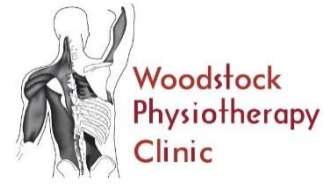




Virtual Consultation Services and Tele-Rehabilitation



The world is currently facing a global pandemic, the likes of which none of us have ever experienced before. Rest assured, like many of you, we are feeling the stress as we strive to deliver the best possible care to you and our clients. We too, are trying to understand the challenges of these uncertain times and want you to know we are here to support you and provide you with tools to continue to progress and get the relief you deserve.

As of Friday, March 20, 2020, the Ontario College of Physiotherapists has suspended all services that may directly impact the safety of our clients. In other words, we will no longer be able to actively see, consult and treat clients in our clinic settings.

We have decided to offer Tele-rehabilitation and feel that it can be a critical part of the solution to combat the spread of COVID-19. Tele-rehabilitation is defined as the provision of physiotherapy services from a distance and involves communication with a patient who is remotely located from the primary physiotherapist providing service. Tele-rehabilitation provides us with an opportunity for our physiotherapists and rehabilitation professionals to care for you and our clients anywhere in Ontario.

We would like to offer any clients in Woodstock, Oxford County and surrounding area (as well as all of Ontario if required) access to our Tele-rehabilitation services. While providing physiotherapy remotely has certain challenges, you and our clients can expect the same safe, effective, and ethical care as an in-person visit. Our physiotherapists will still be complying with all regulatory requirements and uphold the same level of care you are accustomed to.

Active Physiotherapy Solutions Virtual Physiotherapy Clinic

What does this service mean to me, the client?

- **Access:** Our highly qualified registered physiotherapists are available to consult, instruct, and treat a variety of conditions for all individuals during scheduled sessions
- **Right at your fingertips:** “Visits” are conducted on a secure video conference with your mobile device, tablet, or computer with a camera or microphone for a number of injuries or conditions. You can stay in the safety and comfort of your own home and get the care you deserve.
- **Affordable:** All physiotherapy “visits” in our virtual clinic are compliant with guidelines set forth by the College of Physiotherapists of Ontario and as such can be covered by many insurance plans or other self-pay options.
- **Harmonized care:** If you are an existing client of our clinic, all our physiotherapists will have access to your pre-existing records. Furthermore, we will continue to communicate with your family physician, or any other health professional involved in your care.

When to use virtual care?

- **Right away:** Our current clients can experience an effortless continuation of their care. Your physiotherapist will have access to all your progress notes and exercise programs. With this

access, we can ensure you are progressing along with your rehabilitation as anticipated without delays.

- **New injury or condition:** In the event, you have a new concern or injury that has occurred, we would be more than happy to consult, instruct, and assist you to get the relief you need.
- **You are in pain and need help:** Even if you are not already a client at Active Physiotherapy Solutions or Woodstock Physiotherapy Clinic, we are here for you. Whether you are self-isolating, social distancing, or quarantined, you can still have access to care. All you must do is call and make an appointment with one of our highly qualified registered physiotherapists and we will be happy to help.

What is required to access virtual care?

- **Mobile device, tablet or computer:** If you have any of these devices with a camera and a microphone, you have the ability to communicate with one of our therapists. These devices will allow us to establish a secure video conference. In the event of an issue with your devices, you may require someone for technical support.
- **Security:** You will need a safe, secure and confidential area in your home or community in order to protect yourself and your rights.
- **Safety plan:** Before starting a virtual consult, our therapists will work with you to establish a plan to ensure you are safe and comfortable during the consultation. You may require a caregiver or someone capable of providing you with in-home support during your consultation.
- **Informed consent:** We will send you our “Virtual Clinic Consent Form” that you will be required to agree upon and sign prior to beginning a session. This will ensure that you are aware of any potential limitations, risks and benefits so you can make a clear decision on your involvement in our Virtual Clinic.

Frequently Asked Questions About Our Virtual Physiotherapy Clinic

What conditions can we treat?

Conditions that physiotherapists can treat are wide-ranging and a Virtual Physiotherapy Consultation gives us similar ability as an in-person consultation. We have the ability to treat:

- Neck and back pain caused by problems in the muscles and skeleton
- Problems in the bones, joints, muscles and ligaments, such as arthritis
- Disability as a result of heart problems
- Pelvic issues, such as bladder and bowel problems related to childbirth
- Loss of mobility because of trauma to the brain or spine, or due to diseases such as Parkinson’s disease and multiple sclerosis
- Fatigue, pain, swelling, stiffness and loss of muscle strength

What conditions can we not treat?

As long as your condition is within the scope of physiotherapy practice, we can help treat or at minimum, advise you on how to manage your condition. Please review the rest of our website for the services we offer or visit the Ontario College of Physiotherapists Website for more information.

What happens if I experience a problem during my consultation?

Before beginning a session, your physiotherapist will develop and implement a Safety Protocol in the event you had an issue. This will ensure you are safe and cared for and give you some peace of mind.

Can I use my insurance plan?

Many extended benefit carriers are paying for Virtual Physiotherapy Consultations at this time. Please contact your insurance company to find out. The fee service code must be clearly labeled as Virtual Physiotherapy Consultation and we are operating under strict guidelines set forth by the College of Physiotherapists of Ontario. If you have coverage, we will still be able to directly bill insurance company on your behalf once payment has been received.

What payment methods do you accept?

For our virtual services, we can accept payment in electronic versions only. We accept all major credit cards as well as prearranged email transfers.

How do I access Virtual Clinic with a mobile device, tablet, or computer?

After you have agreed to our terms of service and signed our informed consent form, we will send you specific instructions on how to access our Virtual Physiotherapy Clinic.

Do I need to do anything to prepare for my “visit?”

All we ask is that you have a safe space to move around in within your home or other secure location. You will want to wear comfortable clothing and appropriate footwear. We may also need to visually inspect the area you are having problems with, so loose-fitting clothing generally works best. Depending on your condition, you may be asked to move around or perform some simple exercises while your physiotherapist observes your movements. Your physiotherapist will observe the space before your session starts to ensure it is adequate for the session.

Can I use tele-rehabilitation if I am out of the province on business or vacation?

The answer is yes! If your permanent address is in the province where your current physiotherapist is licensed, and your care can be appropriately managed using tele-rehabilitation. Your physiotherapist can simply continue your care at the alternate location.

What if I experience technical issues?

If you cannot hear or see the provider or if the provider cannot hear or see you, please make sure your audio is not muted and that your camera is turned on. If you get disconnected from the video visit or accidentally closed out the tab, please refer to your instructional email to rejoin the visit. We will always ensure an alternative form of communication is available prior to starting a session.

For more information on troubleshooting your virtual visit, please call 519-421-2586 during normal administration hours (8:00 am to 5:00 pm).