



We are writing with exciting news that will directly impact the way we can treat and offer you care! We have partnered with an online telehealth platform to offer virtual healthcare.

We may use this platform as a screening tool, for follow up appointments, wellness check-ins, exercise progression, and even for initial evaluations and treatments.

We believe this will be an added enhancement to your patient experience at Cardin & Miller PT. You will still receive the same impeccable quality of care, but in the event that you can't get to one of our offices, we will provide you with care from the comfort and convenience of your own home or office.

All that is needed on your part is to communicate with our scheduler about virtual physical therapy options. We will walk you through the process to get "set up" to complete a telehealth visit prior to your first visit.

There are no extra fees for you to use our telehealth platform. You can complete a virtual physical therapy visit using a Mac, PC, tablet or smartphone. A strong/stable internet connection and a device with a camera and microphone are all that is needed. We want to assure you that the platform we are using is fully HIPAA-compliant; your data is completely secure.

We have been investigating telehealth as a potential tool to expand our services for some time. The recent challenges that we are all facing regarding social distancing have pushed telehealth to the forefront. If you find yourself in need of a physical therapy consult due to a painful condition or functional issue, but you are unable to make it to one of our offices, feel free to reach out to consider a virtual physical therapy consult. Having options has become key in today's healthcare environment. We look forward to partnering with you in your healing and recovery.

In health and gratitude,

Brian Cardin, PT, C.Ped.

Optimizing Your Virtual Physical Therapy Experience:



Virtual Physical Therapy may be something brand new for you and maybe you're wondering what to expect as a patient! Here are some suggestions to have the best experience while connecting with your provider.

1) Accessing the Software:

Your provider will send you an email with the information to connect for your telehealth appointment.

Hardware Needs:

You will need a computer, tablet, or mobile device.

Your device must have a microphone (either internal or external) so that you can communicate with your provider.

Your device must also have a camera (either internal or external) so that you can be seen by your provider during the visit.

2) Internet connection/WiFi

Having a strong and solid internet connection is vital to having a positive virtual physical therapy experience. Some software can perform with a slow connection but most do not. Ideally, your internet speed should be at least 15Mbps download and 5Mbps upload.

If your speed is consistently slow, you may want to contact your internet provider and ask about getting faster service.

If your internet is not performing as it should, you may want to try a wired internet connection.

Using a cable connected directly to your router or modem can often be much faster. Using your mobile device can also be a solution however, data plans and costs may limit usage.

Other helpful hints to maximize your digital healthcare experience:

- 1) Make yourself comfortable. Choose a location in which you can be most comfortable both physically and emotionally. You may be asked by your provider to move during your visit so make sure you have room to move! You want to be able to share information freely with your provider so other people in the room may not provide enough privacy. The more comfortable you are in your surroundings the better the outcome of the visit will be.
- 2) Wear comfortable clothes that allow for movement that can be seen over video. Having snug fitting clothes or being somewhere that can allow for your provider to assess how parts of your body move is best to determine the appropriate intervention.
- 3) Be safe. Please do not try to have a virtual physical therapy visit while driving or performing other activities that may cause harm.
- 4) Location. Choose a location that is quiet and private, and well-lit without distractions. This is a healthcare appointment and distractions can make the appointment challenging for everyone. Removing distractions will allow you to focus fully on your learning and your healing.
- 5) Choose a Consistent Location. Using the same space for every visit allows for your provider to know what equipment and furniture is available for treatment.