



THOMPSONS ROAD PHYSIOTHERAPY

5A Feathertop Avenue, Lower Templestowe 3107 Tel: 9850 4437 Fax: 8842 9349
ABN: 68 724 584 621 www.trpphysio.com.au e: info@trpphysio.com.au

Getting the most out of your Online Physiotherapy Consultation



What you can expect from a Physiotherapy Telehealth consult

You can expect the same high-standard care that you experience in person at Thompsons Road Physiotherapy, which includes:

– a thorough assessment, diagnosis/injury education and exercise prescription delivered in a caring and supportive manner, using modern evidence-based practice.

The Telehealth consult will involve several steps, similar to an in-rooms consultation:

- We will interview you about your problem and history to understand your issues
- You will then be asked to perform and demonstrate certain movements to help us further assess the nature of your problem - you will be carefully guided through this
- Then you may practice some exercises under our guidance
- You might repeat some movements for reassessment
- We will talk you through your diagnosis, explain what is contributing to your pain/issue and how we think you can best manage this
- You will be given you a set of exercises to practice, advice on pain management and education about your condition and how you can take care of yourself

“But what about manual therapy, like massage or mobilisations?”

We recognise that many people see hands on therapy as an important physiotherapy treatment. As physios we also spend a significant amount of time in treatment sessions providing health education, teaching therapeutic exercises, and providing ergonomic and lifestyle advice to minimize or prevent your problem. Evidence shows us that these interventions are more effective tools for helping you manage and solve your problem than manual therapy alone.

We recognise that Telehealth consultations cannot fully replace the hands-on treatment we use in rooms. However, we are confident that we can provide you with high quality, effective physiotherapy input via Telehealth consultations. During COVID-19, Telehealth provides an excellent alternative to in-rooms treatment.

What you need to do before your first telehealth consultation

- If you are a new patient you will need to complete the New Patient Registration and Health Background form and email them back to us at info@trpphysio.com.au
Download the registration forms from www.trpphysio.com.au/online-physio
- It may be useful to take some photos of your problem (e.g. swollen ankle) and send them to us prior to your appointment (info@trpphysio.com.au)
- Have a think about when/how your problem started, and what activities/movements make it feel better or worse
- Set goals around what you'd like to achieve during/from your consultation
- Wear clothing suitable for moving comfortably and demonstrating your problem.
Eg. Wear shorts if you have a knee problem, or a singlet for a sore shoulder
- Organise and clear your space at home and be prepared to use things that you have around the home as part of your rehab, such as chairs, weights, yoga mat etc.
- Maintain your privacy by packing away items you don't want your physio to see
- Ensure your laptop, tablet device or phone is fully charged or plugged in
- Ensure that the room has ample lighting, is quiet and a comfortable temperature
- Ask your partner, children and pets to steer-clear for the duration of the consultation so you can focus on you! (Unless you need your partner for assistance).

If you have any questions about Telehealth, the registration process or any other aspect of your consultation – please get in touch before your appointment, and we will assist you.