



**Wellington Sports Med**  
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Willis Street  
Physiotherapy



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# Willis Street Physiotherapy, Wellington Sports Med, and Physio Spot

## Patient Telehealth Information Pack

Hi,

Welcome to Willis Street Physiotherapy, Wellington Sports Med, and Physio Spot Telehealth Service. Your physiotherapist has recommended that we schedule a Telehealth appointment with you.

Please note that Telehealth can only be used if you have video capability on your device, this may be your laptop, tablet, PC or smartphone. Unfortunately we are unable to use Telehealth if only audio is possible, we need to see you.

Please let us know if you do not have access to video technology.

If you have an accepted ACC claim for your injury then the charge for Telehealth will be covered by ACC. Whilst we remain under Level 4 alert during the current COVID-19 crisis we are hoping to be able to continue to deliver Telehealth with no co-payment required. This will depend on the viability of our business during these unprecedented times.

If you do not have an accepted ACC claim, you are paying privately, or claiming through another insurance provider or your work, then there will be a charge for this Telehealth service.

Either way, if there is a charge you will be informed of this at the time of your Telehealth booking.



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Once you have read the information below, please email or phone us to schedule your Telehealth appointment.

- ❖ If you are currently receiving treatment, please hit reply and let us know that you would like to schedule a Telehealth appointment. Our team will then contact you.
- ❖ If you have a new episode of discomfort, pain or injury, then please complete the attached registration / consent form. Please note that this needs to be completed even if you may have seen us previously for another episode. If you feel it is an injury and qualifies for ACC cover, then please also complete the relevant ACC area of the consent form. Please ensure you complete your name (as proof of signature) and save it as a word document (NOT a PDF) to your device, then hit reply and attach it in your return email. One of our physiotherapists will be sent the registration / consent form. If you have completed the ACC section, we will confirm if this episode qualifies for ACC. If it doesn't meet the necessary criteria to be covered by ACC, then we will give our reasoning. If it does not meet the criteria for ACC then you will be given the option of a private Telehealth appointment and the cost for this. There is no requirement to see your GP first. Your physiotherapist will be able to give appropriate advice during the Telehealth consultation.

Further information please read:

- ❖ A guide to how Telehealth will work and what to expect
- ❖ Information on how to participate in your Telehealth appointment using an appropriate secure Telehealth platform. The example given is using Physitrack, but other options include zoom or Skype or Doxy.me. Physitrack is a secure Telehealth platform so your privacy is protected.
- ❖ We also suggest you visit <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/> to view your rights as a consumer under the Code of Health and Disability Services

### What is Telehealth?

Telehealth is the use of information and video conferencing technologies, to deliver health services and/or transmit health information to a patient when the clinician is in a different



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location. We use Physitrack which is a secure conferencing platform but there are also other appropriate secure Telehealth platforms.

Telehealth allows the physiotherapist to connect with you securely to understand your current state, review your progress, give advice, and adjust or advance your exercises, and also discharge you from our care, or if necessary to set another appointment or Telehealth review. All this without you needing to be in the same place. This service will generally only be available for follow up appointments, and will not necessarily be available for every follow up.

For a Telehealth appointment with your physiotherapist to work via physitrack, you will need to have access to a computer, tablet, smartphone or laptop with good internet connection and video conferencing capability. If using your smartphone you will require wifi or suitable cellular network coverage for Telehealth to work.

ACC considers that Telehealth appointments count as one of your allocated number of consultations.

### **What to expect from your Telehealth consultation**

A Telehealth appointment is the same as a normal in-person consultation except the patient is in a different location from the clinician.

You can expect the same level of engagement as you would in a normal in-person appointment.

The clinician may need to see you in person if they feel that a physical examination is necessary and providing this is possible.

- ❖ If you feel that Telehealth is not something you are comfortable with, please let us know and you will be offered an in-person appointment with the clinician whenever possible.
- ❖ You have the right to have a support person with you, please make the clinician aware that you have someone with you. Please also let the clinician know if during a phone call that they are on speaker.
- ❖ You need to be in a private 'safe' place, ideally at home or in a private office space. This is to protect your privacy and the information that is passed between you and the



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clinician may not be something you want the person sitting at the next table in the cafe to hear. Driving during a Telehealth consult is also not advised for safety reasons.

- ❖ If the clinician decides, at any time during the Telehealth consultation, that a physical examination is necessary, then this will be discussed with you, the Telehealth appointment will be concluded, and you will be contacted to book an in-person appointment whenever this is possible.
- ❖ Please be aware that these appointments need to be limited to a set amount of time as there will be other patients waiting after you. If the appointment before you runs over time we will endeavour to let you know.
- ❖ We request that you respect the clinicians right to privacy and not record the consultation. A full set of notes from the appointment can be sent to you after the appointment on request.
- ❖ The Telehealth consultation uses a secure Teleconferencing platform such as Physitrack, or doxy.me (zoom, Skype may also be used). We can use whatever is convenient for yourself and the physiotherapist.

### [Instructions for accessing Telehealth through Physitrack \(PhysiApp\), doxy.me, zoom or Skype](#)

#### **Gaining access to Telehealth using Physitrack if using your [computer, tablet, or laptop](#)**

At the time of your scheduled Telehealth appointment, please make sure that you are able to access your email, either on a computer, tablet, or laptop with good internet connection and video conferencing capability.

- At the time of your scheduled appointment you will receive an email from your physiotherapist titled **Video consultation with (physiotherapists name)**
- Click the link from your computer, tablet, or laptop and you will be automatically taken to the Telehealth interface within Physitrack
- Your physiotherapist will then see that you are online and in Physitrack



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- You will be asked to consent to the call
- Then you will be connected to and will be able to see your physiotherapist, who will also be able to see you (providing your camera is set up correctly), via teleconferencing
- Here you will be able to discuss your case and your physiotherapist will be able to give specific advice regarding what you can/cannot do and also demonstrate exercises

### Gaining access to Telehealth using Physitrack via PhysiApp if using your smartphone

If using your smartphone, you will require a suitable wifi or network cellular coverage for Telehealth to work.

If using Physitrack you will need to install the PhysiApp to your phone. This may be done at any time prior to your appointment by searching for PhysiApp on Google Play (Android) or PhysiApp from the App Store (Apple) and following the install instructions, or at the time when you receive the email from your physiotherapist by clicking the link.

### If you have PhysiApp already installed onto your phone

When you receive the email from your physiotherapist titled **Video consultation with (physiotherapists name)**

- Click the link
- The PhysiApp will open and will then attempt to connect to your physiotherapist
- You will need to allow the app to use your Mic
- You will need to allow the app to use your Video
- You will need to agree to consenting to the Telehealth call
- Then you will be connected to and will be able to see your physiotherapist, who will also be able to see you via Telehealth

### If you haven't got PhysiApp already installed onto your phone

When you receive the email from your physiotherapist titled **Video consultation with (physiotherapists name)** you will need to click the link and you will be taken to the PhysiApp portal

- Click Open
- You will be taken to the App Store (Apple) or Google Play (Android)
- Click Get
- Install the PhysiApp on your phone



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- Open the App
- Select your preferences and accept the necessary terms and conditions
- The App will then attempt to connect to the Physiotherapist
- You will need to allow the app to use your Mic
- You will need to allow the app to use your Video
- You will need to agree to consenting to the Telehealth call
- Then you will be connected to and will be able to see your physiotherapist, who will also be able to see you via Telehealth

### Gaining access to Telehealth using doxy.me

#### Using your computer, tablet, laptop, or smartphone

- You will require suitable wifi or network cellular coverage for Telehealth to work.
- From your device open the email sent from doxy.me and click the link
- You will be taken straight to the secure doxy.me waiting room at their website
- Click to allow your Mic and Video to be shared
- You will be welcomed and asked to check in with your physio
- Enter your name
- Click Check in
- You will then receive a message that you are waiting for your named physio to join online, or alternatively, that your call will start soon
- Your physio will see you are in the waiting room
- You will get a message that your video will start and then you will be connected via Telehealth

### If you are to be using zoom

The web browser client will download automatically and prompt you how to do this when you are invited to join your first Zoom meeting. It is also available for manual download from

<https://zoom.us/download>



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## If you are to be using Skype

It is available for manual download from <https://www.skype.com/en/get-skype/>

## Contact

If you have any issues please contact the appropriate site,

Willis Street Physiotherapy

04 384 8313

[info@willisstreetphysiotherapy.co.nz](mailto:info@willisstreetphysiotherapy.co.nz)

Wellington Sports Med

04 9097609

[admin@wellingtonsportsmed.co.nz](mailto:admin@wellingtonsportsmed.co.nz)

(If we don't answer the phone straight away, please leave a message as we check the answering machine often)

## Feedback

We would love to hear your thoughts on your Telehealth appointment experience and if there is anything that could be improved. Please email us back with any feedback, good or bad.

## PLEASE EMAIL US TO SCHEDULE YOUR TELEHEALTH APPOINTMENT

*Please consider Environment before printing this Email.*

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