

Progressive Rehab

April 14, 2020

RE: Progressive Rehab – Community Plan – COVID-19

Dear valued clients and customers,

As you may now be aware, Progressive Rehab has made the decision to suspend in-person assessments for the month of April in line with directives from the BC Medical Health Officer and in keeping with our Regulatory College professional and ethical standards. It has been a difficult decision as we understand the impact that this potentially has on management of your files and your client needs.

Given the nature of our services we cannot reasonably conduct in-person assessments while maintaining appropriate distancing, due to the duration of these assessments and multiple shared touch points associated with testing equipment, without impacting safety of clients, clinicians and other staff. In addition, we recognise some clients may not feel comfortable attending appointments in the community given the various impacts and risks related to the COVID-19 situation.

We will continue to monitor this fluid situation, review and revise our scheduling as appropriate based on provincial and national health guidelines. Our office is still open, staffed by a limited administrative team and available to receive/send couriers and carry on essential administrative services. All other clinicians and staff are working remotely so that we can continue to provide services during this time. All administrative and clinical staff are available by e-mail.

We are still working and can provide the following:

Medical Legal Services

- **Cost of Future Care** – We can provide a report based on review of documents and/or with telephone/videoconference interview, photos of home and other critical items. This may serve as a preliminary report to assist with mediation and/or be a final report pending circumstances and need for in-person assessment of function.
- **Functional/Work Capacity Evaluation** – We can start this assessment with review of medical documents and/or telephone/videoconference client interview in preparation for functional testing when in-person services can resume. This will serve to facilitate a faster turn-around time on reports.
- **Vocational Assessments** – We can provide a report based on review of medical, employment, educational, and earnings documents and/or with telephone/videoconference clinical interview. This may serve as a preliminary opinion report (without vocational testing) if needed to assist with mediation and/or be a final report pending circumstances. Alternatively, this can be a start to the evaluation process in preparation for future vocational testing when in-person services can resume. This will serve to facilitate a faster turn-around time on reports.
- **Critiques/Responding Reports** - File and report review for the purpose of critique and responding reports (verbal or written) by our occupational therapists and vocational consultants.
- **Consultation/File Direction** - General document review or discussion for file direction and management (identifying need for rehab, functional or cost of future care assessment, vocational assessment, other medical assessments).

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Rehabilitation Services

In an effort to adjust to the new reality that this pandemic has created for us all, our

- **Occupational Therapists,**
- **Vocational Consultants and**
- **Clinical Counsellors**

have mobilized services to offer treatment via telehealth. For many clients, their rehabilitation programs have been disrupted by the directives for social distancing, closures of clinics and facilities where their active rehabilitation was taking place, and return to work plans put on hold. The current situation has led to decreased activity, social isolation and increased stressors impacting both physical and mental health.

If you have a client who needs support and services during this time, please do not hesitate to give us a call or contact us by email at progressive@orionhealth.ca.

We are prepared for this service-delivery transition and have the necessary technologies in place. All telehealth services are done using procedures and platforms that comply with the Freedom of Information and Privacy Protection Act.

We thank you for your understanding and flexibility in our efforts to make modifications to our practice as we continue to support the health and safety needs of our clinic staff, clients, and communities.

We hope that you, your families and communities remain healthy and safe during this time.

Sincerely,

The team at Progressive Rehab