



# WINTER UPDATE



## WINTER WEATHER POLICY

As the winter weather approaches we wanted to remind all patients to look for our most recent weather-related updates on our Facebook page or KWWL. Our Elm Street clinic will operate on it's own schedule, separate from our Pennsylvania Avenue locations. During inclement weather you may receive the following text message to confirm appointment options.

"Unified Therapy Services is open (date). Please reply with one of the following options for your scheduled appointment."

- "C" - confirm same time at the clinic
- "T" - keep the same appointment time but switch to telehealth
- "R" - reschedule to a later time/date
- "X" - cancel

## ILLNESS GUIDELINES

For our updated illness guidelines and attendance policy please visit [UnifiedTherapy.com](http://UnifiedTherapy.com).

## UNIFIED FAMILY

We're on a mission to help as many people as possible; can you help? If you've enjoyed your time and see the benefit of our therapy services, can you provide a written or video testimonial on Facebook, Google or in an email to share with our community? Not only would it bring a smile to our faces to see your growth, but maybe someone out there can relate to your story and will know we can help them like we helped you!

# WHY CONSIDER TELEHEALTH?

Telehealth allows our staff to provide therapy face-to-face with online video conferencing. Appointments will be very similar to your traditional sessions and can be accessed anywhere internet or cellular data service is available. Therapy is so much more than hands-on; this will give the patient and therapist the opportunity to build on education and continue with exercises while implementing the therapist-taught methods in an in-home setting. Our therapists will use objects naturally found in your home or will provide any necessary and practical equipment prior to beginning telehealth therapy sessions. Instead of cancelling an appointment we ask you please consider telehealth. Please reach out to our front desk staff for more information!

# HOW DO I SET UP TELEHEALTH?

All you need is a device that has a camera, microphone and connection to the internet or cellular data! Our therapist will send a link to you via text or email for you to access the session.

# TELEHEALTH TECH TROUBLE?

Here are a few things to check if you are having trouble with your telehealth session:

- How is my internet connection/cell service?
  - If your connection is low try moving to another part of the house/room.
- Am I using an approved browser type listed below?
  - Google Chrome
  - Mozilla Firefox
  - Safari
- Is my microphone or camera muted?
  - If available, have a pair of headphones with a microphone nearby as a backup.
- Restart the device and then rejoin the session.
- If none of the above resolve the issue please call our Patient Care Coordinators at 563-583-4003 and they will connect you with the therapist to help !



# WE'VE EXPANDED OUR SERVICES

Due to increased demand, we've expanded our services to  
Fennimore, Wisconsin and downtown Dubuque, Iowa!

## WEST END DUBUQUE, IOWA

4121 + 4135 PENNSYLVANIA AVENUE DUBUQUE, IA 52002

### PEDIATRIC

- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Applied Behavior Analysis

### ADULT

- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Workforce Solutions



## DOWNTOWN DUBUQUE, IOWA

1690 ELM STREET SUITE 230 DUBUQUE, IA 52001

### PEDIATRIC

- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Applied Behavior Analysis

### ADULT

- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Workforce Solutions

## SOUTHWEST WISCONSIN

615 ROOSEVELT STREET FENNIMORE, WI 53809

In partnership with Aiming for Acceptance at The Learning Center

### PEDIATRIC

- Speech Therapy

