

Physiotherapist checklist for getting started with telehealth

Action	Completed (yes/no)	Comments or notes
Physiotherapist preparations for telehealth		
Set up my "consultation space" in a professional manner and minimised the noise		
Optimised available light so that the patient can see me clearly		
Touch base with my clinic receptionist about video consultation appointments scheduled for the day		
Consider how I will record my consultation notes in a manner consistent with my professional/registration/legal obligations		
Downloaded any resources that I intend to use myself and/or share with my patients		
Physiotherapist technology set up		
Installed Zoom (or other video conferencing software) on my computer		
Login to the Zoom system		
Dial and hang up, including the ability to initiate a patient in the Zoom 'waiting room'		
Enable/Adjust settings for my microphone		
Enable/Adjust settings for my speaker		
Alter the angle of my camera/device so that the patient can see me		
Toggle between main camera and 'share screen' feature		
Use the chat feature of Zoom in case my patient can't hear me		
Have a Zoom trouble-shooting guide handy so that I can help a patient with commonly reported problems		
Patient telehealth experience		
Physio introduce self to patient, confirm identity of patient, and obtain consent for telehealth visit		
Explain to patient what will happen if there are connectivity issues and consider exchange phone numbers		
Consider the safety of the patient's physical environment during the consultations		
Instruct patient where to sit/stand in space to allow optimal assessment		
Instruct patient how to place their device/camera to allow optimal assessment		
Ensure clear communication and confirm patient understanding throughout		
Conduct a patient assessment or re-assessment		
Prescribe a physiotherapy treatment (i.e. provide education/advice, exercise, self-management technique)		
Ensure you observe patient perform exercise and provide feedback to the patient about their exercise performance, including technique correction as required		

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Summarise key points of telehealth session with patient, including providing online links to relevant resources and discuss need to book follow up appointment		
Ask patients if they have any questions or require further clarification		
Book a subsequent consultation with the patient via video-conferencing (if needed)		