



Telehealth Information

What is a Telehealth appointment?

A telehealth appointment uses live video technology (zoom is our platform) to connect patients with their outpatient providers who are in different locations. This will allow you to work with a physical therapist to establish a plan of care to help you meet your goals and return to your favorite sports or activities pain free once we are able to safely resume those activities.

What will a Telehealth Physical Therapy evaluation include?

Much like an in clinic appointment, your evaluation will start with a short registration process and review of paperwork. Once this has been completed you will be connected with your physical therapist. The physical therapist will take a detailed history that will include information about your current injury or reason for referral, what things you are having pain or difficulty with and a detailed medical history. Using the camera function of your device, the physical therapist will assess the area that you are having pain and ask specific questions to help determine what may be causing your pain or issues. Then the physical therapist will lead you through a physical exam that will look at your ROM, strength, functional movement, neuromuscular control, and stability. In most cases all of this can be accessed via Telehealth appointment. After your physical therapist is done with their exam, they will review their findings with you and the patient and discuss the patient's goals and what they hope to get out of physical therapy. They will then instruct you in your home exercise program or what you should or should not be doing to help you get better. After this discussion the patient, parent, and PT will work together to determine the plan of care and follow up visits will be scheduled as needed. Feel free to ask questions anytime during the evaluation, that is why we are here.

What will at Telehealth follow up visit look like?

A follow up visit will include a quick overview of your condition and how you have been doing overall and since your last appointment. Then the physical therapist will assess different things depending on what you have going on and what impairments were found at your evaluation. These may include, but are not limited to, ROM, strength, functional movement, neuromuscular control, and stability. After a reassessment to see where you are and how you are progressing, your therapist will lead you through some exercises or activities to help progress you toward your goals. Being able to see you perform these tasks is very important to us to ensure you are performing with correct form and are using the correct patterns and using the correct muscles. Your therapist will also discuss what you should or should not be doing at home and update your home program as needed. At the end of each session your therapist will review your progress and discuss your plan care going forward.

How does a Telehealth appointment work?

After we determine that **telehealth is a good fit for you and your child**, and all parties agree to have visits via telehealth, follow up outpatient therapy appointments will be completed via telehealth. Participating in these visits will require use of a suitable device (Computer, Laptop, phone, or Tablet, that has both audio and a camera). There may be circumstances that require returning to in-office visits. If this is the case for you, your child's office will discuss clinical indications for returning to in-office visits.

What kind of space do I need for my Telehealth appointment at home?

Choose a space in your home for sessions that allows the patient to be free from interruptions (pets, TV, siblings). Please ensure patients are in athletic attire and tennis shoes as they would for an in person visit. If you have specific equipment such as band or loops, foam roller, weights, or fitness/medicine ball please have these items available. This will allow your therapist to progress you with what you have at home.

How do I know that I have a Telehealth appointment?

An email invitation will be sent by your child's office the day before the appointment. In the email the ZOOM link will be attached for the scheduled telehealth therapy appointment along with paperwork to review. If an email is not received, please contact the office. A telehealth welcome email will also be sent prior to your first telehealth appointment that will have helpful information to allow for a successful visit.

What Tools and Technology will I need for a Telehealth appointment?

Telehealth requires a working internet connection and the technology tools below.

- a. Computer, Laptop, smart phone, or Tablet with a camera for joining sessions

b. Wireless/Bluetooth earbuds are optional to increase sound quality

What about co-pays?

You will receive a separate bill for copays or co- insurance, after the service is provided.

Does my insurance cover this?

During the COVID 19 pandemic many insurance companies are now covering telehealth services that included outpatient physical therapy. Prior to starting any telehealth appointment our office will call and verify that your insurance provider is covering this service as a courtesy to you. If we find your insurance is not currently covering this service we will let you know prior to your appointment. We will also continue to monitor this as many insurances are starting to cover this, so just because they do not cover it today does not mean they will not next week.

How long will a telehealth PT appointment last?

Each specific appointment may vary, but typically we expect an evaluation to take 30-40 minutes. Follow up visits will most likely take 30-35 minutes; some may be slightly longer or shorter. This all depends on what is done during the visit. We will only bill your insurance for the time we spend with you face to face in the meeting.

Does a parent have to be present during the treatment?

We require a parent or legal guardian to be present for all initial evaluations for patients under the age of 18. For follow up appointments we require a parent to be present during the appointment for anyone under the age of 14. For anyone over the age of 14 that has an unaccompanied minor form on file will be allowed to join the appointment meeting without a parent present, we just ask that there is an adult present in the home in the case of an emergency.