

VIRTUAL CARE from SKILL BUILDERS STAFF

What is Telehealth or Virtual Physiotherapy?

Telehealth and in this case, tele-rehabilitation is the remote delivery on healthcare services. We can provide Physiotherapy, preferably by video according to our College of Physiotherapists of Ontario. We will be using the terms Telehealth, virtual physiotherapy, and online consultation interchangeably.

Is Telehealth Right for me?

Most people requiring physiotherapy can benefit from accessing it virtually. If you are unsure of how we can help you please contact us and we can help answer any questions you may have.

What does a Virtual Physiotherapy Appointment Look Like?

You will be sent an email that will tell you how to link with us. This link will allow you to access your appointment on your smartphone, tablet, laptop or desktop computer.

Your Physiotherapist will provide a thorough assessment via video. They will ask you the history of what you are seeking treatment for, as well as more questions to help give the Physiotherapist a clear picture. If you have already had treatment here previously, then the Physiotherapist will know just where to get started.

The Physiotherapist may ask you to show the area if appropriate (they may be looking for bruising, redness, swelling and compare it to the other side)

Based on your responses to the questions asked by the Physiotherapist, you will likely be asked to do some movements that assess range of motion, strength or function. It may be helpful to have another person to hold your camera if at all possible to help the Physiotherapist see the movements better or when looking at your walking, etc.

Your Physiotherapist will take the information gained from the initial part of the assessment and the more active portion and formulate an opinion and / or diagnosis. This opinion, and your goals, will help the Physiotherapist formulate a treatment that day and a plan for the future

The biggest thing Physiotherapists can provide to you is education and exercise. You may be surprised to see how effective this type of Physiotherapy can be!

What Might be included in Virtual / Online Physio Consultations?

In Ontario, our Physiotherapists CAN provide:

Education – One of the main things a Physiotherapist can give you is education on what's going on and how to proceed safely

Teaching you self mobilization techniques (or for a family member to assist safely) – we can even practice that with you.

Self-Massage and soft tissue techniques

Stretching exercises for home, sport, work

Strengthening exercises for home, sport, work

Balance exercises

Core stabilization exercises

Functional exercises

Ergonomic advice for home (with video, the Physiotherapist we can see your home - we can see how you lift laundry, moved clothes in and out, make the bed, put your baby in the crib, get up and down from the ground, kneel for gardening etc.)

Ergonomic advice for your home office – many people are in the position of having to suddenly work from home. We have seen home office set-up using dining room tables, and laptops instead of desktops in offices and now, people are complaining of increased neck, back, shoulder and wrist pain. We can do a thorough assessment and get you going in a more comfortable way. We can even involve our Occupational Therapists who can give you advice on how to strategically place your work items, where you can purchase other needed items and how to use the items correctly to keep your body in good alignment.

Posture and sleeping advice

Home yoga classes

We Cannot:

Provide manual therapy (hands-on)

Provide acupuncture or dry needling

We have SO MANY CAN DOS!!! Consider virtual physiotherapy appointments.

What Equipment do I Need for my Online Physiotherapy appointment?

An emergency contact should something happen to you during your session

We recommend a device that is mobile like your smart phone, a tablet, or a laptop but a desk top is fine!

The device you use will need to have a camera – some are built in (like smart phone and iPads) and some desk tops have an external camera.

If you have wireless / bluetooth earbuds or headphones this may be helpful if we get you moving away from the video source during the online Physio assessment or treatment

Lighting – ideally the space used has lighting that allows a clear picture

Clothing – wear something that is easy to move in. For example, if you have a shoulder issue, a tank top will be great. If it's a knee issue shorts are perfect.

Adequate internet signal

We will work with what you have at home in terms of exercise equipment – the Physiotherapist is a good problem solver and will look for practical solutions.

How Effective is Telehealth / Virtual Physiotherapy Compared to In-Person Sessions?

Recent studies have shown a 90% agreement between Telehealth and in-person practitioners for accuracy of diagnosis for clients

Studies have shown close to 80% satisfaction with Telehealth compared to in person sessions

Our patients have been pleasantly surprised by how effective they have found this new experience of Telehealth Physiotherapy – we have provided several assessments and treatment sessions thus far.

If you have any concerns about this we are happy to set up a brief chat to see if a Telehealth / virtual Physiotherapy assessment / treatment are appropriate for you and to put your mind at ease.

Is Virtual Physiotherapy Covered by 3rd Party Insurers?

Yes! In Ontario many 3rd party insurers have allowed Telehealth Physiotherapy to be covered.

It is still fairly new and ever changing so we highly encourage you to check with your individual provider.

At this time most extended health insurance are providing coverage. Auto insurance is covering virtual care and WSIB is covering virtual care on a case by case basis so please contact your WSIB worker to determine.

Cost: In Person Vestibular Assessment = \$204

Vestibular Virtual Assessment = \$136 (could be more depending on complexity and time spent)

Private payment Physiotherapy assessment/treatment = In person is paid by the hour so therefore a 30 minute treatment session is \$68

Private Virtual treatment session = \$68 (20 to 45 minutes depending on your needs)

We can bill direct – if you have extended health, we can bill them directly to those who allow it. If you are paying privately, we can take your payment by telephone or with e-transfer.

Third Party clients = billing according to government guidelines and approved plans for treatment where we bill direct.

TO BOOK AN APPOINTMENT

Just call us at 705-727-0319 or email us at tammy@skillbuildersrehab.com. Or you can visit our website at www.skillbuildersrehab.com and click on request an appointment. We will then contact you to see what is needed and then set up an appointment with you.

Thank you to everyone for all of your support during this time. We in turn are here for you too! If your situation has changed since we last saw you (like many of us), with regards to coverage, please reach out. We are happy to work with you to ensure you have the care that you need to progress.