



## **On With Life Outpatient Telehealth FAQ**

### **What is Telehealth?**

Telehealth uses technology to deliver an in-person therapy experience at a distance. Telehealth is comparable to out-patient therapy in the way it is delivered for a multitude of conditions. Your goals are no different than when you come in for therapy – they are just done while you are at home. We are using telehealth to help those individuals who might be concerned about coming out to an environment that places you at risk for the current concerns. Your therapist will guide you through stretches, exercises, cognitive tasks, and potential modalities that can improve your overall physical and cognitive well-being. Telehealth is going to require a slightly different focus during your therapy session(s) as you will not be in person, but having creativity and a willingness will help you meet your goals.

### **What do I need to participate in Telehealth?**

The most important piece of equipment for a telehealth session is you! You will also need an electronic device and access to an internet connection. At On With Life we use a secure, encrypted, real-time audio and video experience over an internet connection through a platform called Zoom Meeting. Prior to your appointment, we will send you the link that you need to click on to access the video and audio component.

### **How is a Telehealth Session Conducted?**

The actual telehealth session is going to be very similar to a standard therapy session. Your therapist is going to ask you questions related to your goals, your current condition, and any limitations you are currently facing that are preventing you from achieving your goals. A telehealth examination is obviously not going to be done in quite the same manner as an in-person evaluation, however we will provide you with our best effort to assist you to reach your goals! For example, manual muscle testing can't be done by a physical therapist restricting your movement. Instead verbal communication will be necessary to have with your therapist about the movements that improve or worsen your pain or dysfunction.

### **Is Telehealth Outpatient Therapy Safe?**

Yes. If done correctly and with trained therapists, telehealth is a safe and effective method of delivering your outpatient therapy needs. We treat the safety of our patients as our number one concern. We will work with you to update emergency contacts as needed and talk through what an emergency situation will look like in the event it occurs during a telehealth session.

### **Should I do Telehealth Therapy?**

Each individual is unique, therefore the decision to receive telehealth services will be discussed on an individual basis between you and your therapist. Telehealth can provide you a high-quality, effective, functional and safe therapy experience when in-person therapy sessions are not a good option.



**Are Telehealth Therapy Sessions Covered by my insurance?**

Similar to in-person therapy benefits, each insurance benefit plan is different as it relates to telehealth benefits. We will work with you to verify your personal benefits for telehealth services. You will be responsible for any copayments or co-insurances that apply according to your benefit plan. We will also offer a private pay option in the event your insurance will not cover telehealth services for outpatient therapy.

**Does Telehealth cost more than an office visit?**

No. Typically, all you pay is your normal copay or co-insurance for your appointment, just as you would with an in-office visit.

**What paperwork do I need to fill out for a telehealth therapy session?**

A telehealth session will require that we confirm and discuss certain information as it relates to your consent for treatment, medical history, the reason for your session, your goals for therapy and ongoing changes to your therapy plan. Some of this can be done verbally while some items will still need to be completed through either an electronic form or a document that we mail to you.

**What else do I need to know to make my telehealth session as productive as possible?**

- It is important to be in a quiet, private space that is free of distractions (including cell phone or other devices) during the session.
- It is important to use a secure internet connection rather than public/free Wi-Fi if at all possible.
- It is important to be on time. If you need to cancel or change your telehealth appointment, please notify in advance by phone (515-289-9696).
- We need a back-up plan for communication should we need to restart or reschedule the session due to technical problems (e.g., phone number where you can be reached).