



# THOMPSONS ROAD PHYSIOTHERAPY

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## Preparing for your telehealth call

Thank you for making your Telehealth Physio booking. Following a few simple steps will ensure that it runs smoothly, and that you get the most out of your appointment!

TRP Physio uses the program/app 'PhysiApp' for Telehealth consultations, which allows you to talk to your physio securely via encrypted audio and video over an internet connection.

## Which device should I use for my Physiotherapy Telehealth consultation?

Any device that has an internet connection, camera and microphone. This could be a tablet, smartphone, laptop or desktop computer.

Tablets, smartphones and laptops have the advantage of being portable so this may work best if we require you to move around during the consultation.

## How to prepare your device before your appointment

### PhysiApp on your smart phone/tablet

You will need to download the PhysiApp from either Google Play (Android) or the Apple App Store (Apple). Search for "PhysiApp" and then tap on "install" or "get" to start downloading the app. Enter your password/fingerprint ID/FaceID as your phone requires.

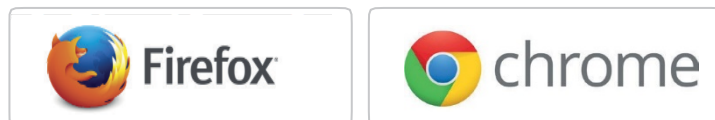
You can also visit <https://www.physiapp.com/> and follow the links for downloading for iOS or Android. Easy!



## PhysiApp on your computer

If using PhysiApp on your computer or laptop, ensure you are using either **Google Chrome** or **Firefox**. Other browsers are not supported.

You do not need to download any additional software.



## General Setup Considerations



### Check your camera angle

Think about **the angle of your camera** during the call. You may be asked to perform exercises so ensure you have space and that your camera can be angled to focus on the relevant part of your body during the exercise.



### Quiet environment

Make sure you have a quiet environment. **Treat the session as you would if your Physio came your house. Try and find a quiet room**, away from any distracting pets, colleagues and children.

## How to start your Telehealth call

With Physitrack Telehealth you are unable to call your Physio. They will call you at the time of your appointment. There are only 2 steps you need to take for your Physio to be able to call you.

1. Log in to your account by either:  
Opening PhysiApp on your phone/table  
**OR**  
Open [www.physiapp.com](http://www.physiapp.com) in your Google Chrome or Firefox browser on your computer/laptop. Then enter your 6-letter access/program code, year of birth and click 'Access your program' button
2. Answering the call - Now that you are logged on to PhysiApp, your clinician will be able to call through to you so long as your screen remains on with PhysiApp displayed.

\*If you have not logged on at your appointment time, don't worry – you will receive an invitation from your Physio to join the call. Simply answer the call on your app or click the link in the invitation to launch the call in your browser.