



Physiotherapy Virtual Care: A Quick Guide for Clients

What is Telehealth Virtual Physiotherapy Care?

Sometimes called telehealth or telerehab, a virtual physiotherapy visit is similar to a Facetime or Skype video call, but we use specialized secure software platforms to deliver assessment/management strategies and services. We can evaluate your movement online, educate you on your injury, and provide self-management strategies and exercises, instructing you to understand how much, how often, and how hard you should do that exercise, and more. You might be surprised by working together just how much we can do!

How will I connect to the call?



We use a secure telehealth platform that does not require you to download any apps for our physiotherapy virtual visits. We will send you an email just prior to your appointment that has the key details for the visit including the appointment time, a consent component, and a “link” that you simply click at the designated appointment time to join the session.



What device should I use?

A modern laptop, tablet or smart phone will work just fine. Ideally, if you have a laptop/desktop with a webcam and microphone that you know how to work, that gives you and your therapist the best view of the exercises and other content. Use what you are most comfortable with, and we can discuss any needed revisions during your first visit.

What if I have difficulties with the connection?

There are many different variables that can sabotage even the most well-planned call. We all know online video sessions are not without their challenges. If you are having difficulty, your therapist will contact you via phone to assist. Note, use Google Chrome, Mozilla Firefox or Safari as your web browser (Internet Explorer is not supported)



Are there any other tips for me?

If you are booking a telehealth virtual appointment, you will need the following:

- Fast, consistent internet connection.
- Comfortable clothing so you can move and exercise freely. Shorts will be valuable for lower extremity injury observation. A tank top will be valuable for upper extremity injury observations.
- Give yourself lots of space. This is physiotherapy after all, and it is likely we will have you move.
- The space should also be relatively quiet and bright to facilitate easy client-therapist communication.
- Any equipment that you may happen to have at home such as a yoga mat, resistance bands, dumbbells, kettlebells, an exercise ball, a foam roller, etc. Your therapist will be creative and use the resources you have available, as indicated.
- Note, if possible, it may be helpful to have a family member or friend present to hold the camera, allowing you to move freely while your therapist observes you.
- This is a relatively new service for all of us and we are determining how it can be effectively implemented. Working together is the best plan.