



# Brooklin Village Physiotherapy

“It Takes A Village.....”

## TeleRehab 'Virtual Physio' Consent Form

In the light of COVID19, **Brooklin Village Physiotherapy** has switched some appointments to either phone-based or virtual telerehab appointments if it is appropriate for your care.

We use all manners of protection and encryption that are required of us and use secure, online platforms. We understand the importance of protecting personal information. For that reason, we have taken the following steps for protecting virtual information:

- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on computers, phones and electronic systems
- Paper information is transmitted either through a direct line or is anonymized or encrypted.
- Electronic information is transmitted either through a direct line or is anonymized or encrypted.
- Staff is trained to collect, use and disclose personal information only as necessary to fulfill their duties and in accordance with our privacy policy and law
- External consultants and agencies with access to personal information must enter into privacy agreements with us and follow the above standards
- Telerehabilitation consults through Zoom on Embodia are not recorded or stored in any way and are encrypted/protected as per governing privacy laws

By joining a phone or telephone appointment with **Brooklin Village Physiotherapy**:

- I agree that I am attending **Brooklin Village Physiotherapy** to receive physiotherapy assessment/treatment virtually and not in person. I understand that part or all the assessment/treatment may take place on a secure teleconference platform due to social restrictions during the COVID-19 pandemic and/or other personal restrictions from attending the clinic such as distance or ability to travel.
- I understand that the Physiotherapist will conduct an individualized assessment which may include asking me questions and doing a virtual physical and movement exam of the external muscular, vascular and nervous system. I am to report my symptoms, thoughts and feelings with the assessment as this will guide the therapist. This can be stopped at any time
- I understand there are some limitations to physiotherapy assessment or treatment virtually such as not having a hands-on assessment which may impact my care. My physio will discuss this with me at the appointment
- The physio will explain their findings, discuss treatment goals and explain all aspects of care, and I am to ask questions for clarification purposes when needed. I understand I can stop the virtual assessment/treatment at any time and all aspects of physiotherapy assessment/care are optional for me.
- I understand that all industry-standard privacy precautions are taken with my electronic information, but there may still be a risk to the anonymity of information
- I understand that there are different safety risks, such as the physio not being physical present as I move or exercise. An individualized safety plan will be discussed with my therapist and put in place at the beginning of my virtual appointment
- I understand that there is a treatment fee per a regular in-person appointment payable at the end of my appointment time. Payment and receipts will be given electronically. If you have any concerns regarding telerehab fees please let your therapist know

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- Although most insurance companies are now covering telerehab physiotherapy appointments, it is my responsibility to see if my company will still provide coverage for my appointment

Your therapist will verify you have read this document at the beginning of your appointment. They will discuss and answer any questions/concerns you may have, as well as your unique safety procedures in place for adverse events in virtual or telerehab appointments.

I confirm that I have read the above consent form and discussed it with my physiotherapist and agree to participate in telerehab care with Brooklin Village Physiotherapy.

Patient Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_

If you decide that a telephone or virtual appointment is not the right option for you, we can cancel it. Please let us know.

Thank you, and we look forward to seeing you at your virtual or telephone appointment.

For any further questions, please feel free to contact us at [brooklinphysio@hotmail.com](mailto:brooklinphysio@hotmail.com) or (905)655-7776.

Regards,

Brooklin Village Physiotherapy

***Please send a copy of filled out consent form to [brooklinphysio@hotmail.com](mailto:brooklinphysio@hotmail.com) prior to initial visit.***

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## Optimizing Your ‘Virtual Physio’ Experience

‘Virtual Physio’ online consultations may be something brand new for you and you may be wondering what to expect as a patient. Here are some suggestions to have the best experience online while connecting with your physiotherapist.

### **1. Accessing the software:**

Your physiotherapist will send the information, including a [link to the web portal](#), that you will need to connect with the system that we use for our online consultations prior to your appointment time.

### **2. Hardware Needs:**

- You will need a computer, tablet, smartphone or mobile device to access the software. We are currently using the [Zoom](#) platform and/or Clinicmaster’s own telehealth portal both of which will work on all Windows, Mac and iOS devices.
- Your device must have a [microphone](#) (internal or external) so that you can communicate with your physiotherapist.
- Your device must also have a [camera](#) so that you can be seen by your provider during the visit.

### **3. Internet Connection/Wi-Fi:**

- Having a strong and solid internet connection is vital to having a positive Virtual Physio experience. Ideally, your internet speed should be at least 15 Mbps download and 5 Mbps upload and you could check at this [link](#).
- If your internet is not performing as expected you may wish to try a wired connection directly to your router or modem.
- If you use your mobile device over a cellular network, please be aware that you will be using your cellular data from your existing plan and you may incur additional costs from your provider.

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## IMPORTANT TIPS TO MAXIMIZE YOUR EXPERIENCE




1. **Comfort:** Make yourself comfortable. Choose a location in which you can be most comfortable physically and emotionally. You will likely be asked by your physiotherapist to move during your visits so make sure you have adequate room to move.
2. **Location:** Choose a location that is quiet and private without distractions and has good lighting and acoustics. Remove distractions so you can get as much out of your appointment as possible without interruptions.
3. **Clothing:** Wear comfortable clothing that also allows for movement to be seen over video. For example, snug fitting clothes or shorts and a t-shirt or tank top allow for your physio to assess how parts of your body move during certain actions or exercises.
4. **Safety:** Please do not try to have a Virtual Physio visit while driving or performing other activities and make sure to remove objects from the area that may turn into hazards or obstructions.
5. **Assistant:** Sometimes it is beneficial to have a family member nearby to help provide assistance such as holding camera as needed to get different angle for the physio to see you move or participate in therapy session in other helpful ways.
6. **Technology:** Please make sure your technology is working well, is plugged into a power source with a long enough cable to possibly move during the session if required, has a full battery charge if appropriate; has notifications turned off to prevent distractions.
7. **Prepare questions:** It is a good idea to have any questions prepared prior to your session so that your physio will be able to answer them during the session. If there is anything the physiotherapist should know prior to the session, please feel free to send them an email with details so they can also prepare ahead of time.

*Thank you for your interest in our Virtual Physio online consultations and if you ever have any questions or concerns, please do not hesitate to contact us at [brooklinphysio@hotmail.com](mailto:brooklinphysio@hotmail.com).*

*Regards*

*Brooklin Village Physiotherapy*

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