

## THE NUTS AND BOLTS

### What does WSIB pay for?

Appropriate, necessary and sufficient health care directly related to the workers' injury/illness

Physicians are paid for:

- Phone calls initiated by WSIB
- Completing forms

### If I don't have a billing number - how do I get one?

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

### Do I need to obtain waivers to provide personal health information from my patient?

No. The Workplace Safety & Insurance Act authorizes the WSIB to request medical information without consent.

### What forms might be asked to complete?

#### Health Professional's Report - 'Form 8'

- this form is for the 1st report of injury/illness
- always complete it for first visit
- send it to WSIB quickly to avoid delays in claims decision-making
- download it from [www.wsib.on.ca](http://www.wsib.on.ca) or call 1-800-387-0750 for a supply

#### Functional Abilities Form for Early & Safe RTW (FAF)

- helps with return to work decision-making and planning
- complete only on request from the worker or employer, who will supply the form

#### Health Professional's Progress Report - 'Form 26'

- ensures continuity of worker's benefits
- sent via worker when WSIB needs to know worker's progress

**INTERESTING FACT: Ontario's WSIB is one of the most comprehensive insurance systems in the world.**



## Guide to the Workplace Safety & Insurance Board of Ontario (WSIB)

### Including facts on:

- Patient care and the WSIB
- Early and safe return to work
- The nuts and bolts of the WSIB

And a handy WSIB Phone Number Quick Reference Card

## PATIENT CARE AND THE WSIB

### Who deals with patient care issues at the WSIB?

**Eligibility Adjudicator:** Decides initial case eligibility and identifies and assesses cases early to determine the scope of proactive case management required and need for RTW intervention.

**Case Manager:** Assesses, plans and coordinates RTW and recovery. Once a case is approved by the eligibility adjudicators, the case manager works with the workplace parties to set safe and sustainable return to work goals, and to create plans that support return to work and recovery. Reviews and monitors those plans and refers for Labour Market Re-Entry services if required.

**Nurse Consultant:** Makes and communicates health care entitlement decisions, and provides clinical advice, guidance, and interventions to mitigate recovery obstacles delaying recovery and return to work. Coordinates access to care for workers with medically complex injuries when appropriate.

**Medical Consultant:** A community based doctor. Does not deal directly with patients but provides consultation services.

**RTW Specialist:** Provides onsite assistance to the workplace parties in resolving & removing return to work obstacles when the Case Manager identifies an issue that requires the RTW Specialist's services.

### How can I access these individuals?

Physicians can call a WSIB Medical Consultant directly using the phone numbers on the **WSIB PHONE NUMBERS Quick Reference Card** included with this reference guide.

### How can I reach the Case Manager or Nurse Consultant working with my patient?

Call the Health Professional Access Line at 416-344-4526 or toll-free at 1-800-569-7919. The line is open Mon - Fri, 9 a.m. - 4 p.m.

## What WSIB programs are available?

**Regional evaluation centres** (diagnosis, treatment options, prognosis)

- hospital-based, multidisciplinary health-care assessment of soft tissue injuries

**Programs of care** (condition-specific treatment packages)

- care is delivered by local regulated health-care professionals registered with WSIB
- current programs: acute low back injury, upper and lower extremity injury, noise induced hearing loss, contact dermatitis, occupational asthma, mild traumatic brain injuries

**Community clinics** (soft tissue injury treatment for patients 29 - 70 days post-accident)

- physical conditioning, fitness and education programs delivered locally

**Serious Injury Program (SIP)**

- provide seriously injured workers with the specialized treatment, equipment, and services they need to maximize their recovery of function and quality of life
- once a worker is transferred to SIP, all aspects of administration of the worker's claims are handled by the program

**WSIB Drug Benefit Program**

- pays the cost for medication prescribed by physicians for work-related injury or illness

**Specialty programs** (assessment/treatment)

- hospital-based treatment programs, contracted by WSIB to assess and deliver care for more complex cases

**Current programs:**

- amputee
- burns
- gloves & gauntlets
- hand
- lower extremity
- neurology
- occupational disease
- orthopedic shoes & orthotics
- pain management
- psychological trauma
- shoulder & elbow
- upper extremity

## Can I refer patients directly to any of these WSIB programs?

Yes. You can refer directly for regional evaluation centres, community clinics and programs of care. For specialty clinics, referrals are made via the Nurse Consultant.

## EARLY AND SAFE RETURN TO WORK

### What are an employer's legal obligations regarding return to work?

The law says an employer has "re-employment obligations" if a worker has been employed for one year or more, and the firm has 20 or more employees.

Accommodated work means the worker can return to work with work hours or tasks changed to be manageable until the worker recovers full function.

Labour Market Re-entry program occurs if the worker cannot return to the previous employer. This WSIB program helps workers return to the workforce at his/her wages at the time of injury. Services vary with worker needs and can include skills assessment, job searches, upgrading or training.

### What is my role in early and safe return to work?

You may:

- contribute medical information about restrictions, limitations or abilities, which aids in decision-making
- 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
- understand job requirements through discussion with workplace

### References:

*Seven Principles for Successful Return to Work*  
www.iwh.on.ca

**For more information or to see directories, visit [www.wsib.on.ca](http://www.wsib.on.ca)**