



How to set up for a telehealth appointment

What is telehealth?

Telehealth provides a way of your hand therapy appointment without having to attend a clinic. This may involve a phone call or a consultation over video-link. It is just like talking to your friends and family over zoom or facetime.

What can I expect from a telehealth appointment?

We prefer to connect with our patients using a video link so we can see and assess your hand and arm as needed. We can do this using our practice software (that uses Jitsu), zoom, teams, or facetime. There are other platforms we can use if this doesn't work for you. We can also do consultations over the phone if you are unable to use other technology.

During a telehealth appointment you will be able to talk to your hand therapist just like you would in the clinic. Your hand therapist may demonstrate movements for you to try, ask you to point to areas of pain or palpate (push on) certain places to assess tenderness, and practise exercises with you.

Your hand therapist will make treatment notes but your telehealth consultation will not be recorded.

How is my appointment made?

You can request a telehealth appointment at the time of booking or discuss this with your hand therapist. You will receive a text reminder for the appointment.

On the day of your appointment you will receive an email with a link to the meeting, check your junk folder if you can't see it. The link in the email will open a new browser window. If your hand therapist is going to ring you the number may display as blocked caller ID.

How should I prepare?

1. Set up your computer or device in a quiet place and test the camera and sound
2. It helps to have a hands-free device. If you are using a phone find somewhere to prop it up
3. Have a paper and pen handy to note things down. Your therapist can also email you further exercises and instructions
4. It is ok to have a friend or whanau member with you, just let your therapist know they are there
5. To help the speed and quality of the connection try to minimise other activity on your computer and wifi

Are there limitations with telehealth?

As hand therapists we are used to being able to assess you in person. There are limitations when we cannot put our hands on you to perform certain tests, but we gain a lot of information from what you tell us, where your pain is and how you move. If your therapist is concerned about anything or thinks you need a physical assessment they will arrange to see you in person at your next appointment

How much does it cost?

For ACC registered claims telehealth is currently fully funded.

Private patient fees are \$60 for the initial consultation and \$40 for follow up consultations.