



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.

Please follow the simple steps below to gain access to our program. Should you require any assistance during this process, please give us a call at 519-421-2586 or email us at woodstock@activephysiosolutions.com.

Sign-Up

We have decided to use a product called **Mediseen** as our Tele-rehabilitation platform. Mediseen is safe and secure, encrypted, confidential and meets all compliance requirements of our governing body. Mediseen can be accessed via a computer, tablet or smart phone and there is an app that you can download for it. To sign-up, we recommend you use a computer where possible, but the other options will work. Go to <https://intercom.help/mediseen-inc/en/articles/3812609-how-to-register-for-mediseen-patient-account> sign up for your account.

1. If that link does not work or does not make sense, complete the next steps. Go to <https://mediseenhealth.com/login> to register and sign-up for Mediseen. Once on the website, go to “Take me to Patient Login.”
 - a. If on a tablet or smart phone, go to your app store and download Mediseen.
2. Click on “**Sign Up**” in the bottom right corner
3. Enter all the relevant information required and agree to the terms of use.
4. You will receive a Mediseen registration code to the phone number you entered. Enter this into the browser to complete your registration.

Consent

1. 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:
 - a. **Website:** The “**Virtual Clinic Consent Form**” is available at www.activephysiosolutions.com/tele-rehab. Simply scroll to the bottom of the page and click on it in the “Downloads” section.
 - b. **Email:** If you have contacted the clinic about enrolling in our tele-rehab program, the form will be included in the email you received.
 - c. **Mediseen:** The form can also be sent to you directly from your physiotherapist once you have signed up for Mediseen.
2. Returning your consent form can be done on of three ways:
 - a. **Email:** You can electronically sign it and then send it back to us via email
 - b. **Mediseen:** You can electronically sign it and then upload it through your Mediseen account
 - c. **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.**

Profile

1. Once you have signed up for an account, you can change or edit your profile as you see fit. Got to the top left corner of the screen to access your Profile menu.
2. From the menu, you can access many different options including:
 - a. Your Profile
 - b. Locations you live near or around

- c. Your Appointments – upcoming or past
- d. Your Favourites – clinicians you have either visited or liked
- e. Your Records – any notes you have taken from your sessions
- f. Your Payments – see below

Payment (where applicable)

1. You can pay for your session using your credit card the same as you would when you are at the clinic. **You must enter a form of payment before you are able to actually book an appointment.**
 - a. **For WSIB and MVA clients:** you will still have to enter a credit card, but you will not be billed at the time of your appointment.
2. Go to “**Payments**” in the menu and enter your credit card details. You will be prompted for payment at the end of your session.
3. Once the session is completed and payment has been received, we will then email you an invoice from our regular billing platform and complete any billing to extended health benefits.

Requesting an Appointment

Go to <https://intercom.help/mediseen-inc/en/articles/3812614-how-to-book-an-appointment> or follow the next steps:

1. Click on the menu option in the top left corner and go to “**Discover Care**”
2. *******DO NOT BYPASS THIS STEP!******* Once you have selected “**Discover Care**,” locate “**Services for: Select**” at the top of the page in the middle of the screen. This will bring you to a drop down menu. **MAKE SURE YOU SELECT “VIRTUAL CARE”**
3. Select “**Physiotherapist**” from the list and go to “**Choose Day**”.
 - a. Pick the day you would like the appointment for and select the therapist you would like to see at the bottom.
4. Select the range that you would like to make your appointment for and select “**Request a Booking**” at the bottom. You will then be prompted to select your one-hour preference and hit the “**Set**” button.
5. Enter the information requested
 - a. Patient
 - b. Reason for Visit
 - c. Additional Notes
6. Click on “**Continue to Review Booking**”
7. Make sure your medical information is accurately entered and an emergency contact is made available.
8. **Payment:** ensure your payment information is accurate and confirm your appointment request. This step happens for all clients and you will be billed according to your payment provider (Note: WSIB and MVA clients will not be charged at the complete of the appointment).

Finalizing an Appointment

1. Once your request has been confirmed by your physiotherapist, you will receive a notification through your email or text message (or both), finalizing a time.
2. Your appointment will now be scheduled in your account and ready to start the consult at the time it was scheduled for.

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:** 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. **Sign in** on your device on the day and time of your appointment.
2. Go to your menu button in the top left corner. Click on **“Appointments”** and select the appointment you have scheduled.
3. Click on **“Start Virtual Appointment”**. Once the therapist is available, the consultation will start.