

## Patient instructions for a successful virtual physiotherapy session

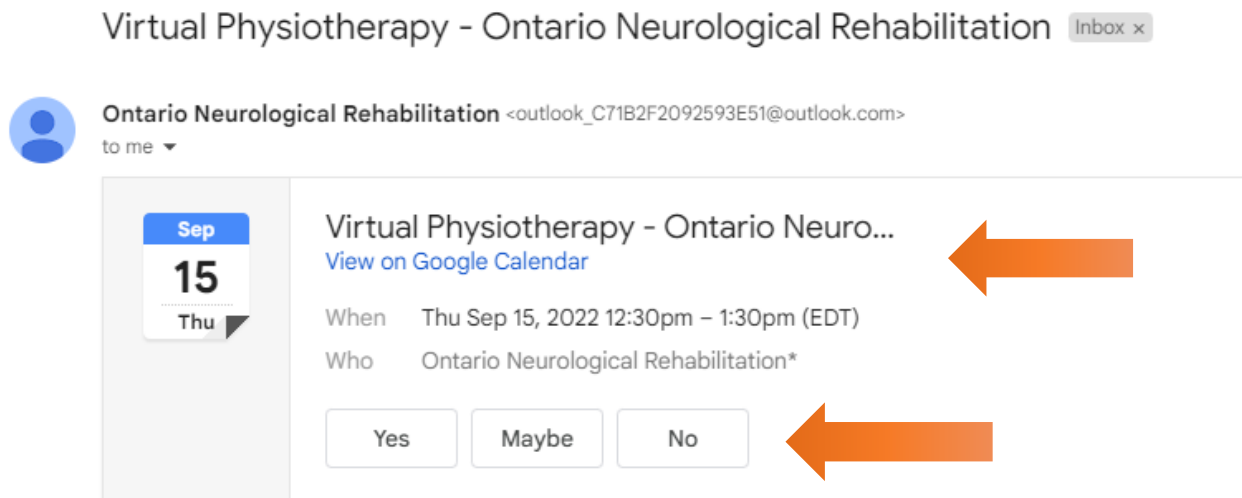
Virtual consultations may seem intimidating. As with most things, preparation is key. Here are a few tips to help ensure you make the most out of your appointment:

You will need:

- A webcam-enabled computer, smartphone or tablet with good quality speakers, a microphone and a web browser
- An internet (Wi-Fi) or a phone data plan (for connections via mobile device)
- A strong internet connection
- An email account
- A quiet indoor space with little distraction and good lighting

### What am I expecting after booking a virtual Physiotherapy/ Rehabilitation appointment?

1. You will receive an email from us with the time and date of the appointment as well as an invitation link to join the Physiotherapy Virtual Care session.

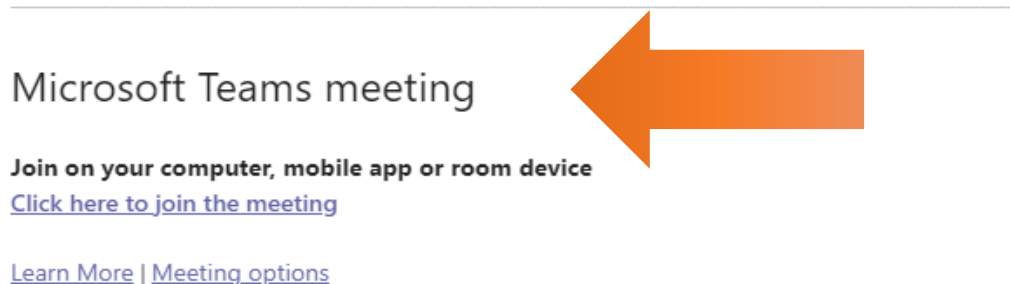
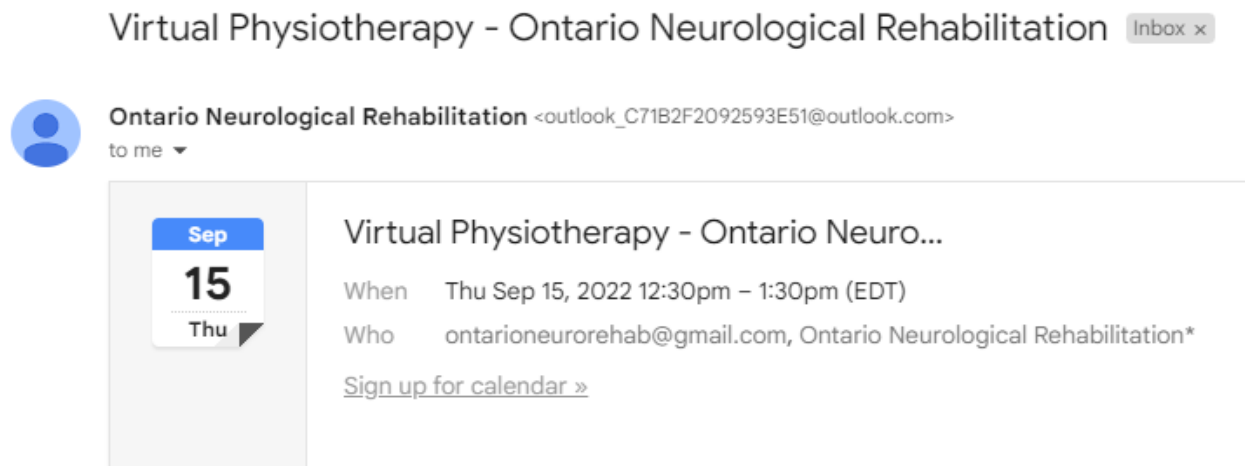


2. Please click **"Yes"** as shown in the email to confirm your appointment.
3. With the invitation email you have received, you could add it to your personal calendar (choice of Google, Microsoft, or Apple).

4. You will receive another email enclosed with our **CONSENT FORM/ PHYSIOTHERAPY INTAKE FORM**, and you have to review and sign it before the appointment.
5. Fifteen minutes before your appointment time, we recommend testing your audio, camera and internet connection to make sure everything is in good working order.
6. Five minutes before your appointment time, click on the link in the email provided by the Ontario Neurological Rehabilitation. You may see a window pop-up in your web browser requesting permission to share your camera. Be sure to accept/allow, otherwise your healthcare professional won't be able to see you.
7. Don't be concerned if you don't see your healthcare professional on your screen when you "arrive" for your appointment. Just as in the clinic, you may have to wait a few minutes for the healthcare professional.

## How to Join a Virtual Physiotherapy Session?

1. Click the "Join Microsoft Teams Meeting" link from our invitation email.



\*\*\*\*If you have further questions or difficulties to join our Virtual Physiotherapy session, please call us @ 705-507-4794 and one of our team members will assist you\*\*\*\*