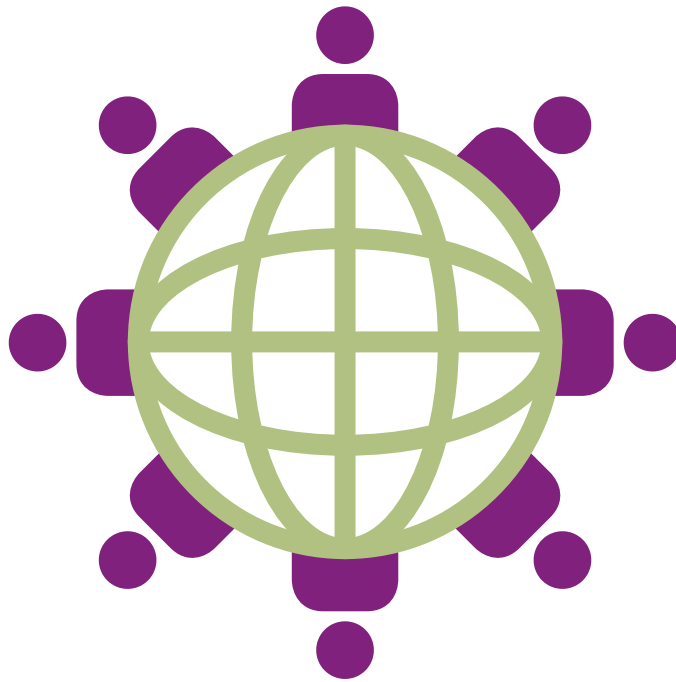


PHYSIO FIRST

HOW TO CONNECT WITH YOUR PATIENT



A GUIDE TO VIRTUAL CONSULTATIONS

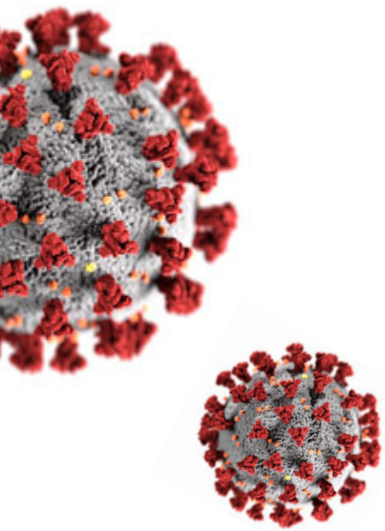
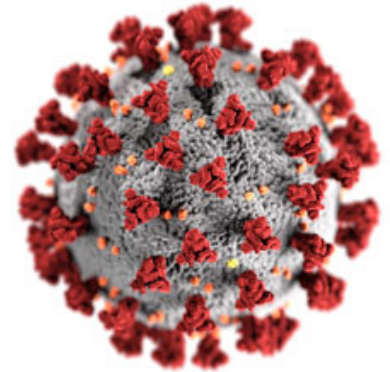
VERSION 2

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HOW TO TREAT PATIENTS REMOTELY

Owing to the current restrictions imposed on face-to-face physiotherapy consultations and treatment, our Physio First team have been looking into the many and varied ways in which our members can continue to support their patients while following the current government guidelines.



Technology has developed and improved exponentially over the past few years, which has resulted in many platforms now lending themselves to high-definition visual connections that enable real-time consultations with patients who are unable to attend a clinic setting (Cottrell et al 2017). Now is definitely the time to embrace this way of working if you can, and to persuade your patients to join you.

LEGALITIES AND PATIENT PROTECTION

It is incumbent on the clinician to observe their usual practice procedures with regard to patient consent and data protection (GDPR). These are covered in the telehealth checklist (table 1)

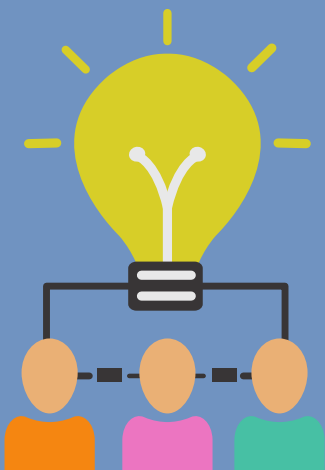


Policies / Procedures	Do your standard procedures cover remote consultations?	You may want to update these, especially if you are working in a multi-practitioner practice
Consent	Are you recording the session?	This is not necessary, but if you do then patient consent should be obtained and stored securely. You will also need a video retention and destruction policy in place
GDPR	Are you registered with the ICO? Do you have a clear data and privacy policy on your website?	This should be standard anyway, but you may need to add more information in your terms and conditions regarding remote consultation
	How are you going to exchange private information?	Consider communicating via encrypted emails, password protect links to video conference calls, and recommend the use of established exercise software programmes for data security
Referrals	How will you comply with patient safety?	Screening is a vital part of any consultation, and it is important to be aware of emergency MSK conditions that might need onward referral, as well as rheumatological conditions that often get overlooked
	In the event of emergency	Ensure that you are aware of local emergency escalation pathways if necessary

Table 1. Considerations for the legalities of remote consultation and treatment

The HCPC has recognised the unprecedented and challenging nature of this situation and that registered health professionals may need to depart from the established procedures in order to care for their patients. They state that “our regulatory standards are designed to be flexible and provide a framework for decision-making in a wide range of situations.

They support professionals by highlighting the key principles which should be followed, including the need to work cooperatively with colleagues to keep people safe, to practice in line with the best available evidence, to recognise and work within the limits of their competence and have appropriate indemnity arrangements relevant to their practice.



hcpc health & care
professions
council



PRACTICALITIES

Preparation is the key to ensuring that the telehealth consultation is worthwhile and enjoyable for both you and your patient.



1. Internet speeds: poor internet speed can lead to frustration and stilted sessions. If you have a slow internet, and unable to improve it, consider sticking with telephone calls for your consultations

2. Practice: if you are using a video conferencing platform for the first time have some practice sessions with your family / friends or members of your team. Find out what works with computer location / screen angles for a full view of the patient and for your demonstration of any movements. Test audio settings and video options

3. Plan with your patient: confirm that they have the appropriate technology to be able to follow any instructions, and the space for movement where necessary. Make it as easy as possible for the patient to log into a session. Invite them by email and / or text with password protected access. If possible supply a link to a video instruction on how to log into the platform you are using. Ensure that the patient has your phone number as back-up. Have a contingency in place should you lose connection

4. Listen to the patient: this is a format where listening is more important than ever as your assessment and treatment plan will be reliant on what the patient tells you (Russell & Trutter 2010)

5. Observe: if you are on a video conference platform use it. Make your sessions active / interactive and lively

6. Prepare your space: minimise the possibility for distractions from people / pets in your household. Ensure that there is nothing in the background and at the level of the camera that might distract the patient from the session. Look professional

7. Use the tools: there are some excellent exercise software programmes and rehab programmes available in a variety of formats (table 2) that can help to the patient to remember your instructions and assist compliance

8. Follow up: be sure that your patient can easily access follow-up advice and has contact details for any concerns

Getting started: There are a range of options available for consultation / assessment and for assisting with treating and managing patients remotely.

CLASS DELIVERY AND TUTORIALS

As has been shown by The BodyCoach while YouTube is a one-way method of communication, it can be a powerful platform through which to instruct exercise, pilates and yoga sessions.

It can also be a way to give your patients a lesson in how to log into two-way video consultation sessions; video is often more information than written instructions.



“YouTube has been a great way to get our Pilates class out to our clients and the wider community. I will also be using it to provide videos for patients on what to expect from a remote consultation and to give examples of any specific tests I wish them to do during an appointment. It is simple to use by providing a link to the exact video.”

Lucinda Brock

PLATFORMS FOR VIDEO CONSULTATIONS



zoom



Zoom: Ideal for anyone who works remotely, allows for simple, easy setup meetings or regular meetings in your personal meeting room. Ensure that your connection is protected by password-protecting every session.

Google duo or Hangouts: A simple way to connect with contacts and can be used for personal or business applications. Ensure you use the Hangouts Chat as this is the free option for up to 25 participants.



Google Hangouts



Skype: Now seen as old-fashioned and probably only worth considering if this is the only communication tool your patient can access.

Microsoft Teams: Mainly used as a business meeting platform, Teams can be confusing to navigate and can be a bit clunky. Again, this may be the only chosen option if your patient is already using it.





Facetime: This is a platform that is incorporated into Apple products.

Facebook messenger: The video facility is functional and easy to access. Some may be concerned with the security aspect of Facebook with regard to their use of data.



Whatsapp: The video option isn't the main feature of this platform, it is one that is popular with anyone with a smartphone.

These are just of the few most popular video connection and conferencing platforms on the market. New ones are joining daily, but it is recommended that, for clinical use, the best are the ones that are tried and tested, and that have proven secure connections.

We strongly encourage you not to share sensitive information on any platform wherever possible.

HOW TO...

Before choosing your platform and making your first patient online appointment, the following are links to some useful advice on how to set-up, be protected online, and provide great remote consultation.

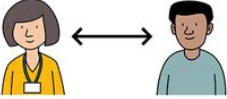
- Set up and protect
- Tips on telehealth

Video consulting with your patients

A quick guide for clinicians



Why choose it?




You can see patients while maintaining isolation or social distancing



Visual assessment adds key clinical data



Calls are safe and secure



The decision to choose it is shared between you and the patient



It can save patients stress, time and travel expenses

Preparing for a video consultation

1




Send an email or letter to the patient with instructions before the consultation

2




Use a private, well-lit room where you will not be disturbed

3




Have the patient's phone number ready in case you cannot connect

4



If possible, have two screens so you can take and read notes on one and talk to the patient on the other

5



At the start of each day, test the equipment to make sure it all still works

Please turn over

Funders

Contributors

Setting up

1



We will email you or send you a letter with your appointment time and any information you need

2



We will send you a text message reminder

3



Make sure you're familiar with the software before your appointment

4



Make a list of questions or issues before the call to help you get the most from your consultation

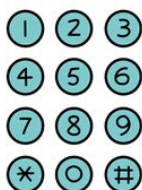
Starting the video call

5



Start the video call program a few minutes before your appointment, you may have been given a link to click on

6



You may be asked to confirm your date of birth and a phone number so we can call you if you get cut off

7



Your doctor or nurse will join you or call you when they are ready

8



Say hello or wave to your doctor or nurse

The consultation

9



Look at your doctor or nurse's face while you're talking

10



If all goes well, the call will feel like a face to face appointment

11



If you want to show us something you can try to use the screen camera

12



If something goes wrong we'll call you instead

Ending the video call

13



Ask us any questions you like before you go

14



We'll arrange your next video appointment, prescription or a face to face visit

15



We'll say goodbye before we go

16



You can leave your feedback to help us make future consultations better

DATA FOR IMPACT (DFI) PROJECT & REMOTE CONSULTATIONS

Data for Impact is our online, standardised, data collection tool created by us in collaboration with the University of Brighton. You can use it to input and analyse data on your practice, patients, treatments and outcomes. Taking part in Data for Impact is the first step to becoming a Quality Assured Practitioner (QAP) or Quality Assured Clinic (QAC) status.

DFI CHANGES FOR REMOTE CONSULTATIONS

Clients receiving consultations remotely can be recorded on the DfI system following recent updates to the system, both on the treatment page and also on the influencing factors page.

GAINING CONSENT FOR REMOTE CONSULTATIONS

With remote consultations it may not be feasible to obtain a signed DfI patient consent form, therefore during lockdown patients can provide their consent via email or text message. You just need to send the DfI Patient Information Sheet electronically to patients prior to remote consultations, and ask your patients to respond to you via email or text message stating they have read the Information Sheet and that they consent for their data to be used as part of the national audit (Physio First Data for Impact project). You should retain the consent email/text from each patient for your audit trail.










Physio First
Data for Impact



EXERCISE & MANAGEMENT SOFTWARE



There are a wide-range of products available that can assist with remote treatment and follow-up management of patients, with options for online triage, self-management advice and exercise, and telemedicine (table 2)

Product & Link	Description
	Exercise plans that can be created, customised and monitored by the clinician. Includes PROM facility. States that it is evidenced based
	Exercise prescription software that allows for structured programmes and education material. Includes telehealth facility
	Training and technology to support professionals to apply movement assessments and retraining in digital consultations. Helps you design programmes for patient focused outcomes
	Rehabilitation programme for people with chronic joint pain. Integrates self-management and coping strategies with an exercise programme
	Developed by clinicians, this programme supports care pathways, promotes self-management and offers exercise prescription options States that it is evidenced based
	Personalised to the needs of the individual patient, offers interaction between the physio and the patient, and is responsive to changes in the patient's clinical condition States that it is evidenced based
	For individuals with chronic back pain and COPD










	<p>A simple but effective goal setting and tracking application for practitioners to set goals for their clients, and track adherence</p>
	<p>Home exercise programmes with software that motivates patients and improves outcomes</p>
	<p>Personalised exercise programmes with the option of monitoring patient adherence</p>
	<p>Telehealth option offers an editable consent form, video streaming and the ability to add your own content for treatment</p>
	<p>Clinically validated digital triaging for muscle and joint problems</p>
	<p>Developed by the Surrey Physio team, this programme provides exercise plans to the public via a virtual physio guide</p>
	<p>An intuitive, easy to use exercise prescription software, with many of the exercises evidence-based. Includes a telerehab facility</p>
	<p>Exercise prescription, health assessment, and injury prevention plans</p>
	<p>Online triage with a rehab app that enables the clinician to help with exercises and patients with 10/10 pain scores</p>



Table 2. Resources for online rehabilitation, management and telehealth

FREE CPD RESOURCES



Back in Action: athletic shoulder videos
A range of 54 short demonstrations of various shoulder rehabilitation exercises



Pain Tool Kit: insights into delivering the message on how patients can self-manage pain



Physiotalk: fortnightly tweet-chats aimed at using social media to learn, share and influence. Transcriptions of past chats available



Physique Management: range of videos on exercises and use of equipment in training and rehab



SOUTHERN MSK SEMINARS
SOUTHERN MUSCULOSKELETAL SEMINARS

Southern MSK seminars: screening for serious pathology webinar with Laura Finucane and Chris Mercer



Trust me Ed: online learning platform with free blogs on various conditions and rehabilitation methods



Journal of Orthopaedic Sport and Physical Therapy (JOSPT): videos resources for MSK health, injury and rehabilitation



PAIN IN THE NECK
— NOTES FROM A NECK PAIN CLINIC —

Pain in the Neck: notes from a neck pain clinic by Chris Worsfold



Physiotutors™
Online Physiotherapy Education

Physiotutors: online physiotherapy education via a range of video tutorials



Osmond
Ergonomics

Osmond Ergonomics: animated posture guidance and exercises

physiofusion

Physio Fusion: Youtube content for rehabilitation and exercise



BESS British Elbow & Shoulder Society

British Elbow and Shoulder Society: education, research and best practice for upper limb conditions

Physioguru

Physio Guru: knowledge sharing and video webinars, seminars and presentations

MULLIGAN™

Mulligan Concept: one month's free trial access to an app of over 185 video clips of Mulligan Therapy concepts

THE

physio
matters
PODCAST

Physio Matters: podcasts and videos on all aspects of physiotherapy with guest contributors



A Neuro Physio Podcast: educational and challenging conversations with neurological physio experts on research, treatment and assessments



The Naked Physio: a blog on clinical experience and evidence-based physiotherapy to challenge the status quo



ENGLAND ATHLETICS

England Athletics: free download of 365 athlete handbooks for athletes, coaches and parents

COMERA
PROFESSIONAL

Comera: Professional services advice including accountancy, financial consultancy, HR. Free 1 hour free advice session for you and your business

CAN PRACTICE MANAGEMENT SOFTWARE HELP CONNECT US WITH OUR PATIENTS?

Campbell Nelson from Blue Zinc says:

"TM3 gives tools to the clinics required to step into self-service with online payments, remote consultations, client portal, white labelled Connect app and much more to include connecting clients with clinics and classes"

”

TM3 gives you the tools to manage every aspect of your clinic or studio from one central system, reducing time spent on admin to ensure you spend as much time as possible with clients.



TM3

INSURED PATIENTS

One of the most frequent questions about treating via telehealth methods is whether insurance companies will still cover treatment for their clients. Certainly Bupa has recognised that this is an unprecedented situation and, together with other private medical insurers (PMIs), such as AXA PPP, Nuffield Health and Aviva, have revised their treatment criteria to include remote consultations to ensure that patients avoid exposure to the virus.

In its guidance, Bupa states it will fund telephone and video consultations with an accredited physiotherapist for muscle, bone and joint conditions



**WE RECOMMEND THAT YOU CONTACT
ANY OTHER PMI YOU DEAL WITH FOR
THEIR POLICY ON REMOTE TREATMENT**

REFERENCES

Thank you to all our members who have contributed

- Cottrell MA, Galea OA, O’Leary SP, Russell T. Real-time tele-rehabilitation for the treatment of musculoskeletal conditions is effective and comparable to standard practice: a systematic review and meta-analysis. Clinical Rehabilitation 2017; doi: 10.1177/0269215516645148
- Russell T, Trutter P. The diagnostic accuracy of tele-rehabilitation for non-articular lower-limb musculoskeletal disorders. Telemedicine & e-health 2010; doi: 10.1089/tmj.2009.0163



FOR FURTHER READING:

[Resource](#) listing research on tele-consultation and rehabilitation for specific MSK conditions