

# Resources

## Telehealth FAQ



### **How is a virtual visit different than in person?**

It's really not that different. Here's why? We still ask questions and take a thorough history. We still observe and assess how you move? We still ask you to point to where it hurts. We still get to the root cause of your problem so that we can recommend the best course of action both in the short-term and the long-term.

### **How does Telehealth services work when the physical therapist can't touch where it hurts?**

Here's how that would work. Once the source of the problem has been identified, the therapist will guide you through very specific self-treatment techniques, movements, and exercises that will not only help with the pain but also improve your mobility. It is quite common to feel better immediately after the session. The therapist will also make recommendations to address other factors such as poor posture and muscle imbalances through education and a home exercise program that is geared towards you and your specific needs.

### **How does Telehealth Therapy help with neck pain, back pain, knee pain, or shoulder pain?**

Almost any pain problem can be assessed and treated in a telehealth session. A thorough history with specific questions geared towards your problem will be carried out first. Then a physical assessment will be done for the body parts involved. Then treatment will be performed aimed at the specific problems that were identified in the history and physical examination.

### **I don't have any workout equipment at home. Can I still use Telehealth services?**

Absolutely! Most people have the minimum equipment requirements that a therapist might need or use during a session (a ball, a stick, a stool, a chair, etc.). If you do need a particular piece of exercise equipment or therapy supplies that would aid in your therapy, your therapist will let you know.

## **What technology do I need to know how to use for Telehealth?**

No need to download software or create an account. Just use a browser on a computer or device (tablet, phone) with a camera and a microphone. We use a telemedicine platform designed for health care professionals called Doxy.me. It is simple and easy to use.

## **Are the Telehealth sessions private and secure?**

Yes! All data is encrypted, your sessions are anonymous, and none of your information is stored. Doxy.me, our telehealth platform, adheres to HIPAA, PIPEDA, and GDPR data privacy requirements.

## **Will the Telehealth sessions be recorded?**

No! Your sessions will not be recorded. Your therapist will document your session in your electronic medical records, just like they would for an in-person session.

## **Why Choose Telehealth Therapy?**

Your journey to feeling better, moving better, and being better so that you can get back to doing the things you love can start today from the comfort of your home. There's no need to take two hours out of your day to get ready and go travel to see a specialist. Virtual visits give you the ease, and comfort, of getting the care you need from the place you're most comfortable - your home.

To inquire about Cost & Availability, please call our office at **301-231-0095** or use our [Inquire About Cost & Availability](#) online form. For any additional questions about a condition, treatment, or procedure; please fill out our [Talk to a PT](#) online form.