

## TELEHEALTH

Telehealth is recognised by the World Health Organisation as a valid method of delivering healthcare. Physiotherapy Telehealth may include diagnosis, advice, education and self management programs delivered through online methods when clients cannot physically access the usual place of service (Lee et al 2018).

## WHO IS TELEHEALTH PHYSIOTHERAPY FOR?

Any client who would usually be referred to physiotherapy can benefit from a telehealth consult. While there are clearly some interventions and assessments that be cannot performed online, many valuable services can. Education, advice, exercise and management strategies can greatly benefit:

- Pre and post natal women receive expert advice and support from the convenience, safety and comfort of home
- Musculoskeletal pain (acute or chronic) patients can learn self management strategies and pain education
- Workplace injuries
- Post-operative advice and exercise prescription and progression
- Potentially safer for high-risk individuals to access care (i.e. immune suppressed)

## WHAT CAN PHYSIOTHERAPY DO VIA TELEHEALTH?

Physiotherapy diagnosis via Telehealth has been shown to be equivalent in-person diagnosis (Richardson et al 2016). The consultation can triage the patient's presentation, identifying need for referral to an in-person physiotherapy consultation, to the GP, another health professional or for further investigations.

Telehealth approaches are effective in improving functional outcomes, in some cases more so than face to face consults (Cottrell et al 2016). Likely through the increase in patient self-efficacy and education essential to the interaction.

## HOW IT WORKS

Client calls or books online.

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We will setup the appointment and provide support and information on how the process will run. We use specialised software, encrypted end to end and can ensure complete client confidentiality.

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We call the patient at the time of their appointment and step them through the process of connecting to the consultation.

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Patients require a computer or other hand-held mobile device with a camera, internet access and an email address. Or access to someone who can help them.

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The physiotherapist creates an individualized plan for each client. Each client's package includes two weeks of access to the physiotherapist for plan adjustments and advice through the messaging system of our Telehealth software. Appropriate follow-ups are scheduled.

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## CONTACT US

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## BENEFITS TO GENERAL PRACTITIONERS WHO USE PHYSIOTHERAPY TELEHEALTH

Physiotherapy Telehealth can support the important work of GP's in the following ways:

- Provide a triage service for musculoskeletal patients, referring on those who need to see the GP
- Provide non-pharmaceutical pain management strategies
- Ability to follow-up, monitor and update GP's on their client's progress, thereby reducing GP caseload
- Better patient care: providing better access, increasing convenience and providing correct and reliable health advice

## BENEFITS TO GP PRACTICES

Referring patients for a Physiotherapy Telehealth consult has multiple benefits for the entire GP practice:

- Reduce number of people in waiting rooms
- Reduce the strain on the medical system by triaging and managing the cases that do not require GP intervention
- Better service the isolated members of the community
- Improved patient outcomes

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## CONTACT US

To discuss how we can help you, contact us today:

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## PRICING

There are currently no rebates from private health or medicare, however information is evolving due to the current COVID-19 pandemic.

Right now, our priority is to our patients and our community. We are heavily discounting this service until the end of April 2020.

Usual pricing will be *discounted by 74%* of the face to face consult fee for a single session.

Current Pricing for New Patients: \$50 (74% off full price consults).

Inclusions:

- 2 appointments
  - 1x Initial consultation (30 mins)
  - 1x follow up consultation (30 mins)
- Physiotherapy management plan individually tailored
- 2 weeks access to physiotherapist via Telehealth platform - unlimited

Single sessions from \$25.

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## REFERENCES

Cottrell, MA, Galea, OA, O'Leary, SP, Hill, AJ, Rissell, TG (2017) Real-time telerehabilitation for the treatment of musculoskeletal conditions is effective and comparable to standard practice: a systematic review and meta-analysis. *Clinical Rehabilitation*, Vol 31(5), 625 - 638.

Alan C. Lee, Todd E. Davenport, and Ken Randall (2018) Telehealth Physical Therapy in Musculoskeletal Practice. *Journal of Orthopaedic & Sports Physical Therapy*, Vol 48(10), 736-739

Richardson, BR, Truter, P, Blumke, R, Russell, TG (2017) Physiotherapy assessment and diagnosis of musculoskeletal disorders of the knee via telerehabilitation. *Journal of Telemedicine and Telecare*. Vol.23 (1), 88-95.