

Promoting Telehealth Services to Patients

- **EVALUATION:** *“Thank you for calling our office, we’re excited to get your treatment started. Due to the COVID-19 pandemic, we are scheduling on a very limited basis/not scheduling in the clinic and offering telehealth visits. In these visits, the therapist will join you on a video call and will listen to you and talk with you about your condition, they will have you do movements that they will demonstrate to assess your abilities and instruct you on intervention strategies, an exercise program tailored to your condition as well as other self-care techniques. Using live video for physical therapy services is very effective in treating most conditions! If you have specific questions about how telehealth can help with your particular condition, I am happy to have one of our therapists call you and discuss some specifics.”*
 - **Once the patient schedules** – review the information / email that they will be getting to log on to your video call and other paperwork. Ensure they understand the process.
 - **Gathering Insurance information When Scheduling a Client**
 - *“Would you like us to bill your insurance for these services or were you planning to pay cash?”*
- **PATIENT TRANSITIONING FROM IN CLINIC CARE TO TELEHEALTH:** I understand your concern and appreciate you calling to let us know that you would like to put your in-clinic visits on hold until further notice. Your health and well-being are important to us and I wanted to offer you the option to have telehealth visits from home with your Physical Therapist. Is this something you are interested in learning more about?
- **SERVICES AVAILABLE:** Educating Patients
 - If the patient has Medicare – *“Our clinic is offering 2 services for patients with Medicare benefits during this time in place of in-clinic care”*
 1. Telehealth Visits - a full comprehensive visit with your provider in a video chat setting that will allow for demonstration, interaction and progression of care plan. This is NOT covered by your Medicare benefits and would be \$_____.
 2. E-Visits - Access to a patient portal with secure messaging and a phone call follow up for questions with your provider 1x/wk regarding the portal or assigned HEP. This service is covered by your Medicare benefits.
 - If the patient has any other type of insurance, we (add here what your company policy is regarding cash, HSA, or offer to bill insurance, etc, based on the regulations in your local area. This has been changing rapidly, so you need to check with the insurance plans in your area.)

- **Managing Retention**

- **Suggestions to Boost Retention During Visits**

- Ask the client why they came to physical therapy and what their goal is? Listen and integrate their goals into the treatment program.
- Tell them what to expect from PT, what our goals are for them, treatment expectations (soreness, frequency of visits, use of aides for treatment, procedures to be used). Show the importance of their care and frequency of visits.
- Enforce the importance of at home exercises and how their progress will differ with their at home participation. Make sure they understand their home exercise instructions, that you watch them and give them feedback over the video camera.
- Share successes the client had in their visit.
 - “I am really impressed by...”
 - “You have shown tremendous improvements...”
 - “Within the next few visits, we should start to see...”
- Be excited about what the client will achieve in future visits and map out their process.
- Specifically share the agenda for the next visit before they get off the call.
- Confirm that they have another appointment scheduled and thank them for coming.
- After the telehealth visit send an email to your patient, thanking them for trying telehealth
 - *Thank you XXXXX for trusting us with your physical therapy care as well as our new telehealth services. If you felt your telehealth visit was helpful, we would appreciate you sharing that with others whether that be via Yelp or a Google Review or word of mouth. I’m looking forward to seeing you for your next telehealth visit on XXXXXXXX at X:XXpm. Should you have any questions at all, please contact me via this email, the clinic phone number of XXX-XXX-XXXX or the secure messaging in your (XXX) app. Thank you!*
 - **Sample Review from the email above:**

New review for San Luis Sports Therapy

805 Aerovista Pl
Ste 104
San Luis Obispo, CA 93401

 Colette J.  77 friends  1 review  0 photos

 3/20/2020

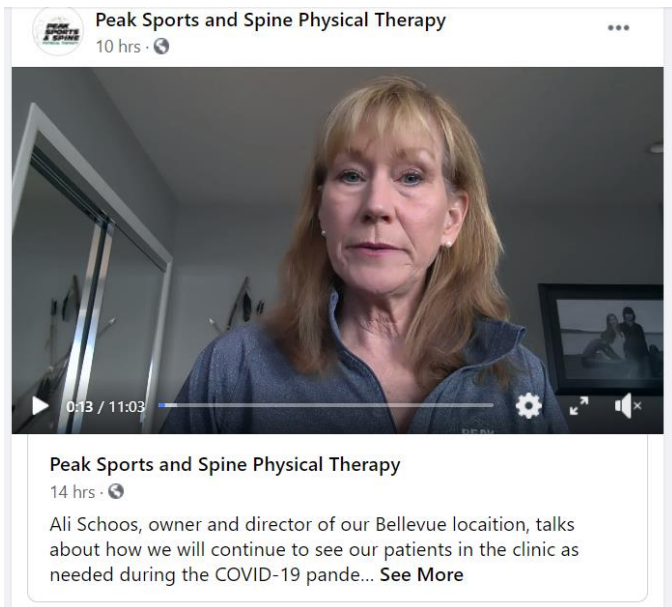
I recently used the telemedicine app to work through my session remotely with Jonathan, and it was a great experience! It was relatively easy to set up and easier to follow along than I had expected. Although it is preferable to go in person, this is the perfect solution for many during this COVID-19 situation where we are trying to implement social distancing and protect others who may be at-risk and more vulnerable. Thanks!

Training / Overview Options:

What a telehealth appointment may look like

<https://www.performanceptri.com/post/what-does-a-telehealth-appointment-look-like>

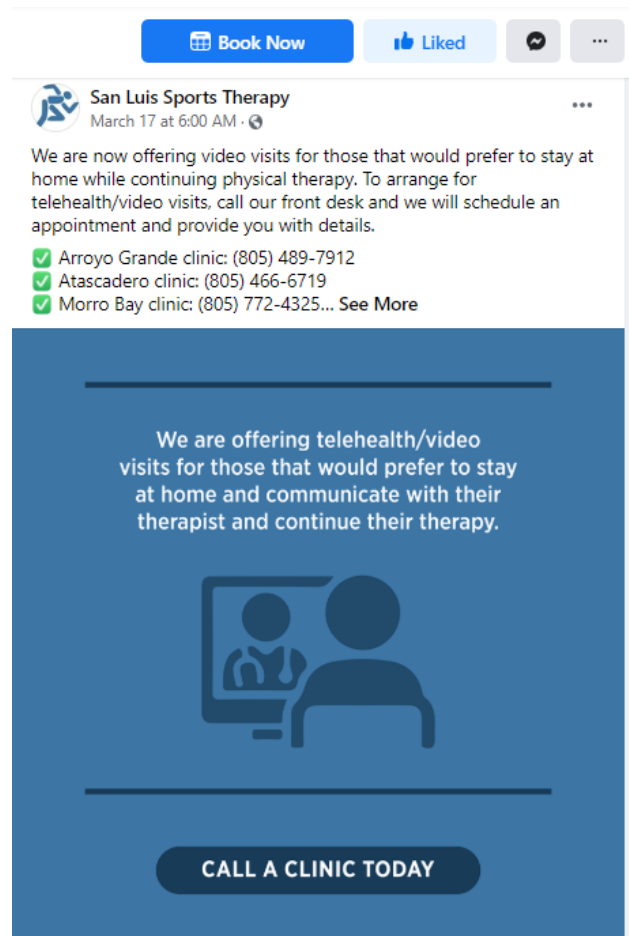
<https://www.facebook.com/PeakSportsandSpinePT/>



Peak Sports and Spine Physical Therapy
10 hrs · 🌐

Peak Sports and Spine Physical Therapy
14 hrs · 🌐

Ali Schoos, owner and director of our Bellevue location, talks about how we will continue to see our patients in the clinic as needed during the COVID-19 pande... [See More](#)



Book Now Liked

San Luis Sports Therapy
March 17 at 6:00 AM · 🌐

We are now offering video visits for those that would prefer to stay at home while continuing physical therapy. To arrange for telehealth/video visits, call our front desk and we will schedule an appointment and provide you with details.

- ✓ Arroyo Grande clinic: (805) 489-7912
- ✓ Atascadero clinic: (805) 466-6719
- ✓ Morro Bay clinic: (805) 772-4325... [See More](#)

We are offering telehealth/video visits for those that would prefer to stay at home and communicate with their therapist and continue their therapy.

CALL A CLINIC TODAY

Sample E-mail:

Dear Patients,

We realize that many of our community members have been concerned with the escalating news of the COVID-19 pandemic. As such, we would like to update you on what our team is doing to provide a safe environment here in our clinics for our patients and team.

We are offering telehealth/video visits for those that need to or prefer to stay at home. We want to ensure that you can communicate with your therapist and continue your therapy at home. Please call our office and we will provide you with details on virtual telehealth visits.

Also, if there is anything else we can do to be of assistance, please don't hesitate to contact our team.

Thank you,

Your XXXX Physical Therapy team

For more information and local health updates, visit <https://www.cdph.ca.gov/> or <https://www.cdc.gov/>



Make an appointment for a virtual visit.

Please call our office and we will provide you with details on virtual telehealth visits to meet with your physical therapist via video chat.

- Central City: XXX-XXX-XXXX