



Telehealth (Video or Telephone Appointment)

Inform Physiotherapy & Pilates



What is Telehealth?

Telehealth uses video (via a device) or telephone to connect you to your physiotherapist from your own home or workplace. You can see your physiotherapist via a secure videolink or hear and talk to them on the telephone.

During the various Covid-19 lockdowns we have provided 100's of telehealth consults with overwhelming success. Patients have been really positive about the experience, the amount that they were able to do and the education and advice enabling them to progress their rehabilitation.

It is important to keep regular contact with your physiotherapist during lockdown periods, this allows you to continue to progress your rehab or sort out any issues rather than waiting for a face-to-face appointment.

Who is involved?

The physiotherapist will be the only person at the other end of the telehealth link. They will introduce themselves and explain what will happen during the appointment. The telehealth appointment will then take place much the same as a regular face to face appointment where the physio will ask you some questions and maybe get you to perform some movements or exercises.

How do I prepare for a Telehealth appointment?

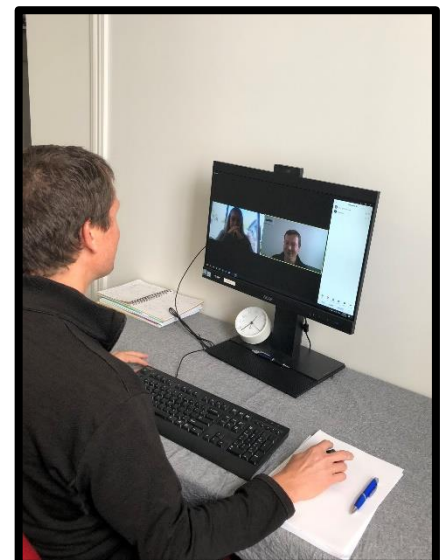
Carefully check your appointment email or text reminder for details of the appointment time. If your appointment is using one of our video platforms (Gensolve or Zoom), you will receive instructions on how to join using your computer, tablet, or smart phone device.

You are welcome to have whanau / family member(s) or support person / people with you, just as you would for a regular face-to-face appointment. Whanau / family or other support people can also join from other locations. An invitation can be sent to them to join your video appointment if you wish for this to happen.

During the appointment, you may be asked to perform certain movements or exercises, so it is best that you are wearing clothing that allows you to move and that you have enough space to move in.

Other things to prepare:

- A pen and paper to note things down during your appointment
- A list of questions or issues to help you to get the most from your appointment
- Any pieces of exercise equipment you may already be using e.g resistance band, hand weights etc



Make the most of your video appointment:

- You will need a computer, tablet (ipad etc) or phone with camera, microphone, and speakers or earphones, and good internet connection - so if possible, turn off other internet activity such as downloading, streaming or gaming.
- It is better to use a computer or tablet if you have that available, so that you won't have to hold anything in your hands. You will also be able to sit back from the camera where your physiotherapist can see you better.
- If you use a phone, find somewhere you can prop it up so that you can be seen, and your hands are free. Bluetack can be useful. Alternatively, you can ask someone at home to hold your phone for you, but only if you consent to that person being present during your appointment.
- Find a private, well-lit space where you won't be disturbed during your appointment.
- Set up in a way that will allow your condition to be assessed e.g for a lower back, shoulder, hip or knee complaint, make sure you have plenty of space to stand and move around
- It is a good idea to give everything a test run before your appointment.

What are the benefits of a Telehealth appointment?

There are many benefits for patients, their families and whanau, as well as for your physiotherapist, including:

- More convenient
- Able to be done in the convenience of your own home
- Assess and provide rehab and advice so you can treat yourself during lockdown periods
- Continuity of your rehab during lockdown
- Flexibility of time for your appointment

Your privacy

Your privacy is important to us. Our telehealth systems are designed to keep your information confidential.

Just as with a face-to-face appointment, the physiotherapist involved with your telehealth appointment will be in a private space and information will be recorded in your health record.

The appointment will be delivered over a secured network and is not recorded.

If you feel uncertain about having a telehealth appointment, please ring our admin team on 04 5274155 and they will put you in contact with your physiotherapist to discuss any concerns around telehealth.

**If you require any more information, please contact the clinic on
04 5274155 or admin@informphysio.co.nz**