



## INFORM PHYSIOTHERAPY & PILATES



### VIDEO CONSULT

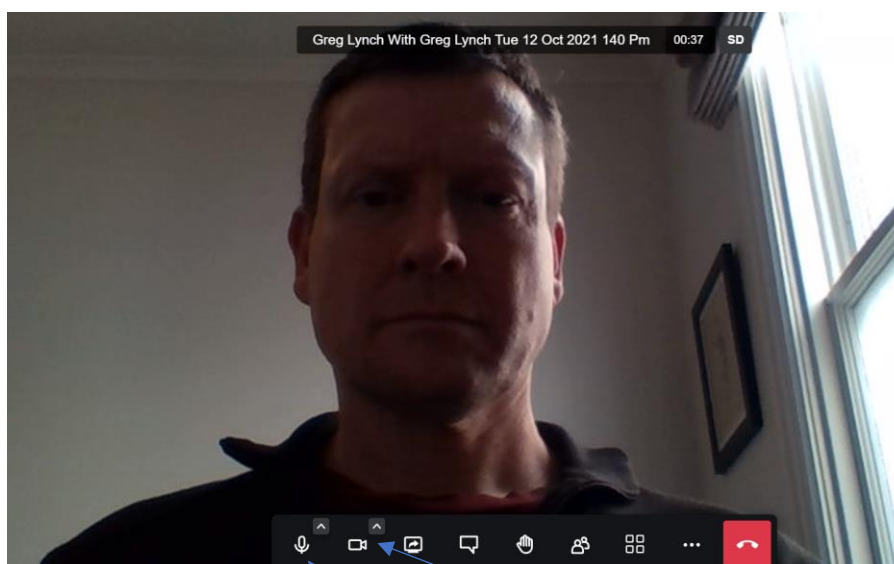
We are able to provide a physiotherapy video consult via either our Clinic programme (Gensolve Telehealth) or via Zoom – your physio will advise which platform they will be using. Both are highly secure & private.

#### Accessing your online video consult – Gensolve Telehealth.

1. You will receive an email from your physiotherapist advising you of a 'Telehealth Appt' and the date and time. Example of email content:

Hi Greg,  
Thanks for booking an appointment with Greg Lynch on Tuesday, 12th October at 1:40pm  
This appointment will be a secure online Telehealth session which you can join by clicking the following link on your phone, tablet or computer:  
[Open Telehealth](#) Access Code = 658298  
We recommend if you haven't connected before on your device, that you try to connect to the session at least 15 minutes prior. Please note the link will only be active an hour before your appointment.  
For troubleshooting assistance with Telehealth please visit <https://www.gensolve.com/telehealth-help>  
If you have any issues connecting please call us on 04 527 4155

2. Click on the 'Open Telehealth' link and on the page that you are taken to enter the 'Access Code' and press 'submit'.
3. This will take you to a screen asking for your permission to use your computers microphone and camera – press 'allow'.
4. This will then take you through to the video consult.
5. If you are having difficulty with either the microphone or camera, you can try and sort out the problem by going to these 2 areas on the screen.



Microphone

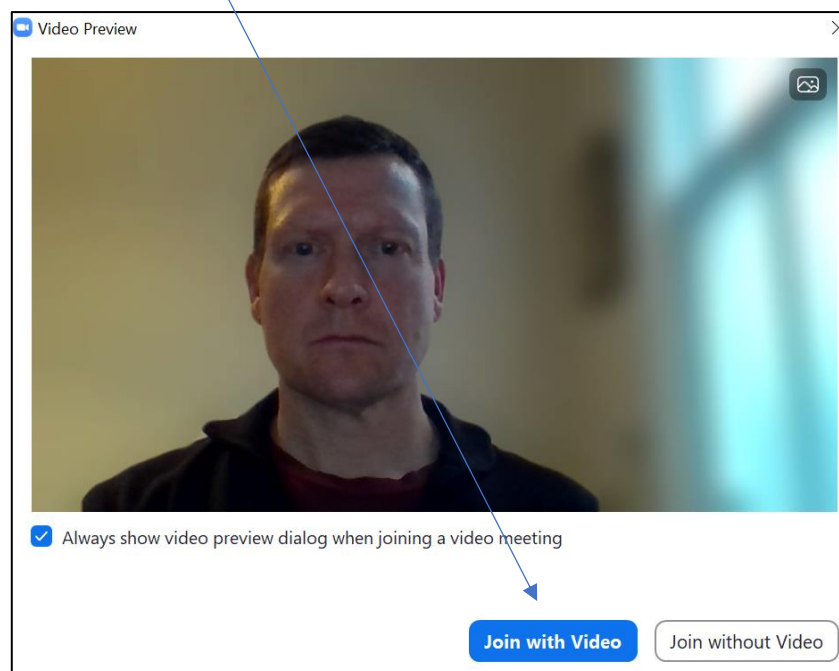
Camera

### Accessing your online video consult – via Zoom.

1. You will receive an email inviting you to join a zoom meeting. Open the email and click on the link to join the video consult.



2. You may be asked to 'Open Zoom Meeting' – press this button
3. You may be asked to allow access to your computer microphone and camera – press the button in allow this. E.g.



4. You will then go to a further screen which will advise that 'The meeting host will let you in soon.'
5. Once the physiotherapist is ready, they will let you in and you can start the physio video consult.

If you have any difficulty accessing the video consult, please contact our admin team on 04 5274155 or [admin@informphysio.co.nz](mailto:admin@informphysio.co.nz)