

Brooklin Village Physiotherapy

“It Takes A Village.....”

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:

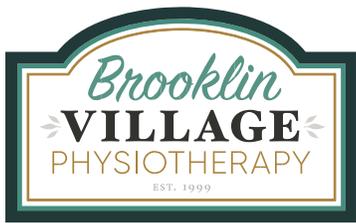
- You will need a computer, tablet, smartphone or mobile device to access the software. We are currently using the [Zoom](#) platform and/or Clinicmaster’s own telehealth portal both of which will work on all Windows, Mac and iOS devices.
- Your device must have a [microphone](#) (internal or external) 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.

Regards

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