

Back In Motion Physical Therapy Telehealth Starter Guide

What is Telehealth?



Through audio and video over the internet, you can meet with your clinician on-the-go from your desktop, laptop, tablet, or mobile device (iOS or Android)—it's your choice! Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle. There's no need to deal with traffic when you can schedule and attend your appointments directly from a laptop or mobile device.

Back in Motion uses “Phzio” for our telehealth services.

Click these links for further explanation of **Phzio** and Telehealth physical therapy:

[What is Phzio Telehealth?](#)

[Patient Care Experience with Phzio](#)

If you would like to try a demo session of **Phzio** prior to your first appointment, please contact the front desk at Back in Motion to schedule a short demo session with a Back in Motion Physical Therapist.

What equipment do I need?

To participate in Telehealth appointments from your home, you need **just one** of the following devices:

1. **Desktop computer** with a webcam and speakers
2. **Laptop computer** with built-in webcam and speakers
3. **Tablet device** with built-in webcam and speakers
4. **Smartphone device**

You will also need an **internet connection**. For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10 mbps will minimize connection issues and provide the best quality.

What should I do the day of my session to prepare?

1. Set up a space where you can perform your exercises.
2. Bring any equipment that you think might be useful to the exercise space.
3. Have the camera pointing towards the space so you can show your therapist your exercises.

How do I join my Telehealth Session?

1. Check your email for a reminder about your Telehealth Physical Therapy session
 - a. If difficult to find, search “Phzio”
2. Click on the green “**Join Session**” link provided to you in your email 5-10min before the start of your session. Your therapist will be with you as soon as they finish with their previous patient.

Note: There may be a slight delay for me to join the session if the therapist is finishing with a previous session. Please be patient and the therapist will join momentarily.

Frequently Asked Questions:

Q. What should I do if I didn't get the reminder with the link?

Contact the front desk at Back in Motion Physical Therapy if you did not get the link so we can resend the link.

Q. What if Phzio is not working?

Your therapist will call you to troubleshoot and go through other options for Telehealth Physical Therapy.

Q. What can I do to improve the quality of the connection?

If you live in an area with slow internet, this can really affect the speed of your connection. Here are some basic steps that can improve the overall quality:

- **Use wired Ethernet instead of wifi whenever possible.** Wifi will work, but you may experience a lag and interference, which can make your video and audio choppy. Wired internet will give you a much smoother, more consistent experience.
- **Test your internet connection speed.** Google provides an easy way to test your internet connection directly from the google homepage. Simply search: internet speed test. Click the blue button that says **Run Speed Test**. If it is under 10mbps and you're using wifi, try using a wired internet connection or restarting your router.
- **Close other programs.** If you have several programs running in the background, closing them will almost certainly improve the quality. Also, make sure you're not downloading any large files.
- **Limit others from using the internet while you are on your Telehealth call.** Other users may be taking some of the bandwidth necessary for your telehealth call. If the connection is poor during your appointment, please ask your housemates to limit heavy internet usage (such as downloading large files, streaming web videos, or gaming) during your physical therapy appointment.

Q. Where's the best place to do a Telehealth call?

When deciding the best place in your home, you will want to choose a space that is private and away from household members, coworkers, pets or any other potential distractions. Here are some additional recommendations:

- **Adjust your light.** Some small lighting tweaks that can have a huge impact include placing a lamp or other light source behind your monitor, pointed toward you. Also, make sure you don't have too much light behind you. If you're on a laptop, make sure the camera is at eye level and not pointing up at the ceiling lights, or down at the floor.
- **Choose a quiet, private location.** Identify a suitable room that is quiet, private, and free of distractions. To keep background noise to a minimum, close any doors and shut any windows.

Q. Is Telehealth private?

Just like a face-to-face appointment, your Telehealth visit will be private and confidential.