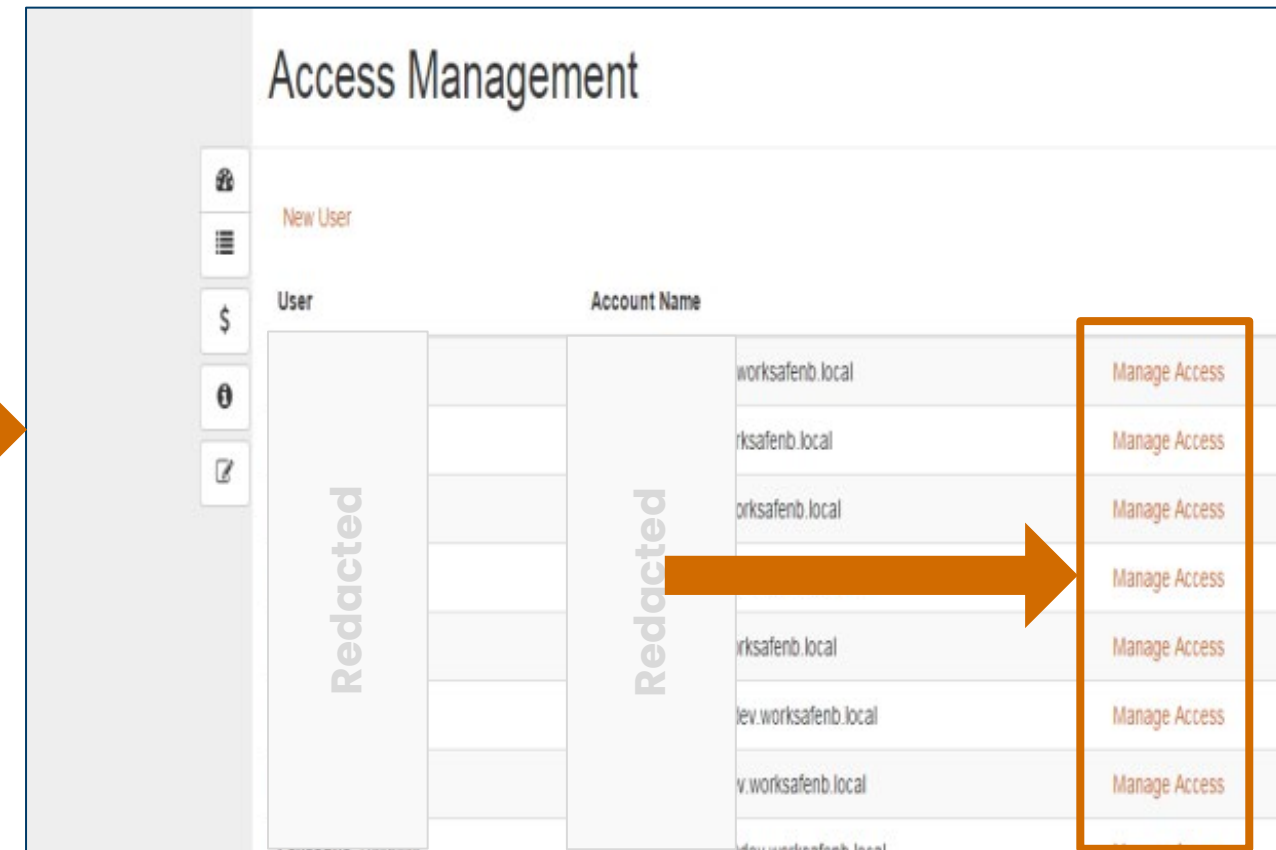
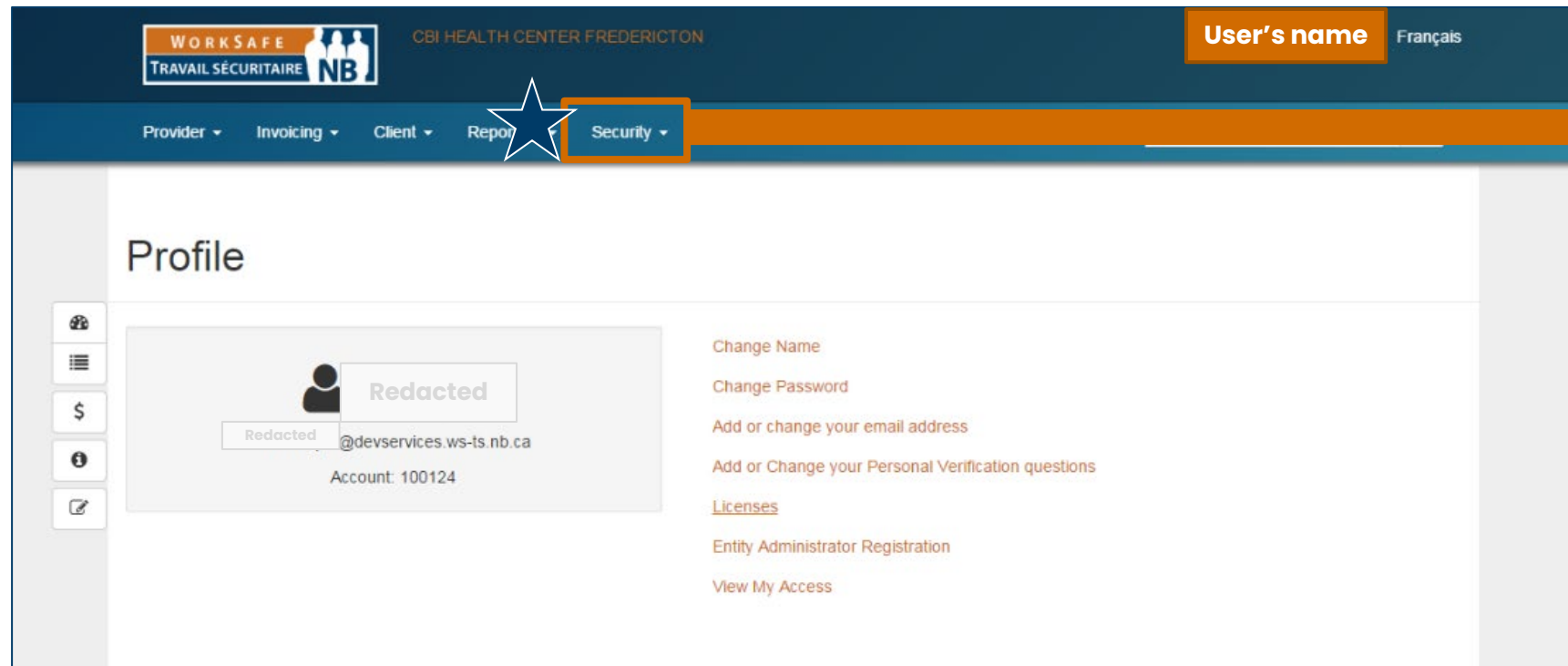
Note: If a physiotherapist tries to submit a report, but has not yet entered their licence number, they will see this message:



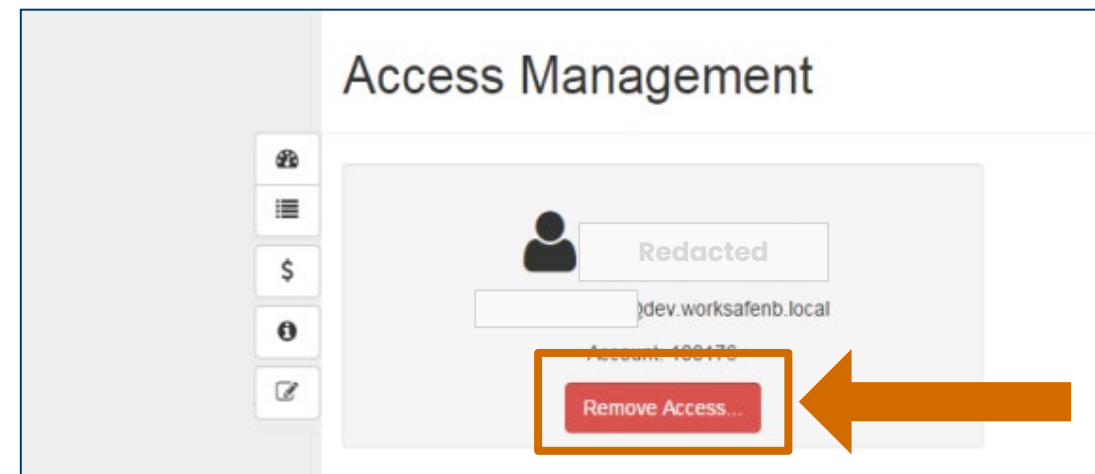
Navigating E-Physio: Removing Users

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?

 **1 800 999-9775**

Or [send us a note](#) through our online form.

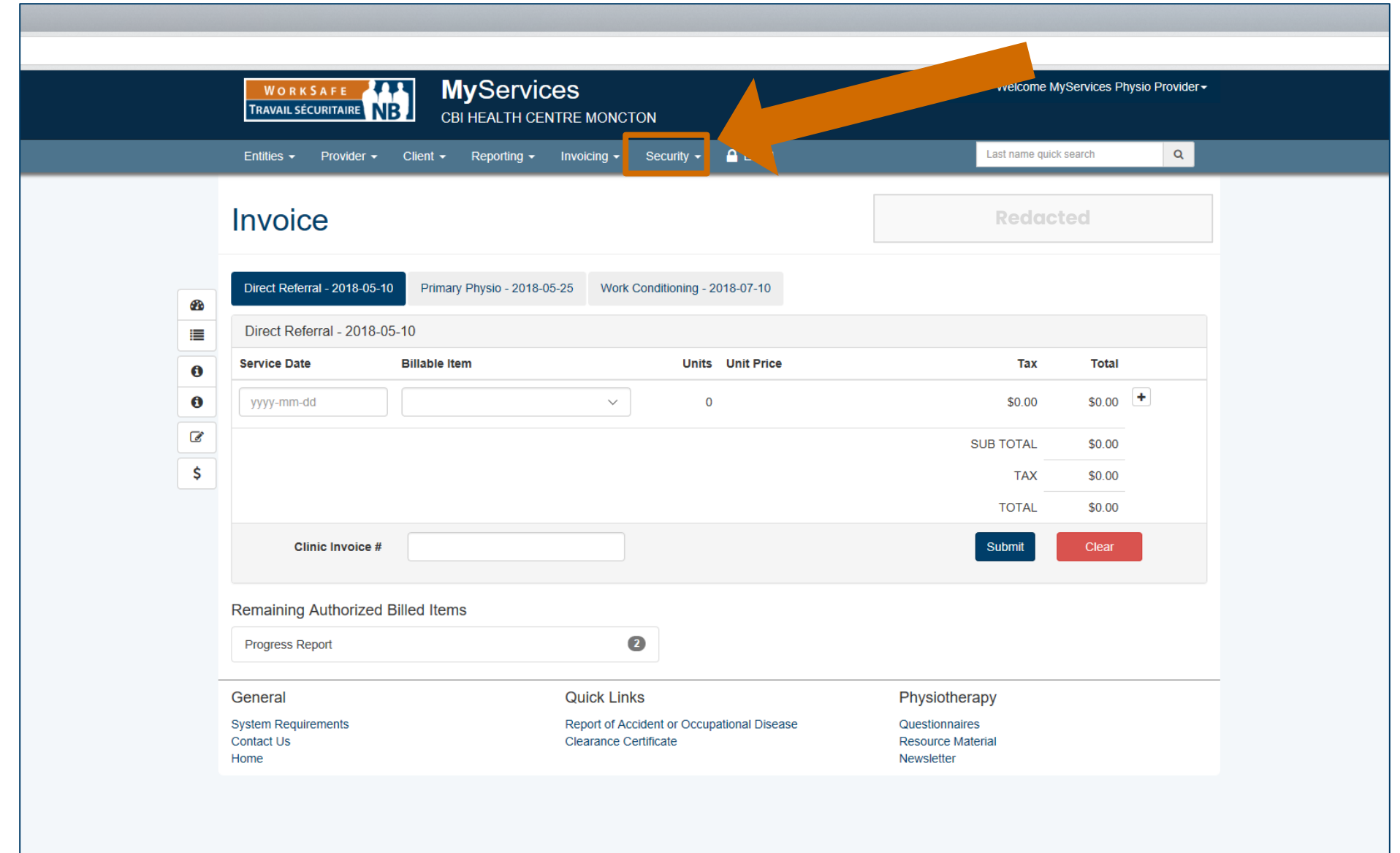
Navigating E-Physio: Submitting Invoices

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?

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Prevention.
Integrity.

