



Clinician Quick Guide for Virtual Physiotherapy Care

Prepare the Environment and the Computer

- ✓ Do the session in a private room with a closed door if possible – this makes the client more confident in the confidentiality and professionalism of your service.
- ✓ Consider lighting – natural light hitting your face from the front from a window is best.
- ✓ Think about your background – avoid visual distractions.
- ✓ Enable privacy mode on your EMR (if equipped).
- ✓ Ensure all programs are shut down both for privacy and optimal computer performance.
- ✓ Consider possible distractions - make sure your cell is muted, computer notifications are off.
- ✓ Frame yourself – make sure you have viewing angles / and a set up that will allow you to move, demonstrate movements and exercises, all while still allowing the client to see you.

Tech Tips for a Great Call

- ✓ Use a wired connection if you can.
- ✓ Use headphones if the audio is poor.
- ✓ Google chrome works best for almost everything!
- ✓ Use an external microphone for the best audio quality.
- ✓ Know the controls on your virtual care tool and practice first!

Start the Session

- ✓ Confirm alternate and emergency contact numbers.
- ✓ Confirm consents.
- ✓ Stand if possible – this helps your posture and body language, and it's good for you!

Completing the Call

- ✓ Get feedback from your client on the session – is there anything that would make it better?
- ✓ Set-up your next appointment, if required, before completing the call.
- ✓ Document per your normal standards – refer to guide if crossing borders.
- ✓ Close your programs / browser windows and make sure all cameras / mics are off.