

Optimizing Your Telehealth Experience

Telehealth may be something brand new for you and maybe you're wondering what to expect as a patient! Here are some suggestions to have the best experience while connecting with your provider.

1) *Accessing the Software:*

Your physical therapist will send you the personalized link (doxy.me/YourPTsName) to connect with the system that they will be using for telehealth. *You will not need to download anything.* However, please log in 10 minutes before your appointment to be in the “waiting room” to allow for possible troubleshooting and orientation to the telehealth platform.

2) *Hardware Needs:*

You will need a computer, tablet, or mobile device to access the software. Your provider will let you know what best for you to use to connect with the software.

Your device must have a microphone (either internal or external) so that you can communicate with your provider.

Your device must also have a camera (either internal or external) so that you can be seen by your provider during the visit.

3) *Internet connection/WiFi*

Having a strong and solid internet connection is vital to having a positive telehealth experience. Some software performs at a slow connection but most do not. Ideally, your internet speed should be at least 15Mbps download and 5Mbps upload. Here is a [link](#) to check your speed!

If your speed is consistently slow, you may want to contact your internet provider and ask about getting faster service. If your internet is not performing as it should, you may want to try a wired internet connection. Using a cable connected directly to your router or modem can often be much faster. Using your mobile device can also be a solution however, data plans and costs may limit usage.

4) *Device positioning*

Have your device set up in a way that allows you to be hands free so that your physio can see your full body and movement clearly.

Now for other ways to maximize your digital healthcare experience.

1) *Make yourself comfortable.*

Choose a location in which you can be most comfortable both physically and emotionally. You may be asked by your provider to move during your visit so make sure you have room to move! You want to be able to share information freely with your provider so other people in the room may not provide enough privacy. The more comfortable you are in your surroundings the better the outcome of the visit will be.

2) *Appropriate Clothes.*

Wear light colored, top and bottom contrasted, comfortable clothes that allow for movement that can be seen over video. Having snug fitting clothes allows for your provider to assess how parts of your body move to determine the best intervention.

3) *Be safe.*

Please do not try to have a telehealth visit while driving or performing other activities that may cause harm.

4) *Location.*

Set up an open and flat surface on the ground. Your physical therapist will let you know if you need to be prepared with other props. Choose a location that is quiet, private without distractions, and allows for movement. This is a healthcare appointment and distractions can make the appointment challenging for everyone. Removing distractions will allow you to focus fully on your learning and your healing.

5) *Choose a Consistent Location.*

Using the same space for every visit allows for your provider to know what equipment and furniture is available for treatment.