



Telehealth Visits

One small positive of the COVID-19 pandemic is how we can deliver care to our patients. Telemedicine has become another service we can offer when necessary for the health and safety of our patients and staff, or when convenient for those unable to get to our offices.

We will continue to provide care in our offices but will utilize Telehealth as a possible option to deliver care. You can receive the services from us you want and need, while in your home. Telehealth visits are conducted via video visits using doxy.me to connect with you. The same in-office hourly rate will be charged, and payment is expected at time of service, using major credit cards or Health Savings Account (HSA) cards.

The process is easy. You'll need a smartphone, tablet (iPhone, Kindle Fire, etc.), or computer with a camera, microphone or Bluetooth earbuds, speaker capabilities, and a stable data connection (Wi-Fi or cellular service). You don't need to download any apps or software, and you don't need to have an account.

Together, we will determine if telehealth is appropriate for your visit, considering several factors about your situation:

- In isolation due to COVID but you able to participate in a physical therapy session from home
- Unable to get to the mainland from your home on an island
- Severe weather that closes our offices or prevents you traveling to your appointment
- Your physical therapy session doesn't require manual manipulations by your therapist

Once the appointment is scheduled you will receive an email with a link, directing you to open it **five minutes before** your appointment time. It will take you directly to a private webpage on doxy.me, into the therapist's waiting room. They will then initiate the meeting and you will be able to see and hear each other.

Here are some of things to do to make this go smoothly:

- A space with good lighting in which you can move around to do a little exercise
- Privacy to conduct your session without interruptions of phones, visitors, family or pets
- Do not have anyone else streaming video while you are meeting (Netflix, Hulu, Amazon Prime, etc.) It will take up all your internet bandwidth and slow your connection to a crawl.
- Have your camera and microphone already enabled with your web browser