



Active
Physiotherapy
Solutions

Tele-Rehabilitation for Patients



Woodstock
Physiotherapy
Clinic

Thank you for expressing interest and deciding to enroll in our Tele-Rehabilitation program. We are excited to have the opportunity to continue to support you in your recovery and get you on your way to the relief that you deserve.

Should you require any assistance during this process, please give us a call at 519-421-2586 or email us at telerehab@activephysiosolutions.com.

Current or Recent Clients

If you are currently a client or you have received care in the past at Active Physiotherapy Solutions or Woodstock Physiotherapy Clinic, simply email us at telerehab@activephysiosolutions.com. Enrolling is simple as we already have your information on file and we just need an up-to-date email address. In your email, give us some details about what you have done and will we contact you with an appointment time right away. Once you have received your confirmation email, simply click on “Join Video Call” on the day and time of your appointment to get started!

New Clients

First of all, if you are a new client to us, Welcome! We thank you for choosing Active Physiotherapy Solutions and Woodstock Physiotherapy Clinic as your rehabilitation experts. We are excited to offer you this unique service during these uncertain times. All you need to do is fill out our contact form on the [Tele-Rehab section of our website](#). Simply scroll down to the bottom of the page to the heading: “I’m interested, sign me up!” and fill out the required information. Once we have received your information, we will email you with a potential day and time for your appointment.

Consent

- Since virtual appointments are different from a regular in-person consultation, you will need to sign a Virtual Clinic Consent Form. It is very important you are aware of the risks and benefits of doing a virtual consultation, so please read through the form carefully. Here are the ways you can access the consent form:
 1. **Website:** The “**Virtual Clinic Consent Form**” is available at <https://activephysiosolutions.com/tele-rehab>. Simply scroll to the bottom of the page and click on it in the “Downloads” section.
 2. **Email:** If you have contacted the clinic about enrolling in our tele-rehab program, the form will be included in the email you received.
- Returning your consent form can be done one of three ways:
 1. **Email:** You can electronically sign it and then send it back to us via email
 2. **Printing:** You can simply print it off at home and sign it. Once you have signed it, take a picture of it or scan it and then just email us the picture.
 3. **The “Virtual Clinic Consent Form” must be signed and completed before you begin your first consultation.** If you have troubles accessing or viewing the form, your physiotherapist can review it with you at the time of your first appointment.

Payment (where applicable)

1. You can pay for your session using your credit card or debit card the same as you would when you are at the clinic. **Once your appointment is finished, you will be sent an invoice that you can just pay directly on your computer using your preferred method of payment.**
 - a. **For WSIB and MVA clients:** you will not be billed at the time of your appointment and your insurance provider will be billed accordingly.
2. Once your payment has been received, a receipt will be provided for you to submit to your insurance company.

- a. Due to the COVID-19 crisis, our reception and billing abilities are limited for extended health benefit plans. We appreciate your patience at this time, and we will do our best to accommodate you as we are able.

Requesting an Appointment

Simply email telerehab@activephysiosolutions.com and let us know if there is a day and time that you would prefer. You can also go to our [website](#) and make your request there. We will then send you a confirmation with a time that works for you. Once your initial appointment has been completed, any additional appointments you require will just be booked at that time with your physiotherapist.

Preparing for the Appointment

In order to maximize the effectiveness of your appointment time, we ask that you try and prepare yourself as best you can. This can be done by doing a few simple things before you start your appointment.

1. **Emergency Contacts:** Have your emergency contact information available in the event of an emergency
2. **First Aid:** In the event of an emergency or an injury while doing your session, make sure you have some first aid options available to you during your call (ex. Ice or heating packs, tensor bandages, band aids, etc.)
3. **Get Your Space Ready:** Make sure your room or space is safe and secure. Remove any obstacles or trip hazards. Prepare an area where you can comfortably sit or lay down if required during your appointment. Your physiotherapist will need to visually inspect your space before you begin your session.
4. **Test Your Technology:** We do recommend that you use a computer with a webcam, but a tablet or smart phone will also work. Check your device to make sure the camera and microphone work. Try out different positions in your home so that the camera can see you while you are moving around. It is very important that your physiotherapist can observe you and your movements. You may need to use some sort of brace or support to hold your device so that you can move around and be “hands-free” during your appointment.
5. **Check Your Equipment:** If you are going to be using any exercise equipment in your session, perform a quick visual inspection before you start.
6. **Question List:** Before you start your session, prepare a list of questions you would like to have answered by your physiotherapist. This will help maximize the effectiveness of the appointment and make sure we haven't forgotten anything.

“Attending” the Appointment

1. Simply **login to your email** account on whatever device you wish to do your appointment on.
 - **We recommend that you use a computer with a webcam, but a tablet or smart phone will also work.**
2. Open the email that we sent you on the day and time that you were given for your appointment.
 - **You will be sent a reminder email about 15 minutes before your scheduled appointment!**
3. Click on **“Join Video Call.”**
4. After you have clicked on **“Join Video Call,”** the program will open on your device and the appointment will start. Simple and easy!