

What Patients Need to Know Before a Physical Therapy Telehealth Visit

1. Technology Requirements

- A reliable internet connection.**
- A device with a camera and microphone (smartphone, tablet, laptop, or desktop).**
- Access to the telehealth platform provided by the clinic.**
- Ability to position the camera so the therapist can observe posture, movement patterns, and exercise performance.**

2. Private and Safe Environment

- Choose a quiet, private space where you feel comfortable discussing health concerns.**
- Ensure adequate space to move safely, stand, sit, or lie down as needed to perform exercises.**
- The area should be well-lit to allow clear visualization of movements and posture.**

3. Clothing

- Wear comfortable, loose-fitting clothing that allows unrestricted movement.**
- Clothing should allow visualization of posture, hips, abdomen, or extremities as needed, while maintaining comfort and privacy.**

4. Equipment and Supplies

- Common household items may be used (chair, pillows, towels, wall space).**
- Optional exercise equipment may include resistance bands, light weights, yoga mat, stability ball, or biofeedback trainer if available.**
- Any braces, supports, TENS units, kinesiotape, or other therapeutic equipment currently in use should be available during the session.**

5. Medical and Symptom Information

- Be prepared to discuss current symptoms, pain levels, functional limitations, bowel and bladder concerns (if applicable), fatigue, and any recent changes in health status.**

- Have a list of current medications, supplements, and relevant healthcare providers available.

6. Safety Considerations

- Inform the therapist immediately if you experience dizziness, shortness of breath, chest pain, neurological symptoms, or increased pain during the session.
- The therapist will modify or discontinue activities if safety concerns arise.
- A responsible adult should be nearby if the patient has balance impairments, fall risk, medical instability, or if the patient is a minor.

7. Telehealth Limitations

- Telehealth physical therapy does not include hands-on assessment or manual therapy.
- Some conditions may require in-person treatment or referral to another healthcare provider.
- Emergency or urgent medical issues should be directed to local emergency services and not addressed through telehealth.

8. Active Participation

- Telehealth physical therapy requires active patient participation.
- Patients are expected to follow verbal and visual instructions, ask questions, and practice exercises during the session.
- Consistent completion of the prescribed home exercise program is essential for optimal outcomes.

9. Documentation and Follow-Up

- After each session, patients will receive a visit summary, home exercise instructions, educational materials, and equipment recommendations.
- Patients may be advised to follow up with medical specialists or transition to in-person care if clinically indicated.

10. Payment and Billing

- Payment is collected at the beginning of each telehealth session.

- **A paid invoice will be provided after each session.**
- **Services are eligible for FSA and HSA reimbursement.**
- **A superbill can be provided upon request for patients seeking out-of-network insurance reimbursement.**