

# About Telehealth

We are excited that you have decided to receive your service(s) through a video and telephone (telehealth). For some, this might seem strange or you might be confused as to how this can work, but rest assured, this type of treatment has been evolving for over 15 years. Is now easier than ever and has been shown to be effective.

You can receive this type of service from many different health care professionals and it can be the single method

of contact or combined with in-person clinic sessions. The best method for your needs is carefully chosen by your professional treatment team.

Remember, it is best to attend in person as this helps create a normal routine outside your home, is the ideal type of interaction with your therapist and is more comfortable; however, there are situations when this is not easy or possible, and so telehealth is an option.

## ✓ Telehealth Checklist

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|---|---|
| <input type="checkbox"/> I have access to a computer, laptop or tablet that has a camera, speaker and microphone (the camera can be built in or for computers/laptops connected separately) | <input type="checkbox"/> I have a confidential email address to use to receive information. If no, you can set up a free account at google.com  |
| <input type="checkbox"/> I have Google Chrome Browser (if no, you can get it by downloading the app from Apple Store or Google Play)  | <input type="checkbox"/> I have a quiet private space where I can focus on the session. Doing this in noisy areas or with others around or where others can interrupt does not tend to work well. |
| <input type="checkbox"/> I have access to high speed internet/WiFi  | <input type="checkbox"/> If using a tablet I have somewhere to prop it up in case I need to move. At eye-level is best.   |
| <input type="checkbox"/> I have access to a phone number to be reached at if there are any difficulties? Please provide this to us.   |   |

Please be sure to set this up and ensure you can access it before your appointment.

If you are having difficulties, please reach out to our office in advance. Sometimes, you may want to ask a friend or family member to help you log-in for your first session or to help you set this up.

## TIPS FOR A SUCCESSFUL TELEHEALTH SESSION

- ✓ Log-in 5–10 minutes early, this helps therapists to stay on schedule.
- ✓ Check your internet or WiFi connection to ensure it is working and is strong.
- ✓ If using a mobile phone or tablet, remember to prop it up, just in case you need to move. At eye-level is best.
- ✓ Have patience.
  - Sometimes a pause occurs in signal, so we may need to repeat something at times and if the session is not working well, we sometimes will revert to a phone call.
- ✓ It gets easier! The first time of anything can be awkward, so please give it three to five sessions to get used to this.
- ✓ Because you are not in the clinic with us, you are accountable for completing your home practice and communicating with us about your barriers.
- ✓ If needed, we can send you some small home equipment to help your recovery.
- ✓ Through using items such as Fit Bits or Apple Watches, we can set up strategies to help monitor your current state and help you progress safely.

**Note:** Not everything can be done remotely and we certainly value seeing you in person; however, there are some specific situations when this is the best decision.

## Frequently Asked Questions

### 1 But you cannot touch me! How can you help?

Rest assured, while physical touch can be an important piece of our assessment and physical types of treatment can be effective, there are many things that can be done to help you in your recovery.

We can:

- ✓ Evaluate your movements
- ✓ Have you tell us about what you are feeling
- ✓ Instruct you on how to self-evaluate
- ✓ Enable you with power of information
- ✓ Coach you through your stages of recovery
- ✓ Teach you effective coping strategies, optimal mechanics
- ✓ Monitor and progress your activities and exercises to promote your return to function

Helping this way promotes independence in your recovery and is shown to be very effective and leads to lasting recoveries.

There are times when in-person evaluation is essential for safety, and if this occurs, we will work with you to get this completed.

There are other times when physical types of treatment are essential, and we will educate you on this and help you make an informed decision on what is right for you and help you overcome barriers. While we always prefer seeing you in person, we know that due to various factors, this is not always possible, and will work with you to decide.

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## When can telehealth be effective?

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While we always prefer seeing you in person, we know that due to various factors, this is not always possible. However, we don't want to stop treatment just because you can't attend.

For example, have you ever had an infection where your physician prescribed you a medication to help it? You likely remember how important it was to take the medication as prescribed (number of times throughout the day, number of days before stopping). The same is true in rehabilitation. There are known set "doses" of activity and "therapy" to achieve your optimal recovery. Ensuring you are able to complete this both in the frequency and duration that is optimal helps ensure you recover quickly. That is why, we find it essential to offer treatment through telehealth if you cannot attend the clinic.

Here are some examples of times when telehealth can be an effective option:

- You live far from a clinic and/or expertise needed for your recovery
- You have barriers to transportation or find transportation difficult
- Your work or school schedule and/or other important life commitments impact your ability to attend regularly
- In-person care is not possible due to illness or infection
- Weather or other environmental factors impact your ability to attend

We are always happy to answer any questions you have. Please reach out to your therapist or local clinic.

## Here is a great statistic:

While in-person visits are essential in some cases, evidence supports that virtual visits can provide the same quality as an in-person visit.



Of patients felt it was the same



Stated the online visit helped with their health issue for that visit

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## I'm not very tech-savvy. Are you sure telehealth will work for me?

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We've had patients of all ages (and well into their 80's!) use telehealth successfully. Have you ever used Skype or Facetime? Doing virtual treatment can be just as easy. Plus, we are always here to help you along the way.