

Sample Patient Handout

Telehealth and Neurological Physical Therapy Services

Telehealth is a way to provide your physical therapy services in the privacy of your current living environment through secure, web-based video conferencing. This allows the therapist and patient to see and hear each other at the same time, even though they are in different locations. Telehealth services may be an option if therapy can be safely performed through use of technology, and you and/or your designated healthcare partner consent to care provided in this manner.

Benefits of Telehealth

- Improves access to therapy services
- Improves access to specialized therapy services specific to your health condition
- Minimizes challenges faced with transportation, travel and/or wait time
- Care and treatment can be better adapted to your needs in your living environment
- Limits risk of exposure to infection
- Compliments in-person care and may allow for easier access to therapy visits
- Allows for direct family /care partner participation (as needed and desired)

What do I need to know for my Telehealth visit?



Consent for telehealth: Your consent is required for the use of telehealth services. You may choose at any time to end services provided by this means.



Care partner involvement: Caregivers/care partners are welcome and encouraged to attend telehealth visits with the patient's (and/or legally authorized representatives) consent.



Insurance Coverage: Prior to therapy, contact your insurance provide to ensure telehealth services are covered. Typically, there is no extra fee for services delivered via telehealth. Co-pays, co-insurance, or deductibles, if any, are the same as an in-person visit, and this will be discussed with you prior to beginning treatment.



Protecting Medical Information: Telehealth video conferencing uses secure environments to protect your health information during the visit. The technology used will be unique to the therapy provider (*or list here*) and will be disclosed to you before the visit for ease of access.



Technology: The goal is to ensure easy access to therapy services for those with any level of experience with technology. Electronic devices with audio and video capabilities (*smartphones, computers, tablets, etc...*) are used for the telehealth visit. Modifications are available for audio, visual, and/or communication needs including closed captioning and language interpretation.



Unforeseen circumstances: Our therapists are trained and prepared to assist with emergency situations. Knowing your location is necessary to make sure securing appropriate assistance can be done if required. We also know that technology can sometimes be challenging. Your therapist will do their best to resolve technology issues that may arise during a telehealth session, but you may also benefit from being aware of the Information Technology (IT) services contact information (if available).

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Gathering at home tools: There are plenty of household items that can be used for therapy and exercise! Before your session, look into what items at home you may be able to use for exercise. A list of suggestions can be seen on this page. Purchasing home exercise equipment is not required, but it can aid in complementing your program at home. Your therapist will provide guidance as needed.

At home tools for exercise!

Creating your “gym” at home does not require fancy equipment, but rather the items you use each and every day. The following is a list of items that may be useful in sessions depending on your individual goals.

- Pillows
- Towels
- Gallons/Jugs (detergent, water etc...)
- Small water bottles/soda etc...
- Stable chair
- Coins, Deck of Cards, Rubber bands, Dominos
- Mirror
- Paper, pen, pencil, marker
- Backpack filled with objects to add w
- Small step stool
- Belts
- Plastic Cups
- Tape measure
- Painter’s Tape/Tape

Additionally, if you have exercise or previous therapy equipment in the home, make sure your physical therapy team is aware! This may include:

- Resistance bands
- Hand weights/dumbbells
- Ankle weights
- Yoga blocks
- Yoga mat
- Stretch straps
- Step up with risers
- Aerobic equipment: treadmill, bike, elliptical etc...
- Electrical Stimulation Units
- Therapy ball
- BOSU Ball or other balance board surfaces
- Foam roller

Identifying a safe space in the house to perform exercise is also a good first step. The following are suggestions:

- Quiet environment
- Well-lit space, free from clutter / tripping hazards
- Empty corner in the house to practice balance
- Long hallways
- Space next to a counter top or stable support