

MEDICAL AID/HEALTHCARE and MEDICAL EXAMINATIONS

See also '[First Aid](#)' and [Healthcare Provider reporting \('Summary requirements for reporting an injury/disease'\)](#)

TYPES OF MEDICAL AID/HEALTHCARE		Section of Act	Policy (if any)	Related Links (if any)
See Healthcare Service Providers – Policy, Report Fees and Treatment Fees				
TRANSPORTATION TO TREATMENT		Section of Act	Policy (if any)	Related Links (if any)
AB	By legislation, the employer is responsible to pay transportation costs from the place of accident to the place of treatment. Subsequent transportation costs to WCB directed appointments are reimbursed (either the costs of public transportation or mileage, currently at \$.49/kilometre) if a worker: a) takes the most reasonably direct route available to the place of examination or treatment; and b) uses the most economical means of transportation available. Unless required by medical or other special circumstances, a travel allowance is not paid when: a) a worker's place of residence and place of treatment are in the same locality; or b) a worker chooses to travel to a distant location when adequate treatment is available in a local community.	Workers' Compensation Act (s. 87, 137.1)	01-09/II Addendum A 04-02/II/2 04-02/II Addendum A 06-03/II/5	
BC	<p>Section 21(1) authorizes the Board to furnish or provide the injured worker with transportation it may deem reasonably necessary.</p> <p>Policy item #82.10 provides that return transportation expenses are generally reimbursed for the following:</p> <ul style="list-style-type: none"> • travel to a place of medical examination or treatment; • travel in connection with a vocational rehabilitation program; • the costs of returning to the worker's place of residence where, at the time of injury a worker is working at a place other than his or her place of residence, and is prevented from using his or her ordinary mode of transportation by reason of the injury; and • approved travel in connection with a claims, review or appeal inquiry. <p>However, travel expenses are not normally paid in regard to:</p> <ul style="list-style-type: none"> • travel within the boundaries of a local bus service where the bus is a reasonable means of transportation for the worker; • the portion of any journey which takes place within a distance of 24 km of the destination, unless the worker's condition requires travel by: <ul style="list-style-type: none"> ○ ambulance; or ○ taxi, and the worker has received pre-authorization from the Board; or • travel beyond the boundary of the Province, unless the travel is requested by the Board. <p>Policy item #82.11 provides a limitation such that if a worker, by choice, bypasses adequate local treatment facilities, transportation costs will not be paid.</p> <p>As provided in section 21(3) of the Act and discussed in policy item #82.40, every employer must, at the employer's own expense, furnish to a worker injured in the employer's employment, when necessary, immediate conveyance and transportation to a hospital, physician or qualified practitioner for initial treatment.</p>	Workers' Compensation Act (s. 21(1), 21(3))	Rehabilitation Services & Claims Manual, Vol. II, <ul style="list-style-type: none"> ○ #82.00: Transportation Allowances, ○ #82.10: Eligibility for Transportation, ○ #82.20: Amount of Reimbursement, ○ #82.30: Manner of Payment, and ○ #82.40: Transportation Provided by the Employer 	N/A

Source: Association of Workers' Compensation Boards of Canada – 2011

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	TRANSPORTATION TO TREATMENT	Section of Act	Policy (if any)	Related Links (if any)
MB	<p>The WCB pays directly for workers' health-care costs, including prescription drugs, hospital charges and fees for health-care practitioner. Employers are responsible for transporting workers requiring medical attention. Effective January 1, 2006, these transportation costs are paid by the WCB.</p> <p>The WCB will reimburse an injured worker's actual reasonable expenses related to travelling to medical treatment (wage-loss, travel, accommodations, meals and reasonable telephone charges) which are in excess of costs normally incurred by the worker while travelling to and from work.</p>	Workers Compensation Act (s. 27, 27(16))	Policy 44.120.10. Medical Aid	
NB	WorkSafeNB helps to cover the costs of expenses incurred as a result of claim-related travel.	Workers' Compensation Act (s. 43)	Policy No. 21-220 - Claim-related Travel Expenses	www.worksafenb.ca
NL	Where a worker has been so seriously injured within the meaning of this Act that he or she cannot continue at his or her regular work, the employer shall at his or her own expense as soon as reasonably possible after the injury obtain necessary medical aid or convey the worker to a place where the worker may receive medical aid, and the employer at his or her own expense shall, upon the occurrence of an injury to 1 of his or her workers, provide immediate transportation to a hospital should that be necessary or to a place where proper medical aid can be given and shall also provide the giving of medical aid that may be necessary to the injured worker upon the journey. Where an employer fails to comply with subsection (1), a person may obtain medical aid or convey the injured worker to a hospital or place referred to in that subsection and where the employer fails to pay the reasonable charges for obtaining the aid or for the conveyance the commission may pay the charges and the employer is liable to pay the commission double the amount paid and the payment of the amount may be enforced in the same manner as an assessment.	Workplace Health, Safety and Compensation Act (s. 87)	WHSCC - Policies and procedures HC-07 - Travel and Accommodation (Claimants); HC-13 - Health Care Entitlement	WHSCC Forms – Expense claim – travel/other (95)
NS	Employer shall, at own expense, furnish worker, who is in need of it, immediate and appropriate transportation to a hospital or a physician located within the area or within a reasonable distance of the place of injury.	Workers' Compensation Act (s. 107)		
NT/ NU	<p>If a worker is injured during the course of employment the employer provides the worker with immediate transportation to a health care provider, a health care facility or such other place as the WSCC considers appropriate.</p> <p>If the worker requires further treatment at another facility after the initial hospital treatment, the WSCC will pay the medical evacuation costs to the nearest appropriate facility, on the referral of a physician</p>	Workers' Compensation Act (s. 32)	Policy 04.02. Payment for Medical Aid	
ON	<p>At the time an injury occurs, the injured worker's employer shall provide transportation for the worker (if the worker needs it) to a hospital or a physician located within a reasonable distance or to the worker's home. The employer shall pay for the transportation.</p> <p>The WSIB pays all reasonable expenses incurred when, on the direction or approval of the WSIB, a worker, or another person designated by the WSIB, must travel in relation to a claim.</p>	Workplace Safety and Insurance Act (s. 38(1))	17-01-09 Travel and Related Expenses	
PE	When a worker has been injured in an accident so seriously that he or she cannot continue at his or her regular work, the employer is required, at his or her own expense and as soon as reasonably possible thereafter, to obtain necessary medical aid or to convey the worker to a place where he or she may receive such medical aid. For ongoing treatment, the Board reimburses the worker for travel expenses in accordance with Board policy.	Workers Compensation Act (s. 18(6))	POL-92, Medical Aid POL-03, Travel and Related Expenses	

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	TRANSPORTATION TO TREATMENT	Section of Act	Policy (if any)	Related Links (if any)
QC	<p>Section 190 stipulates that the employer must immediately provide first aid to a worker suffering an employment injury in his establishment and, if need be, have him taken to a health establishment, a health professional or the worker's home, whatever his condition requires. The worker's transportation expenses are assumed by his employer who reimburses, if need be, the person who paid them.</p> <p>Section 115 states that the Commission refunds the worker, upon receipts, and, should his physical condition require it, the person accompanying him travelling and living expenses incurred to receive care, undergo medical examinations or carry out an activity within his personalized rehabilitation plan, according to the standards and amounts specified in the Regulation respecting travel and living expenses. However, the employer who requires his employee to submit to a medical examination assumes the expenses incurred by the employee for this purpose (section 210).</p>	Act Respecting Industrial Accidents and Occupational Diseases (s. 115, 190 and 210)	Politique 2.08 Les frais divers (Policy 2.08 Sundries) Regulation respecting travel and living expenses	
SK	Board provides travel and sustenance allowance is to ensure workers do not incur additional expenses when required to travel outside the resident community to attend WCB directed treatment, vocational programs or other appointments or hearings.	Workers' Compensation Act, 1979 (s. 115(b), 117)	POL 39/2010, Expenses – Travel & Sustenance – General POL 04/2011, Injuries – Travelling for or Attending Medical Aid or Return-to-Work Programming	
YT	If a worker suffers a work-related injury, the worker's employer is responsible to immediately provide and pay for emergency transportation for the worker to a hospital, medical practitioner, home, or other place that may be required by the worker's condition. If an employer fails to provide emergency transportation and another person or the board incurs expense in doing so, the board will reimburse the person and recover the amount from the employer as a debt due from the employer. The enforcement will be done in the same manner as the enforcement of the payment of an assessment. After initial transportation, any further transportation associated with the worker receiving medical care is the responsibility of YWCHSB.	Workers' Compensation Act (s. 38)		
	Medical Examinations	Section of Act	Policy (if any)	Related Links (if any)
AB	<p>By legislation, the WCB has the authority to direct a worker to undergo a medical examination by a physician selected by the WCB and at a time and place selected by the WCB. In addition, an employer may apply to the WCB to request a worker to undergo a medical examination by a physician selected by the WCB.</p> <p>The WCB may permit a worker to select a physician of his/her choice. In practice, it is rare for the WCB to select a treating physician for a worker. Allowing the worker to choose the health care provider does not, however, in any way limit the WCB's authority to determine the necessity, character and sufficiency of any medical aid. If the WCB is of the opinion the selection of a health care provider is clinically unsound or contrary to the worker's best interests, the WCB may refuse to provide payment, and may direct the worker to an alternate health care provider.</p> <p>The WCB's health care strategy includes use of contracted providers in some health care disciplines. When a WCB contracted provider network is in place, the worker must choose a health care provider from among those in the network. However, the WCB may allow for exceptions based on individual needs or special circumstances. For example, exceptions may be made when:</p> <ul style="list-style-type: none"> • there is a conflict between the worker and the contracted provider(s) in the area • the contracted provider(s) in the area can not provide timely treatment • there are no contracted providers within a reasonable distance of the worker, or • any other situation deemed appropriate by WCB. 	Workers' Compensation Act (s. 38, 39, 84)	04-06/1 04-06/11/1 06-03/11/5, Q3	

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	Medical Examinations	Section of Act	Policy (if any)	Related Links (if any)
BC	<p>Section 21(7) of the Act provides that: "Without limiting the power of the Board to supervise and provide for the furnishing of health care in every case where it considers the exercise of that power is expedient, the Board must permit health care to be administered, so far as the selection of a physician or qualified practitioner is concerned, by the physician or qualified practitioner who may be selected or employed by the injured worker."</p> <p>Section 57(1) of the Act provides that: "The Board may require a worker who applies for or is in receipt of compensation ... to be medically examined at a place reasonable convenient for the worker. If the worker fails to attend for the examination or obstructs the medical examiner, the worker's right to compensation is suspended until the examination has taken place, and no compensation is payable during the period of suspension."</p> <p>Policy item #74.50 provides that subject to the Board's overriding supervisory power, workers are entitled to select their own practitioners. The Board may arrange for a worker to be referred to a specialist, however, the worker is not forced to accept treatment he or she does not wish to receive nor treatment from a doctor against whom the worker has some objection.</p> <p>A worker cannot attend a doctor whose right to render health care has been cancelled or suspended under the provisions referred to in policy item #95.30 (Failure to Report).</p>	<p>Workers Compensation Act (s. 21(7) and 57(1))</p>	<p>Rehabilitation Services & Claims Manual, Vol. II,</p> <ul style="list-style-type: none"> o #74.50: Selection of Physician or Qualified Practitioner, o #78.10: Direction, Supervision, and Control of Treatment, o #78.20: Examinations and Consultations 	
MB	<p>If the WCB requests it, workers are required to attend the WCB for a medical examination. A worker's right to compensation can be suspended if the worker fails to submit to the examination or obstructs it.</p> <p>The degree of impairment is established by the WCB in accordance with policy 44.90.10.</p>	<p>Workers Compensation Act (s. 21, 27, 38, 67)</p>	<p>Policy 42.20.10, Clinical Examinations</p> <p>Policy 44.90.10, Permanent Impairment Rating Schedule</p>	
NB	<p>Medical exams:</p> <ul style="list-style-type: none"> • Workers have a responsibility to, where requested by WorkSafeNB, present themselves for examination <p>Selection of practitioner:</p> <ul style="list-style-type: none"> • Exams requested by WorkSafeNB: medical consultant or consultants chosen and paid by WorkSafeNB <p>Requirement of practitioner lists and assessing impairment:</p> <ul style="list-style-type: none"> • WorkSafeNB may approve providers that have been licensed or accredited to deliver health care services in the province by provincial or national licensing agencies. • If such agencies do not exist for a particular health care provider, WorkSafeNB may approve these health care providers on an individual basis. 	<p>Workers' Compensation Act (s. 41(12))</p>	<p>Policy No. 25-001 Medical Aid – Principles</p>	<p>www.worksafenb.ca</p>

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	Medical Examinations	Section of Act	Policy (if any)	Related Links (if any)
NL	<p>The Commission permits the worker to select a physician or medical practitioner without limiting the power to supervise and provide medical aid. The commission may require a worker applying for or receiving compensation to submit to a medical examination by the commission or its appointed officer and, in default of the requirement being complied with, may withhold the compensation.</p> <p>Newfoundland also has provisions for medical panel to assist the adjudication of industrial disease claims. The commission shall constitute a committee of medical referees upon the written request of a worker or the personal representative of a deceased worker made not later than 90 clear days after the making of a medical decision by the commission or, where, in the opinion of the commission, exceptional circumstances exist, a longer period that the commission may prescribe; or, may constitute a committee of medical referees where the commission feels it is desirable to constitute such a committee, for the purpose of investigating and determining in relation to a claim made by a worker or the dependents of a deceased worker, the nature of an industrial disease and its relationship to the processes directly associated in the regulations with the disease and a committee may be constituted to make an investigation and determination in respect of a number of cases based on death or disability alleged to be caused by that disease. A committee shall consist of 3 medical practitioners recognized as specialists in the class of injury or illness for which the committee is constituted and shall be appointed in the manner provided as follows from a list of specialists prepared by the commission.</p> <p>The Commission also determines physical impairment by examinations and assessments being carried out by a Commission practitioner, or a practitioner selected by the Commission.</p>	Workplace Health, Safety and Compensation Act (s. 62, 92)	WHSCC - Policies and procedures EN-01 - Permanent Functional Impairment	N/A
NS	Worker shall submit to medical examination if requested by the employer or the Board.	Workers' Compensation Act (s. 17, 85)		
NT/NU	<p>The WSCC may require a worker claiming compensation to present him or herself for one or more medical examinations in the manner and at the times and places that the WSCC may require.</p> <p>The primary health care provider must be the nearest appropriate provider, and if more than one such provider is available, the worker may choose among them.</p>	Workers' Compensation Act (s. 24, 33)	Policy 04.03, Choice and Change of Health Care Provider; Policy 04.07, Medical Examinations	
ON	<p>If the WSIB requests it, a worker must undergo an examination by a healthcare professional selected and paid for by the WSIB.</p> <p>If requested by the accident employer, the worker must undergo an examination by a healthcare professional selected and paid for by the employer. The worker may object to undergoing the examination, or to its nature and extent. If the worker objects, the employer has up to 14 calendar days to ask for direction from the WSIB.</p> <p>The WSIB may require a worker to undergo a medical assessment after he or she reaches maximum medical recovery. The worker shall select a physician from a roster maintained by the WSIB to perform the assessment. The WSIB may request a physician to perform a second assessment of the worker if the WSIB considers the initial assessment or the report on it to be incomplete or inaccurate.</p>	Workplace Safety and Insurance Act (s. 35, 36, 47)	17-04-03 WSIB- Requested Health Examinations 17-04-02 Employer- Requested Health Examinations 18-05-03 Determining the Degree of Permanent Impairment	

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	Medical Examinations	Section of Act	Policy (if any)	Related Links (if any)
PE	Generally speaking, the worker's family doctor will provide medical care to the worker and, if required, the worker will choose a medical specialist in consultation with her or his family doctor. Where the Board requires that the worker undergo a medical examination, the Board will arrange such an examination by a person of the Board's choosing. There is no requirement for a practitioner list in Prince Edward Island. Impairment assessments are conducted by the Board's Independent Medical Consultant or another qualified medical practitioner designated by the Board. The Board may direct that a worker applying for or receiving compensation submit to or cooperate in medical assessments. The Board also may by order require any worker to undergo medical examination to determine whether the worker is affected with an occupational disease or, if so affected, the progress of the disease.	Workers Compensation Act (s. 18(1) & (12), 84(4))	POL-64, Health Care Providers POL-92, Medical Aid POL-32 Physician Selection POL-03 Travel and Related Expenses	
QC	Section 192 specifies that the worker is entitled to the care of a health professional of his choice. Section 193 specifies that the worker is entitled to the care of a health establishment of his choice. However, in the worker's interest, if the Commission deems that the care required by the worker's condition cannot be provided within a reasonable time by the establishment he has chosen, the worker may, if the physician in charge agrees, go to the establishment recommended by the Commission to receive the care required sooner. The Commission or the employer may require the worker to submit to an examination by a health professional designated with regard to the injury (sections 204 and 209). The Commission may reduce or suspend the payment of a benefit if the worker, without a valid reason, hinders, omits or refuses a medical examination prescribed by the Act (except in exceptional circumstances), or omits or refuses to submit to a recognized medical treatment other than surgery that the physician in charge or the member of the Medical Evaluation Board deems necessary in the worker's interest (section 142).	Act Respecting Industrial Accidents and Occupational Diseases (s. 142, 192-193, 204, 209-211)	Politique 2.03.2 La suspension du versement des indemnités Politique 5.01 Les services des professionnels de la santé (Health professional services) Politique 5.02 Les soins et les traitements fournis par les établissements du réseau de la santé et des services sociaux (Care and treatments provided by establishments of the health and social services network) Politique 7.01 Le médecin qui a charge (The physician in charge) Politique 7.02 Le recours au Bureau d'évaluation médicale (Appeal to the Medical Evaluation Board)	
SK	An injured worker must make themselves available for examination by a health care professional. Health care professionals authorized for services must be accredited with the WCB. The Board shall establish a rating schedule to calculate PFI. Currently, the WCB utilizes the AMA Guides for evaluating PFI.	Workers' Compensation Act, 1979 (s. 57, 67)	POL & PRO 23/2010, PFI – General	Policy & Legislation
YT	The board may require a worker who may have suffered a work-related injury to submit to a medical examination, independent medical examination or other evaluation. Through policy, the medical consultant provides advice concerning the assessment of permanent impairment.	Workers' Compensation Act (s. 13, 14)	EN-12 Permanent Impairment	

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	Review on Medical Grounds	Section of Act	Policy (if any)	Related Links (if any)
AB	<p>Medical panels provide WCB-Alberta and the Appeals Commission with an impartial, independent decision-making process to resolve medical issues that affect a claimant's right to compensation. The Medical Panel process is designed to resolve medical issues, where a difference in medical opinions has been determined through evidence-based decisions, achieved through consensus of a three member Medical Panel. The physicians are chosen based on their expertise in dealing with and answering the issues under review. The Medical Panel is administered by a Medical Panel Commissioner, an independent physician appointed by the Minister of Employment and Immigration, who has no role in WCB-Alberta claims and whose independence is subject to review by the Auditor General. The Panel Commissioner is responsible for the overall operation of the Medical Panel process. The Medical Panel decision is binding on all parties. The Panel is expressly directed to reach a consensus-based decision. Medical Panels are initiated by any one of the following: a) a request from WCB-Alberta; b) a request by the Appeals Commission.</p>	<p>Workers' Compensation Act (s. 46.1 - 46.4)</p> <p>Medical Panels Regulation, Alberta Regulation 290/2006</p>	N/A	
BC	<p>Provisions of the Act regarding medical review panels have been repealed. Current policy item #98.20 states that the authority of the Board to require a worker to be medically examined is dealt with in policy item #78.20, Examinations and Consultations.</p> <p>The medical resources of the Board cannot be used to provide a medical opinion to anyone on request. The Board will, therefore, decline to provide a medical opinion if the request does not come from someone authorized to make the request. Those authorized are Board staff whose duties require an input of medical advice.</p> <p>A Workers' Adviser and an Employers' Adviser have access to medical opinions already on file, but have no right to require any further medical opinions to be produced.</p>	<p>Workers Compensation Act (s. 21)</p>	<p>Rehabilitation Services & Claims Manual, Vol. II, policy item #98.20: Conduct of Inquiries.</p>	
MB	<p>At any time, the WCB or the Appeal Commission may convene a Medical Review Panel (MRP) to provide advice on a medical matter.</p> <p>The worker has a right to an MRP when there is a difference of medical opinion between the worker's physician and a WCB Medical Advisor which affects entitlement to compensation. A difference of opinion between the worker's own physicians does not trigger a worker's right to an MRP. The MRP report is routinely provided to both the WCB and the worker. Employers may also make a written request to refer an injured worker's medical matter to an MRP when the matter has a substantial impact on entitlement to compensation. MRPs have a duty to act fairly in carrying out their duties, but they are not adjudicative bodies. The MRP's report is evidence to be considered by the WCB or Appeal Commission.</p> <p>The Chairperson of Medical Review Panels is appointed by the Minister Responsible for <i>The Workers Compensation Act</i>. Each Panel is comprised of the Chair and two physicians who specialize in the medical matter under consideration. The worker and employer may each select a physician to sit on the MRP from a list provided by the College of Physicians and Surgeons. In addition, specialist consultants in other fields may be invited to attend and assist the panel. Physicians who have treated the worker, who examine workers on behalf of the employer, or who have acted as consultants in the treatment of the worker are not eligible to serve on the Medical Review Panel.</p>	<p>Workers Compensation Act (s. 1(1), 67)</p>	<p>Policy 42.10.70, Medical Review Panels</p> <p>Policy 42.10.70.20, Convening a Medical Review Panel</p>	<p>Fact Sheet - Medical Review Panels</p>

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	Review on Medical Grounds	Section of Act	Policy (if any)	Related Links (if any)
NB	WorkSafeNB may reopen, rehear, redetermine, review or readjust any claim, decision, or adjustment, either because an injury has proven more serious than it was deemed to be, or because a change has occurred in the condition of a worker or in the number, circumstances or conditions of dependents, or otherwise.	Workers' Compensation Act (s. 46)	Policy No. 25-001 Medical Aid – Principles	www.worksafenb.ca
NL	The commission may require a worker applying for or receiving compensation to submit to a medical examination by the commission or its appointed officer and, in default of the requirement being complied with, may withhold the compensation. Newfoundland has provisions for an internal review or external appeal process and the external appeal process may obtain non-binding health professional advice and assistance in the course of dealing with matters before it. Newfoundland also has provisions for medical panel to assist the adjudication of industrial disease claims.	Workplace Health, Safety and Compensation Act (s. 62, 92)	N/A	N/A
NS	N/A			
NT/ NU	<p>If the WSCC receives conflicting medical opinions respecting a worker's personal injury, disease or death from a worker's health care provider and a medical advisor selected by the WSCC, the WSCC's medical advisor shall contact the worker's health care provider and attempt to resolve the conflict.</p> <p>If the medical advisor and the health care provider are unable to resolve the conflict respecting their conflicting opinions, they shall seek the opinion of another medical professional who specializes in the area of the conflict.</p> <p>Subject to new medical evidence being available, any resolution of the conflicting opinions reached by the medical advisor and the health care provider, or provided by the specialist, is final and binding on the WSCC and the claimant.</p>	Workers' Compensation Act (s. 27)	Policy 04.13, Conflicting Medical Opinions	
ON	N/A			
PE	N/A	N/A	None	
QC	<p>The Commission or the employer may require the worker to submit to an examination by a health professional designated with regard to the injury (sections 204 and 209)</p> <p>The worker's employer and the CSST may appeal to the Medical Evaluation Board in case of a dispute between the physician in charge of the worker and the physician designated by the employer or the CSST with regard to one or more of the five subjects mentioned in section 212.</p> <p>The CSST may also seek the Medical Evaluation Board's opinion about one or more of the five subjects mentioned in section 212 even though the physician in charge of the worker has not expressed an opinion on those subjects.</p> <p>If a Medical Evaluation Board member gives an opinion within the prescribed 30 days of the date when the file was referred to him, the Commission is bound by that opinion and makes a decision accordingly.</p>	Act Respecting Industrial Accidents and Occupational Diseases (s. 216-225)	Politique 7.02 Le recours au Bureau d'évaluation médicale (Policy 7.02 Appeal to the Medical Evaluation Board)	
SK	Upon exhaustion of the WCB appeals process, a worker may request a medical review panel. The panel will be composed of three independent medical practitioners. The decision of the panel is binding to the injured worker and the WCB.	Workers' Compensation Act, 1979 (s. 60, 61, 62, 63, 64)	POL 18/2010, Medical Review Panels	Policy & Legislation
YT	An appeal committee may require a worker to submit to an independent medical examination or may request an independent medical opinion by a medical practitioner.	Workers' Compensation Act (s. 60)		

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