

# ACCESSING ONLINE HAND THERAPY

## CONNECTING TO YOUR HAND THERAPIST

- Download PhysiApp from your App Store if you are using a mobile device (Smart Phone, Tablet, iPad). This step is not necessary if you are using a PC/laptop
- Await an email at the time of your appointment
  - Click on the link provided in the email
  - PhysiApp will open if using a device, or will open in your web browser on a PC/laptop (Google Chrome or Firefox work best)
  - If requested, there is a password in the email you received
  - When your Hand Therapist calls you it will ask you to join the call
  - If notifications are enabled on your PhysiApp you may not need to press the link in your email - your device may just notify you that your Hand Therapist is calling
- Once you have accepted the call, your Video Call will commence and you should see and hear your Hand Therapist

## TIPS TO GET READY FOR YOUR CONSULTATION

- Dress appropriately as you would for an appointment in the clinic. Your Hand Therapist will need to see you move and perform exercises so wear clothes easy to move in. The Hand Therapist will need to see the joint concerned. For instance, if your elbow is injured, please wear clothing with a shorter sleeve so that the therapist is able to see it clearly
- Have your device set up in a well-lit area free from clutter. Ideally near an area of the floor free to do exercises and show your bending, walking, jumping, squats etc
- Have any relevant exercise or treatment equipment handy
- If you need help with accessing technology, have a family member/friend available for support
- Children under 16 **must** have an adult present for the duration of the consultation

## PRIVACY AND CONSENT

- Central Victorian Hand Therapy uses PhysiApp to provide online consultations. This is a secure, encrypted, cloud-based site where information is not downloaded
- Your consultation will never be recorded without your consent
- Communication and consent is important to us. You will be required to consent to the Online Consultation when you accept the call. If you have any questions, please ask your Hand Therapist

## PAYMENT

- Our reception team will call you to arrange payment before the consultation via credit card or direct deposit

## THAT'S IT! YOU ARE READY FOR YOUR ONLINE HAND THERAPY CONSULTATION

- If you have any questions, please contact our friendly reception team on 03 5442 5288 or email [info@centralvichandtherapy.com.au](mailto:info@centralvichandtherapy.com.au)