

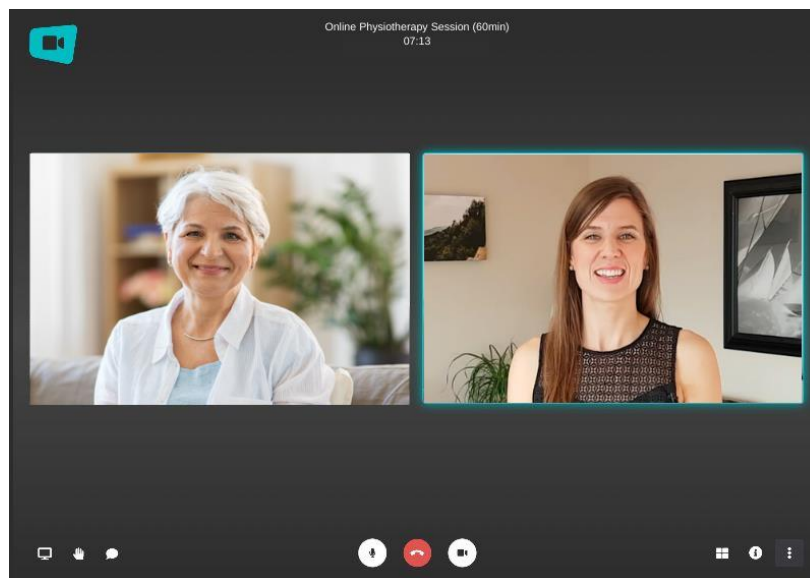


## COVID-19 Clinic Status: Physiotherapy Clients

In order to continue to decrease the community spread of COVID-19, our clinic is still temporarily closed. We are offering VIDEO-CONFERENCE APPOINTMENTS to all clients (WorkSafe, ICBC, Private Pay). We can still take you through an assessment and show you how to self manage with self-mobilizations, education, and therapeutic exercises to help you with any aches/pain/injuries that are present. Call 604-881-2002 if you have any questions or to book an appointment.

You can also book online at [motivatedhealth.janeapp.com](https://motivatedhealth.janeapp.com)  
If you consider your injury to be URGENT, who without treatment would experience a significant increase in symptoms or deterioration of your condition, please contact the clinic and we will do our best to see you in person on a case by case basis.

Thank you! From the team at Motivated Health & Performance.



# What is Telehealth?

Telehealth appointments use your computer, tablet, or smart phone to connect with a physiotherapist in real-time.

A virtual physiotherapy appointment – what we call Telehealth – is great when you can't make it to the clinic for an in-person session. Telehealth empowers you to still have a 1-on-1 session with your physiotherapist without leaving your home or office.

Telehealth has many of the same benefits as a face-to-face physiotherapy session. You will work directly with your physio to discuss, assess, and diagnose problems just as if you were in the clinic. Your physiotherapist will help you to manage your condition and provide activities to alleviate symptoms.

## How does telehealth help?

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Both physiotherapy assessments and follow-up sessions can be done via Telehealth.

During a virtual physiotherapy session, our therapists will:

- Assess and diagnose your problem
  - Listen to your concerns, while giving you full attention and reassurance
  - Explain how to manage your pain/condition
  - Outline what activities will alleviate your symptoms, as well as those that may exacerbate your pain/injury
  - Provide education and self-management techniques
  - Develop a home exercise program
  - Advise on an appropriate follow-up schedule
  - Recommend necessary equipment - braces, tape, orthotics, etc. - if needed
  - Direct you to other services when appropriate
- Conditions that may benefit from virtual physiotherapy include:
- Muscle strains
  - Joint sprains
  - Back/neck/shoulder pain

- Tendonitis
- Pelvic floor dysfunctions
- TMJ (jaw) pain
- Post-surgical pain/restrictions
- Osteoporosis
- Osteoarthritis
- Scoliosis
- Plantar fascitiis
- Poor ergonomics
- Postural dysfunction
- Balance & coordination issues

## How does telehealth work?

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### 1. Schedule your appointment

[Book online](#), phone [604-881-2002](tel:604-881-2002), or email [info@motivatedhealth.ca](mailto:info@motivatedhealth.ca). Your credit card information will be collected during your booking, but you will not be charged until after your appointment.

### 2. Fill out the intake forms

Intake forms will be emailed to you as soon as you book your appointment. One of the intake forms will outline everything you need to know to connect with your Physio.

### 3. Check out PhysiTrack

Your physiotherapist will set up your account prior to your appointment, and will email you a link to log in/download the PhysiTrack App. This is the program that will be used to conduct the Telehealth appointment and is the same as the program used to assign exercises.

### 4. Log in to PhysiTracks

Log in a few minutes before your scheduled appointment so you're ready. Your physiotherapist will send you an invitation to join the call at your scheduled appointment time.

5. At the time of your appointment you will work directly with your physio to discuss, assess, and diagnose problems just as if you were in the clinic. Your physiotherapist will help you to manage your condition and provide activities to alleviate symptoms.

## Tips to optimize your appointment:

- Set up your device so you are hands free, as you will likely need to move during your appointment
- Have enough space to move around but still be in view of the camera on your device
- Headphones with a mic can improve sound quality, but are not required
- If you have balance issues, or are at risk of falling, plan to have a helper available to assist

What you need:

- An internet connection
- A computer, tablet or smartphone with a camera, speakers and mic

## Telehealth FAQs

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### **Does my insurance cover Telehealth physiotherapy services?**

The majority of health insurance plans (that cover physiotherapy) cover Telehealth Physiotherapy services. These insurers include, but are not limited to, Canada Life (Great West Life), Sunlife, Manulife, Medavie Blue Cross (ie RCMP and DVA/Veterans), Greenshield, and Alberta Blue Cross. ICBC and Worksafe cover Telehealth on a case by case basis. For extended health plans the specific amount of coverage you are entitled to will be outlined in your benefits package. We advise clients to check with your insurance provider directly, as the list is continually changing.

### **Can you bill my insurance provider directly?**

YES! We direct bill to Canada Life (Great West Life), Sunlife, Manulife, Medavie Blue Cross (RCMP and DVA/Veterans), Greenshield, and Alberta Blue Cross. We also direct bill ICBC and WorkSafe BC on approved claims and are happy to check into that approval for you. As more insurers take Telehealth on we will be happy to bill them too.

### **Who can access telehealth?**

We can provide Telehealth services and submit direct billing to extended health plans for anyone located in British Columbia. Due to licensing rules if you are contacting us from a different province we recommend you look for a Telehealth provider within your same province.