

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 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 email for you a Microsoft Teams meeting link 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 !





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 email a Microsoft Teams meeting request to you prior to your appointment. You can access the session in a web browser or download the app!

TELEHEALTH ATTENDANCE POLICY

Please call 563-583-4003 if you need to cancel or reschedule your appointment. If you fail to cancel or reschedule your appointment and do not attend your scheduled telehealth session, a \$5 charge will be applied to your account.

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 !