



Practice standards for massage therapists

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Intent

1. This document sets out the following information for massage therapists providing services to WCB customers:
 - a. accreditation standards
 - b. service provider guidelines

Introduction

2. All massage therapy service providers treating WCB patients must comply with practice standards of the Massage Therapist Association of Saskatchewan (MTAS).
3. The standards will encompass the delivery of medically necessary and injury-related massage therapy services and the environment in which these services are delivered. Massage therapy service providers treating WCB patients must comply with the standards noted below.

Professional affiliation and WCB accreditation requirements

4. A massage therapy service shall be provided to WCB patients by a massage therapy service provider who:
 - a. Is currently registered to practice in the province of Saskatchewan;
 - b. Is in good standing with MTAS; and
 - c. Has been accredited as a WCB service provider by the WCB.
5. Registration shall be at the therapist level, which currently includes a 2200-hour educational requirement, plus practical experience. Decisions regarding whether a massage therapy service provider has satisfied this educational requirement shall be made by the MTAS.
6. Information and application forms pertaining to accreditation with the WCB are available online at www.wcbask.com.

Practice guidelines

7. Massage therapy service providers must practice:
 - a. Within the scope of services identified by the WCB in the service fees and fee codes for massage therapy service providers);

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- b. In compliance with practice standards of the MTAS; and
 - c. The practice standards contained within this schedule.
8. Where a service is provided outside of the province of Saskatchewan, the therapist must comply with the practice standards within this schedule.

Scheduling of patients

9. Massage therapy services will be provided to WCB patients only upon referral by a licensed practitioner who identifies the goals and objectives of treatment. The referral document shall be provided to the WCB at the time the massage therapy service provider is seeking authorization to provide care, and invoice the WCB for that care.
10. The massage therapy clinic shall maintain evidence of some measure of volume per massage therapy service provider and the customer's injury related needs will determine duration of treatment time. The treatment is not to exceed more than one treatment per day, unless prior approval is received.

Model of care

11. The massage therapy service must be a component of a multi-component treatment plan and not a stand-alone option and, where appropriate, the massage therapy service provider will encourage the patient to make active efforts towards recovery, rather than adopting a passive involvement in recovery from the work injury. Treatment shall focus on the area of injury and, as necessary, adjacent structures and not whole body massage.

Managing potential conflict of interest

12. Where the massage therapy service provider or clinic has a financial relationship with the injured worker's employer, that relationship shall be disclosed to the injured worker at the first contact, ensuring the worker has an opportunity to make an informed decision regarding their choice of a provider.

Fees for service

Section 103(1) of *The Workers' Compensation Act, 2013* states:

Every worker who is entitled to compensation or who is disabled only on the day of the injury is entitled without charge to:

- (a) Any medical aid that may be necessary as a result of the injury;
- (b) Any other treatment by a health care professional.

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13. Authorization shall be obtained prior to commencing treatment by filling out the Primary Level Authorization to Treat document and faxing this to the WCB. A response from the WCB must be obtained prior to commencing treatment.
 14. Where the WCB has authorized massage therapy services, a maximum of five treatments will be funded. To prevent financial hardship to the injured worker, the therapist will invoice the WCB, not the customer, at the rate provided in the service fees and fee codes for massage therapy service providers. The worker, the employer, or insurance plans cannot be billed for amounts in excess of the fees set by the WCB.
 15. Fees are payable on a per visit basis, rather than an hourly or half-hourly rates.
 16. Massage therapy service providers may invoice the WCB online at www.wcbask.com.

Confidentiality requirements

17. All health-related and personal information received during the course of treatment of a WCB customer will be treated in a confidential manner, and no information will be revealed to any person or party other than those persons to whom reports are to be made, or to such other persons as may, from time to time, be designated by the WCB. Information pertaining to functional ability may be provided to the employer for the purposes of establishing a return-to-work arrangement.
18. Where an injured worker requests copies of his massage therapy file, the therapist shall provide only those documents which were created in the clinic. Documents from other providers and the insurer may be obtained by the injured worker from the creators or stewards of those records.

Record keeping and reporting

19. The massage therapy service provider will maintain a written record for each patient, which will include the assessment findings, the goals and objectives of treatment, treatment plan, treatment provided, periodic reviews and discharge summary. Initial assessment findings, where an initial report has been requested by the WCB, shall be sent to the WCB within three days of the assessment. A progress report, where requested by the WCB, shall be sent mid-course, and a discharge summary, where requested by the WCB, shall be sent within three days of discharge.
20. All reports will identify, in functional terms, the progress that is being made towards the employment duties and the goals and objectives of treatment as identified by the referring licensed practitioner. Treatment will be discontinued where the discharge goals are met or where insufficient progress is demonstrated towards these goals as determined by

operations staff or the massage therapy service provider, or where the treatment approved by the WCB file manager has been completed.

21. Reporting forms for massage therapy service providers are available online at www.wcbask.com and may be revised from time to time with input of the MTAS.

Facility guidelines

22. Treatment shall be provided in a treatment area designated solely for the provision of massage therapy or therapeutic services. Space, facilities and equipment shall be adequate to fulfill the needs of, and be accessible to, the types of patients served. The massage therapy service provider shall treat in clinics that are accredited by the WCB and shall notify the WCB when the massage therapy service provider moves, discontinues services in a clinic, or begins providing service in a new location.

Continuing education

23. Where treatment facilities are shared by more than one massage therapy service provider, there shall be a planned orientation program attended by all new staff. All massage therapy service providers shall meet the continuing education requirements of the MTAS and shall have knowledge of current massage therapy practice and treatment protocols.

Quality assurance and performance evaluation measures

24. Within each clinic, there shall be a program to evaluate the quality and quantity of care provided. The evaluation shall include an evaluation of outcomes.
25. Compliance to practice standards for massage therapy service providers providing primary level services to WCB customers may be monitored by the WCB with the input of the MTAS.