

# Just-in-time assistance and outreach for managing WorkSafeBC patients

**D**id you know? WorkSafeBC and UBC CPD have a joint committee that develops and oversees all accredited programs. The committee includes WorkSafeBC physicians, UBC CPD staff and consultants, and community physicians and nurse practitioners.

Here are some suggestions from our committee.

## Just-in-time assistance: RACE Line

Although there is a checkbox on Form 8/11 to request a call from a WorkSafeBC physician or nurse, it is quicker to reach us on the RACE Line at 604 696-2131 or toll free at 1 877 696-2131. Physicians are available to speak to you Monday to Friday, 8 a.m. to 5 p.m. Pacific Time.

Please leave a message if we don't pick up, and we will return your call within 2 hours. Feel free to also leave a message in the evening or on the weekend. We will call you back within the first 2 hours of the next business day.

If your call is about your patient's claim, you should bill the fee code 19930 rather than the MSP code. You can also call with general questions about patient care and management for occupational injuries and diseases.

This line is available for primary care physicians, nurse practitioners, and specialists who manage patients with work-related injuries and occupational diseases.

## Workshops: Accredited outreach tailored for you, your colleagues, and your office staff

### Patient care, physicians, and WorkSafeBC

Are you or your office staff interested in knowing more about WorkSafeBC for your practice? Forms? Billing? Would you like resources for your patients with work-related injuries to assist in navigating their medical recovery and safe return to work? Do you know if you are considered an employer required to register with WorkSafeBC? Do you wonder if you could submit a claim if you have sustained a work-related injury or been diagnosed with an occupational disease?

We have accredited outreach for family physicians and specialists (being delivered virtually at the time of this writing). This outreach is offered to you, your colleagues, MOAs, and others you identify, at the time that suits you best. To arrange this, please contact Medical Services at 1 855 476-3049, contact any of our medical advisors, or let us know during your RACE Line call.

## Not just a prescription pad: A multimodal approach to chronic noncancer pain

Interested in learning more about best practices in the treatment of chronic noncancer pain?

You can request that this accredited workshop be delivered to your community. Presented by Drs Launette Rieb and Peter Rothfels, this interdisciplinary workshop helps you:

- Develop confidence in having difficult conversations related to broadening pain education and treatment options beyond the prescription pad.
- Apply key pharmacological principles, including opioid tapering, initiation of substitution therapy, and medication exit strategies.

- Identify community and regional resources and supports, including WorkSafeBC.

Our next confirmed workshop is 3 December 2021, as a preconference workshop for our annual WorkSafeBC conference.

If you would like this workshop for your community, please contact Medical Services at 1 855 476-3049, contact any of our medical advisors, or let us know during your RACE Line call.

## Conference: Occupational medicine and disability prevention and management

In partnership with the Northwest Association of Occupational and Environmental Medicine, WorkSafeBC's annual conference features speakers from both north and south of the 49th parallel. This year, join us virtually on Saturday, 4 December 2021, to participate in a program that includes topics such as post-acute COVID-19 management, chronic pain, disability management best practices, resident research, physical examination workshops, virtual worksite visits, persistent symptoms post-concussion, PTSD, occupational dermatitis, cannabis in the workplace, and physician wellness in challenging times. Check out the agenda and register at <https://ubccpd.ca/learn/learning-activities/course?eventtemplate=182-2nd-annual-worksafebc-naoem-joint-conference-for-community-physicians>. ■

—Kevin Berman, MD, JoAnna Cassie, Celina Dunn, MD, Brenda Hardie, MD, Tanya Fairweather, MD, Harry Karlinsky, MD, Nancy Parmar, NP, Olivia Sampson, MD, Holly Workman, MD  
WorkSafeBC's Physician Education Initiatives Committee

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*This article is the opinion of WorkSafeBC and has not been peer reviewed by the BCMJ Editorial Board.*