



## What is Remote Onsite Physiotherapy?

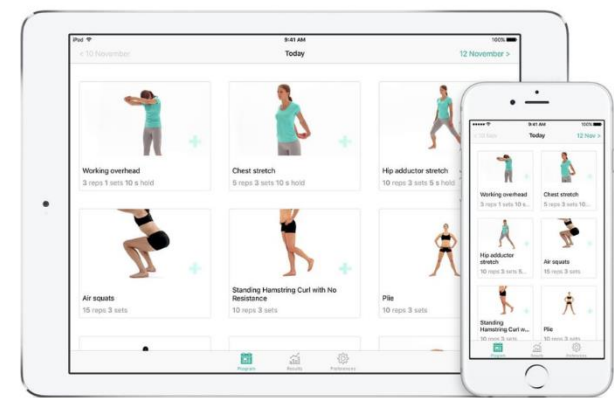
In accordance with Government guidelines to try to minimise social interactions Connect Health and your employer have made the decision to move the onsite face to face physiotherapy service to a remote telephone service. What this means, is that you will be having your booked appointments as planned, but instead of going to the clinic room to see the physiotherapist, you will receive a telephone call from the physiotherapist.

## How does it work?

If you have a booked review appointment, the physiotherapist will call you at the time of your appointment from a Blocked Number. The clinician will then ask you questions about your injury and provide you with advice, guidance and exercises as they would normally do in the clinic room.

## What do I need to do?

- Ensure that your HR has your up-to-date contact details
- At the time of the appointment find a quiet private space where you can speak about your injury
- Check you emails for your PhysiApp registration code following your appointment



## After the Appointment



Just as they would during a standard clinic, the physiotherapist will complete a Management Report that will be sent to your Line Manager. This will be no different to normal, where the report will not contain any confidential medical information and will only provide advice and guidance on your ability to carry out workplace activities.

If you require a follow up appointment, the physiotherapist will book that in with you on the call. This follow up appointment will also be a telephone call, until government guidelines change.

## Moving Forward

Connect Health believe strongly in providing its customers and patients with the best possible care, while maintaining the safety of its employees and its patients. By providing a telephone service, we can achieve both of these aims.

There remains a lot of uncertainty surrounding COVID-19 and the short-term and long-term plans, to help ease this burden Connect Health and your employer will be in regular contact to provide updates regarding the service.

If you are experiencing any stress or anxiety regarding these recent events there are a number of resources available, your employer may offer an Employee Assistance Programme (EAP) or you can utilise some NHS resources such as Every Mind Matters :

<https://www.nhs.uk/oneyou/every-mind-matters>