

## **Physiotherapy services under Covid 19 Public Health Order**

**(as at 11/10/2021)**

Flex-Ability Physio will work to optimise the care of each of our clients during the lockdown period while working in line with government guidelines to keep our clients, staff and the community safe.

The current guidelines from the Chief Allied Health Officer for patients not fully vaccinated against COVID-19 are:

- where physiotherapy can be delayed or delivered via telehealth, this should occur
- if deterioration in a person's health would occur without treatment, then clinic treatment should continue

Flex-Ability Physio is equipped to offer secure and effective telehealth for a wide range of conditions. Australian research during 2020 suggests a high rate of patient satisfaction with telehealth services, and clients are often pleasantly surprised at just how much can be achieved through non-face-to-face consultation. In some cases telehealth has offered advantages over and above clinic consultations and in most cases third party fee rebates are equivalent to those for clinic consultation. If any of the following apply to you, telehealth consultation may offer a lot of value (now, and beyond lockdown):

- Specific **difficulties with a home-based task or exercise** which can be viewed and assessed by video link. Are you finding you consistently aggravate the symptoms when working at your home desk or performing some other task at home? Are you struggling with performing exercises you were shown in the clinic but just can't seem to do at home?
- **Questions you would like to ask** your physio to better understand your condition and how to most effectively self manage it. Sometimes it just seems like there's not enough time in the clinic, in between everything else, to really delve into those questions. A telehealth consultation might just be the way to get the answers you're seeking and feel more in control of your own health.
- Ready for a **review of your home exercise program**, or looking for more options while you're at home for the lockdown period? Exercises can be reviewed by telehealth, and progressions and amendments prescribed by video link, backed up by Physitrack programs.
- A **new injury** for which you would like your physio's input. When a client presents to Flex-Ability Physio with a new injury, understanding the history is a critical part of not only diagnosis but also understanding the goals and concerns of the client and all aspects of their needs that must be considered in formulating a treatment plan. This critical part of our assessment can be completed very effectively by telehealth. In most cases both physical assessment and the start of treatment can also be undertaken within the initial telehealth session. Where face-to-face assessment is required, this can be fast tracked on the 1<sup>st</sup> clinic visit because of the information already gathered during the telehealth assessment getting you on the road to recovery even more quickly once we see you in the clinic.



It is important that your health does not unnecessarily deteriorate during this period, so we will be there for you in the clinic and remotely. If you believe that your health will deteriorate without clinic treatment, and wish to come to the clinic for an appointment, please consider that some of our staff and patients are especially vulnerable to COVID and reschedule if you are symptomatic or otherwise required to isolate, and observe all safety requirements during visits.

Thank you for trusting Flex-Ability Physio to work with you in optimising your health.

References:

<https://australian.physio/research/prf/news/telehealth-project-update-interim-results-now-available>

<https://www.youtube.com/watch?v=eX33QXWN8Dg> (Karen Finnin, APA Musculoskeletal Physiotherapist, shares how telehealth physiotherapy works)