Preparing for your Telehealth Appointment

Dear Patients:

Telehealth appointments are an effective way for us to provide care while physical distancing restrictions are in place. To help you prepare for your telehealth appointment, we ask that you please read and follow the steps below:

1. Confirm the date and time of your appointment when booking
2. Ensure your phone, computer or tablet has working audio (and video if you are using Zoom)
   a. Telephone appointments will take place by phone call and a simple phone is all that is required.
   b. Video appointments will take place on Zoom and will require a computer, tablet or smart phone.
      i. Zoom is a free application that you can download on your computer, phone or tablet in a couple of minutes. Please download Zoom prior to your appointment.
      ii. You can either search for Zoom in your app store or follow the link to your video appointment in your email confirmation. These links may help you:
      https://support.zoom.us/hc/en-us/articles/201362193

      https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users

3. Set up a space for the appointment
   a. Find a quiet and private space that permits you to move around
   b. You may need a place to lie down (floor, bed, couch), if possible
   c. You may wish to keep any exercise or rehab equipment that you have nearby
4. Get yourself ready
   a. You may need to change into clothes that allow you to comfortably move to perform basic movements or exercises
5. Prepare a list of any questions you may have for you appointment
6. Have your schedule handy in case you need to schedule another appointment at the end of your session

Please note that in the event of technical difficulties during your Zoom (video) appointment, your Clinician will attempt to call you on the phone number you provide.

We look forward to seeing you!