



Wellington Sports Med  
*Educate, Empower, Excel*



Willis Street  
Physiotherapy



# Willis Street Physiotherapy, Wellington Sports Med, and Physio Spot

## Patient Telehealth Information Pack

Hi,

Welcome to Willis Street Physiotherapy, Wellington Sports Med, and Physio Spot Telehealth Service. Your physiotherapist has recommended that we schedule a Telehealth appointment with you.

Please note that Telehealth can be used if you have video capability on your device, this may be your laptop, tablet, PC or smartphone. If this is difficult, then we can still give you some advice over the phone. Please let us know if you do not have access to video technology, and supply us with your home or mobile phone number.

If you have an accepted ACC claim for your injury then the charge for Telehealth will be covered by ACC. We are still offering no co-payment appointments for ACC clients through level 3, but we have introduced a voluntary payment option to cover the surcharge, or a koha option. You will not be invoiced for your appointment- any payment is voluntary. Details of how to make a voluntary payment will be sent following your appointment.

If you do not have an accepted ACC claim, if you are paying privately, or claiming through another insurance provider, or your work; then there will be a charge for this Telehealth service.

Either way, if there is a charge you will be informed of this at the time of booking your Telehealth appointment.

Once you have read the information attached, please email or phone us to schedule your Telehealth appointment.

- ❖ If you are currently receiving treatment, please hit reply and let us know that you would like to schedule a Telehealth appointment. Our team will then contact you.
- ❖ If you have a new episode of discomfort, pain or injury, then please email us back and let us know as we will need to send you our electronic registration form which you can fill in



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on your laptop or PC, save it, and then return it to us without printing. (If you cannot complete this form then please let us know immediately).

Further information please read below:

- ❖ A guide to how Telehealth will work and what to expect
- ❖ Information on how to participate in your Telehealth appointment using an appropriate secure Telehealth platform. We only use secure Telehealth platforms so your privacy is protected.

We also suggest you visit

<https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumer-rights/> to view your rights as a consumer under the Code of Health and Disability Services

## RETURN EMAIL IF NEW INJURY

Hi

Thanks for getting back to us, please complete the attached registration form and we look forward to working with you to solve your injury.

This is an electronic registration form which you can fill in on your laptop or PC, save it, and then return it to us without printing. (If you cannot complete this form then please let us know immediately).

- Please note that this needs to be completed even if you may have seen us previously for another past injury.
- If you feel it is an injury and qualifies for ACC cover, then please also complete the relevant ACC area of the consent form, noting the declaration from ACC.
- Please ensure you enter your name at the end of the registration form (as proof of signature)
- Please also ensure you complete the pain scale, and the functional scale information at the end of the document.
- Then save the document as a PDF, or word if you prefer, to your device, then hit reply to our email and attach your form in your return email.
- One of our physiotherapists will be sent the form. If you have completed the ACC section, we will confirm if this episode qualifies for ACC. If it doesn't meet the necessary criteria to be covered by ACC, then we will discuss this with you and give our reasoning. If it does not meet the criteria for ACC then you will be given the option of a private Telehealth appointment and the cost for this.
- There is no requirement to see your GP first. Your physiotherapist will be able to give appropriate advice during the Telehealth consultation.



## TELEHEALTH ATTACHMENT

### A guide to how Telehealth will work and what to expect

#### What is Telehealth?

Telehealth is the use of information and video conferencing technologies, to deliver health services and/or transmit health information to a patient when the clinician is in a different location. We use Gensolve which is a secure conferencing platform but there are also other appropriate secure Telehealth platforms.

Telehealth allows the physiotherapist to connect with you securely to understand your current state, review your progress, give advice, and adjust or advance your exercises, and also discharge you from our care, or if necessary to set another appointment or Telehealth review. All this without you needing to be in the same place. This service will generally only be available for follow up appointments, and will not necessarily be available for every follow up.

For a Telehealth appointment with your physiotherapist to work via Gensolve, you will need to have access to a computer, tablet, smartphone or laptop with good internet connection and video conferencing capability. If using your smartphone you will require wifi or suitable cellular network coverage for Telehealth to work.

We recommend that for the best connection that you use a laptop or PC and Google Chrome. Please let us know if you have any questions.

ACC considers that Telehealth appointments count as one of your allocated number of consultations.

#### What to expect from your Telehealth consultation

A Telehealth appointment is the same as a normal in-person consultation except the patient is in a different location from the clinician.

You can expect the same level of engagement as you would in a normal in-person appointment.

The clinician may need to see you in person if they feel that a physical examination is necessary and providing this is possible.

- ❖ If you feel that Telehealth is not something you are comfortable with, please let us know and you will be offered an in-person appointment with the clinician whenever possible.
- ❖ You have the right to have a support person with you, please make the clinician aware that you have someone with you. Please also let the clinician know if during a phone call if they are on speaker.



- ❖ You need to be in a private 'safe' place, ideally at home or in a private office space. This is to protect your privacy and the information that is passed between you and the clinician may not be something you want the person sitting at the next table in the cafe to hear. Driving during a Telehealth consult is also not advised for safety reasons.
- ❖ If the clinician decides, at any time during the Telehealth consultation, that a physical examination is necessary, then this will be discussed with you, the Telehealth appointment will be concluded, and you will be contacted to book an in-person appointment whenever this is possible.
- ❖ Please be aware that these appointments need to be limited to a set amount of time as there will be other patients waiting after you. If the appointment before you runs over time we will endeavour to let you know.
- ❖ We request that you respect the clinicians right to privacy and not record the consultation. A full set of notes from the appointment can be sent to you after the appointment on request.
- ❖ The Telehealth consultation uses a secure Teleconferencing platform such as Gensolve, or alternatives such as doxy.me (zoom, or Skype may also be used). We can use whatever is convenient for yourself and the physiotherapist.

## Information on how to participate in your Telehealth appointment

### Instructions for accessing Telehealth through Gensolve, doxy.me, zoom or Skype

#### Gaining access to Telehealth using Gensolve

#### if using your computer, tablet, or laptop

Please visit the Gensolve Telehealth help page for instructions regarding preparing the device you may be using. <https://www.gensolve.com/telehealth-help/>

At the time of your scheduled Telehealth appointment, please make sure that you are able to access your email, either on a computer, tablet, or laptop with good internet connection and video conferencing capability.

- Prior to or at the time of your scheduled appointment you will receive an email from your physiotherapist titled **Telehealth Appt - (Date and Time)**
- Click the **Open Telehealth** link from your computer, tablet, or laptop and you will be automatically taken to the Telehealth interface within Gensolve
- Enter the supplied **Access Code**
- You will be asked to consent to the call



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- Then you will be connected to and will be able to see your physiotherapist, who will also be able to see you (providing your camera is set up correctly), via teleconferencing
- Here you will be able to discuss your case and your physiotherapist will be able to give specific advice regarding what you can/cannot do and also demonstrate exercises

## Gaining access to Telehealth using doxy.me

### Using your computer, tablet, laptop, or smartphone

- You will require suitable wifi or network cellular coverage for Telehealth to work.
- From your device open the email sent from doxy.me and click the link. Choose safari if using an apple device
- You will be taken straight to the secure doxy.me waiting room at their website
- Click to allow your Mic and Video to be shared
- You will be welcomed and asked to check in with your physio
- Enter your name
- Click Check in
- You will then receive a message that you are waiting for your named physio to join online, or alternatively, that your call will start soon
- Your physio will see you are in their waiting room
- You will get a message that your video will start and then you will be connected via Telehealth

### If you wish to use zoom

The web browser client will download automatically and prompt you how to do this when you are invited to join your first Zoom meeting. It is also available for manual download from <https://zoom.us/download>

### If you are using Skype

It is available for manual download from <https://www.skype.com/en/get-skype/>

**Contact us** (If we don't answer the phone straight away, please leave a message as we check the answering machine often)

If you have any issues please contact the appropriate site,

Willis Street Physiotherapy  
04 384 8313  
[info@willisstreetphysiotherapy.co.nz](mailto:info@willisstreetphysiotherapy.co.nz)

Wellington Sports Med  
04 9097609  
[admin@wellingtonsportsmed.co.nz](mailto:admin@wellingtonsportsmed.co.nz)



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## Feedback

We would love to hear your thoughts on your Telehealth appointment experience and if there is anything that could be improved. Please email us back with any feedback, good or bad.

## PLEASE EMAIL US TO SCHEDULE YOUR TELEHEALTH APPOINTMENT

*Please consider the environment before printing*

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