

VIRTUAL PHYSIOTHERAPY

Commonly Asked Questions

What is Virtual Physiotherapy?

Virtual Physiotherapy, commonly referred to as Tele Health or Tele Medicine is the provision of physiotherapy services at a distance, by an information or communication technology such as video conferencing, when an in-person visit is not possible.

A patient can expect the same safe, effective, and ethical care as an in-person visit and the physiotherapist must comply with all regulatory requirements.

Virtual Physiotherapy may be appropriate if the patient cannot easily access an in-person visit due to a shortage of physiotherapy services available in the region where the patient lives or because of transportation or mobility concerns.

Physiotherapists will use their professional judgment to determine if this model of care is the most appropriate available method to deliver care and that the patient is not exposed to any increased risk. Patients and physiotherapists alike need to recognize any limitations that virtual physiotherapy services present including privacy of personal health information, safety of the patient within the context of their home or work environment and the inability to perform a hands-on assessment and subsequent treatment.

Are there any risks with Virtual Physiotherapy?

Patients must always be able to rely on receiving safe and effective care from a physiotherapist, regardless of how the service is delivered.

Virtual Physiotherapy has some challenges you need to plan for and in some cases attempt to mitigate.

These include things like:

- Technology failures and challenges.
- Communication limitations. You might encounter audio issues or language challenges.

- Medical emergencies. If your patient is experiencing a medical issue, be prepared to act.

Your physiotherapist is aware of these potential issues and will work through them with you as needed.

Can I still book an appointment if I don't have video?

Yes! Our physiotherapists are also doing phone consults for appropriate patients.

What are the fees for Virtual Physiotherapy?

At InFocus we have reduced our fees slightly for Virtual Assessments & Treatments to reflect the fact that we can not provide any “hands on” or manual assessment techniques or treatment. You will still receive the same excellent care and knowledge that you would expect in clinic as well as be provided with handouts and videos for your home program.

Will my insurance cover Virtual Physiotherapy services?

Most insurance companies are now covering these services in light of COVID-19 restrictions. You should check with your provider prior to booking. InFocus will still provide direct billing to your insurance company as able.

How do I book an assessment?

Contact our clinic via phone (905-702-7891) or email (infocusphysio@gmail.com) and someone will contact you to set up a time.

Please read the “**Virtual Physiotherapy TIPS**” to ensure you have all the necessary equipment. You can also complete the **Intake Form and Virtual Physiotherapy Consent Form** provided on the website and send back to clinic by scanning and emailing.

Your physiotherapist will review set up and answer any other questions when they call to book your appointment. Don't worry...this is new to all of us!!