

Outpatient Physiotherapy

Your virtual physiotherapy appointment

In response to the COVID-19 outbreak, it is safer for everyone to minimise face to face contact where possible. Video calls can play a useful role in helping keep everyone safe, whilst still providing care. The physiotherapy outpatient teams are currently providing virtual appointments either over the phone or via video consultation

We have put together some frequently asked questions to help you. Please speak to your clinician if you have any other questions.

What platform are you using?

AccuRx Fleming is the NHS Digital approved web-based tool which we are using to send an SMS text message or hold a video consultation.

What do I need to do to use it?

You will receive an SMS text message with a link to click on, and you will be connected.

iPhones running older software that has not been updated (iOS 12 and earlier) will need to download the Whereby app to join the consultation. If you would rather use your tablet or computer, we can send the link via email.

What equipment do I need?

A smartphone, either with a working Wifi or 3G/4G connection. You can also access your video consultation on a tablet, laptop or computer.



Patient Information

What internet browser do I need to access?

Google Chrome

How much data will I need?

Where possible please connect to a WiFi network.

If you are using your smartphone to connect to the video consultation, on average this uses 5-8MB of data per minute.

Can a family member, carer or friend join me for my video consultation?

Yes. We recommend that you have someone with you as they can act as your camera person.

Please let your therapist know if you have someone with you at the start of your appointment.

How do I prepare for my video consultation?

Ideally have a camera person to support you or find a stable base where you can rest the device before the call.

Make sure there is good lighting in the room and no background noise. Check that your device is fully charged before the call.

Use a room with enough space so that if your therapist needs to assess your movement, they can observe you walk, stand up from your chair or move your arms and legs freely.

What happens at my appointment time?

Your therapist will text / e-mail you the link at your appointment time. If you do not connect to the call within 5 minutes your therapist will ring you.

Each appointment lasts for 40 minutes. If you join your appointment late, this will mean your session will be shorter due to the appointment for our next patient starting.

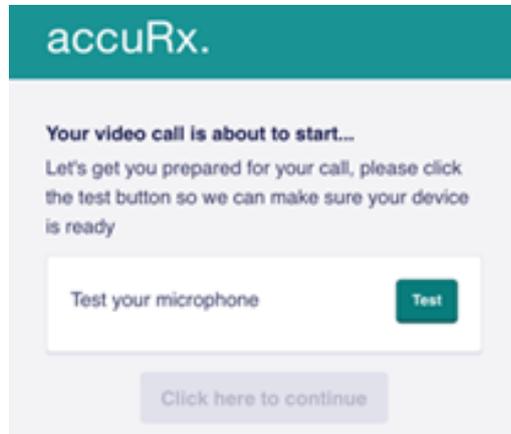
What happens if I cannot connect via video?

Your therapist will convert the session to a telephone call if there are any IT issues. There is a learning curve with any new technology, and it will take some time for both staff and patients to become comfortable with it. We will support you as much as we can and appreciate your patience with this new approach.

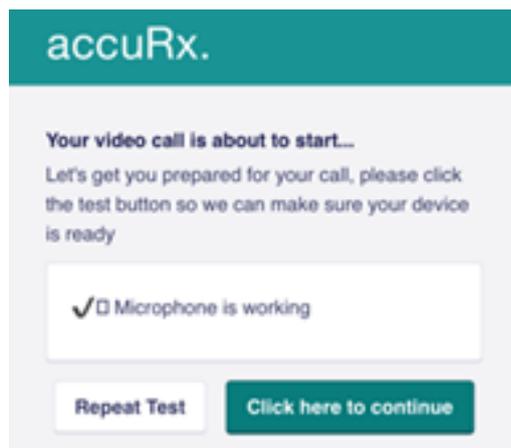
Patient Information

Video Step by Step Guide:

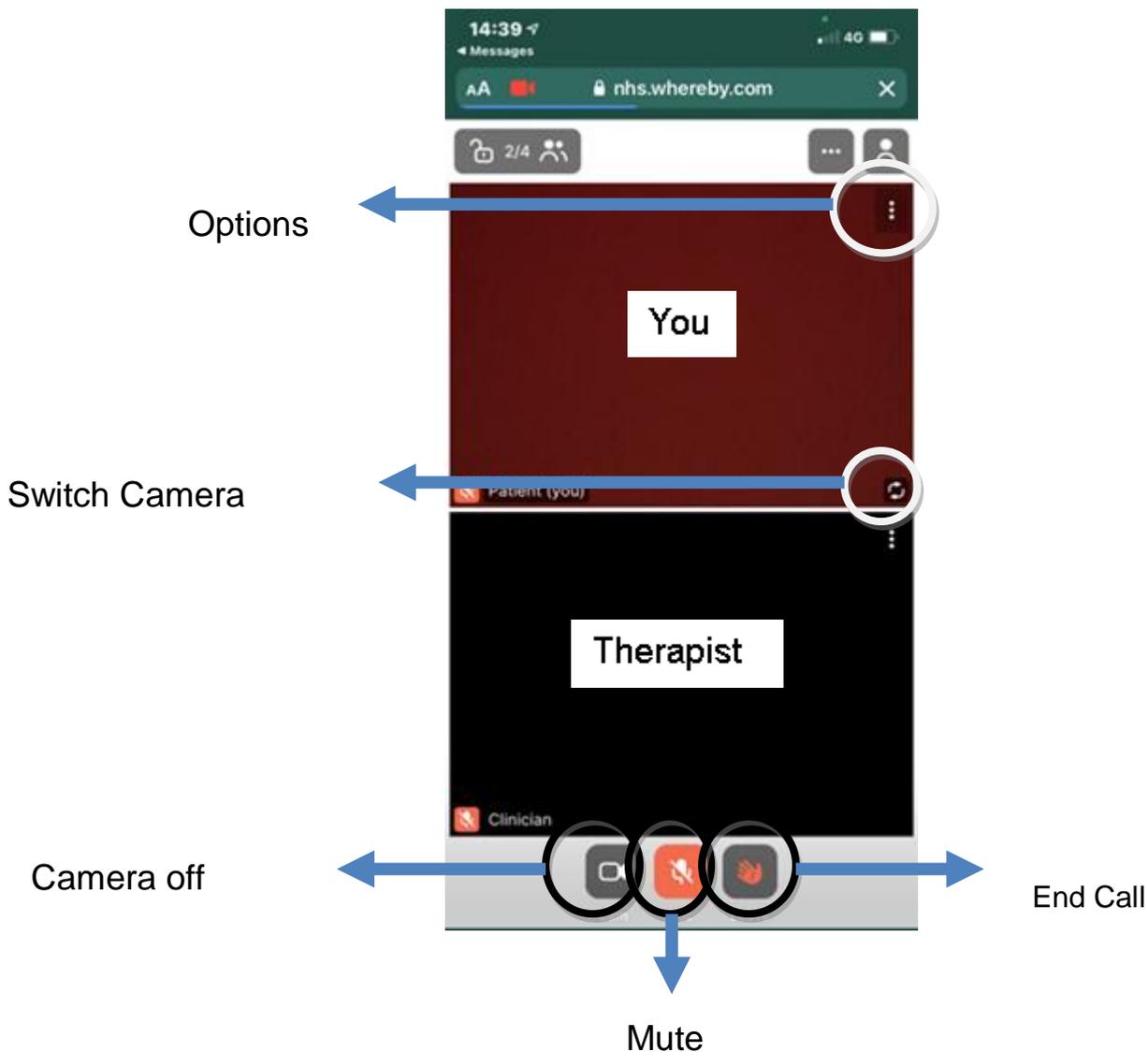
- 1) Click on the link in the text message from NHS NoReply
- 2) You will be prompted to test your microphone, click “Test” and click “allow” Access when prompted.



- 3) Once your microphone is tested, click on “Click here to continue”, then, “request permissions” on the next screen and “allow” access once again.



Patient Information



The Trust has access to interpreting and translation services. If you need this Information in another language or format please contact 02476966013 (Coventry) or 01788663257 (Rugby) and we will do our best to meet your needs.

The Trust operates a smoke free policy

Document History

Department: Outpatient Physiotherapy

Contact: 26013

Updated: December 2020

Review: December 2022

Version: 1

Reference: HIC/LFT/2528/20