

## **Hollyburn Physiotherapy Clinic Tele-rehabilitation**

### **Patient Information and Consent**

Please read and sign that you understand the scope, limitations and risks associated with telerehabilitation.

Telerehabilitation is the use of information or communication technologies to allow you and your physiotherapist to connect via Clinicmaster Telehealth to receive physiotherapy services at a distance when an in-person visit is not possible.

#### **How can Physiotherapy via telerehabilitation help me?**

Your physiotherapist can take a verbal history of your injury and symptoms, just as they would if you saw them in the clinic. They are able to observe your movement patterns via the secure video feed. Using this information they are able to make recommendations for pain management, functional changes, give postural advice and education as well as develop and supervise an exercise program that can be sent to you via a secure link to a video exercise program called Physiotec.

#### **The Limits of Telerehabilitation.**

Please be advised that physiotherapy provided via telerehabilitation has a few differences compared to an in-person encounter. These include but are not limited to:

- Physiotherapists are unable to perform a hands-on examination, assessment or treatment.
- Physiotherapists are unable to direct a non-physiotherapist to perform manual physiotherapy treatments due to restrictions in our licensing. For example, we cannot instruct a non-physiotherapist how to mobilize your shoulder or back or neck.
- Patient factors such as physical, sensory, or cognitive deficits may impact the ability to deliver appropriate care via telerehabilitation.

#### **I understand the limitations of physiotherapy provided via telerehabilitation.**

**Initial:** \_\_\_\_\_

#### **Will I receive good quality care?**

Expect to receive the same safe, quality level of care that you would get during an in-person visit. Our regulatory body (College of Physical Therapists of BC) has issued a statement in which physiotherapists are expected to meet the same standards of practice regardless of how the services are delivered.

## **What are the risks of receiving physiotherapy via telerehabilitation?**

The risks of receiving physiotherapy care specific to telerehabilitation relate mostly to concerns about privacy or your personal health information and your personal safety. The physiotherapist is required to ensure that:

- The location of where you receive care is safe.
- Procedures are in place to ensure the availability of help in the event of an emergency. The physiotherapist may recommend that the visit proceed in the presence of another person, with your consent, to enhance the safety of the visit.

Your physiotherapist will confirm this information at the beginning of your telerehabilitation session.

**I understand the risks associated with physiotherapy provided via telerehabilitation. Initial \_\_\_\_\_**

## **Will my personal information still be private and secure?**

Your personal health information is transmitted and stored in a secure, encrypted manner.

Hollyburn Physiotherapy Clinic is using Clinicmaster and Clinicmaster Telehealth which is an encrypted HIPAA and PIPEDA compliant platform for clinic management and telerehabilitation. Your exercise programs and any other communication with your physiotherapist is transmitted using encrypted email.

## **Are telerehabilitation physiotherapy services covered by extended health insurance?**

Yes, most extended health insurance companies have confirmed that they will accept claims for physiotherapy via telerehabilitation including ICBC. If you are unsure, please contact your extended health provider and ask if they will cover physiotherapy via telerehabilitation.

I, \_\_\_\_\_(name), have read this document outlining the scope, limitations and risks of physiotherapy provided via telerehabilitation.

I, \_\_\_\_\_(name) consent to receiving physiotherapy via telerehabilitation. I understand that I may withdraw my consent at any time.