



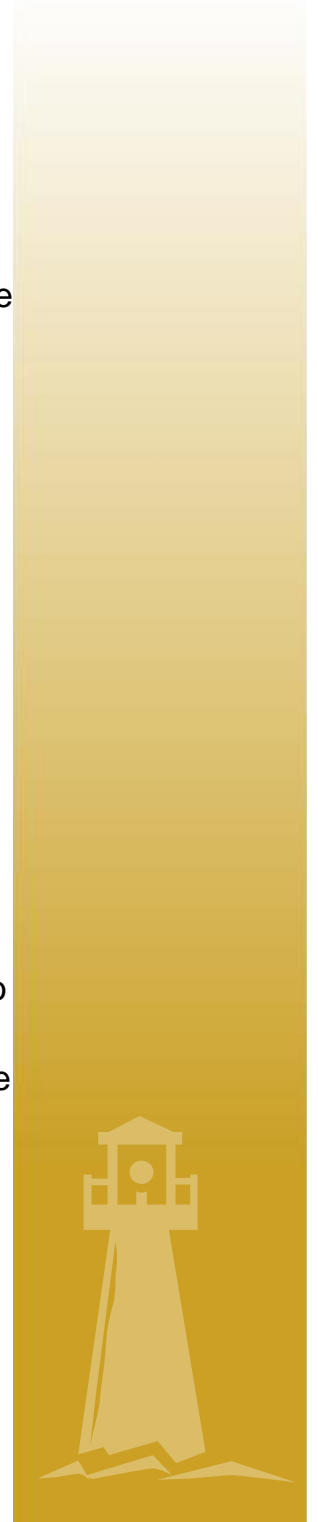
Virtual Physiotherapy is in many ways just like a regular appointment, but it uses a phone call or videoconferencing to connect a patient to their physiotherapist. It allows you to use your own technology to have a virtual visit and see, hear, and talk with a physiotherapist in the comfort of your own home.

Technology:

- An e-mail address is required to set up the virtual appointment. You will receive an e-mail with a link to access your virtual appointment.
- You will need access to a device such as a personal computer, tablet, mobile phone that has a camera and a speaker.
- Supported devices include desktop and laptop computers, Android tablets, iPads, Android smart phones and Apple iPhones (version 7 and up).
- Check your Browser. Supported browsers include: (Chrome version 28+, Firefox version 22+, Apple Safari 11.1+ on macOS and iOS, Microsoft Edge version 12+) *Note: **Internet Explorer is not supported.***
- A mobile device may be easier to follow around an active young child but a laptop can be propped easily
- You will need secure Internet or WI-Fi connection
- Ensure your device is fully charged
- You may need to limit use of Wi-Fi in other areas of your house during the session

Information:

- **You will need the child's MCP card ready** to show the physiotherapist at the beginning of the session so that they can positively identify the child.
- Your therapist may be asking questions about pregnancy, birth history, other areas of development, other medical concerns, how your child is moving their body etc.
- If you have any specific questions for the Physiotherapist you might want to write them down prior to the visit
- The therapist may ask to see the child walking, hopping, squatting or on the stairs.
- Have toys available as the therapist may need you to use these to encourage movement.
- It may be helpful to have another person operate the camera or to have something to prop the camera on during the session. Please advise the therapist if another person is in the room with you.



Person:

- Have the child wear comfortable clothing.
- If it is the area involved is the neck or shoulder, wearing a thin strap tank style shirt may work best.
- If your child has issues with the knees, feet or ankles, have them wear a pair of shorts and remove the socks and shoes.
- Depending on the body area involved, the therapist may want to see different viewing angles of the child.
- It is not ideal to have the visit during the child's usual nap time.

Space:

- Choose an area that is well lit, quiet and free of distractions if possible. Having pets or younger siblings around may make it more challenging.
- Have an area where the child can move freely. For a younger child they may need space for rolling, crawling or pulling to stand at a low piece of furniture such as the coffee table or couch. A large clear area to observe walking may be helpful.

For further information on Virtual Care in Eastern Health please see the following links:

NLCHI: Virtual Care: "I'm a Patient": <https://virtualcarenl.ca/>

Home Based Telehealth questions and answers:

https://www.nlchi.nl.ca/images/Home_Based_Telehealth_QA_Aug8.pdf

If you have additional questions please contact the Physiotherapy Department

