

## Telehealth Patient Information

### How Telehealth Works:

-All you need is an internet connection, access to a desktop, laptop, smart phone or tablet, and to follow these instructions:

**1.** Please note your credit card information will be collected at the time of booking to secure your appointment but WILL NOT be charged until after your assessment

**2.** Complete your intake forms. They will be emailed to you as soon as you book your appointment. Please take the time to complete these prior to your appointment as there is a separate consent form for telehealth services

**3.** To prepare for your appointment please ensure the following:

- You have your camera set up in a location that allows you to move around and still be seen.
- You have clear audio - you may want to consider using earbuds for clearer sound (not necessary)
- You have a private space free of distraction so you can focus on what you need
- You have a device to use that is password protected to ensure your privacy.

**4.** You can join your telehealth appointment using either a smart phone, iPad/tablet or a desktop/laptop computer. You can join and test your device up to 30 minutes in advance.

-We recommend using the latest version of Chrome on your desktop or laptop computer.

There are two ways you can begin your Online Appointment (click here for a video guide):

#### A) Join via **Email Appointment Reminder**

You will receive an Appointment Reminder email sent to you by your provider 30 minutes before your scheduled appointment time.

Click the button at the bottom of the email to begin:

#### B) Join via **My Account**

Alternatively, you can access this same button by logging into your account by visiting our clinic's Jane site, using the Sign In/Sign Up button in the top right-hand corner.

<https://active-chiropractic.janeapp.com/>

**5.** Please arrive to your appointment a few minutes early to ensure you have a great appointment (and time to recheck Step 3)

6. You will enter your live video connection in your private and secure one:one appointment.

7. Following your appointment your practitioner will summarize the goals and treatment plan you agree on, assist you with booking your follow-up sessions, and send you your homework.

### **Commonly asked questions**

1. Will my insurance pay for telehealth chiropractic?

Yes!

- Manulife
- Green Shield
- Medavie Blue Cross
- Desjardins
- Sunlife

All currently pay for Chiropractic telehealth sessions. If your insurance provider is not listed, we recommend you call them directly to confirm if they will reimburse you for telehealth sessions.

2. Do you direct bill to my insurance provider?

Yes! We will direct bill to:

- Manulife
- Green Shield
- Medavie Blue Cross
- Desjardins
- Sunlife (unfortunately not plan numbers beginning with -0555 )

on your behalf for your telehealth session; however, just like in-person visits at Active Chiropractic FHC, we have you pay us directly for your service and your insurance provider reimburses you (which is why we collect but don't process your credit card information prior to you scheduled appointment)

3. Can you treat everything via telehealth?

You can expect to receive the same exceptional care throughout telehealth services as you would in the Active Chiropractic Family Health Centre. However, although many situations are served well by telehealth appointments, not everything will be appropriate to address in this appointment type. Your practitioner will absolutely inform you if they feel they will not be able to help you ~ they will direct you to another health care profession for example, or provide referral request you may need to receive from your GP to move you forward in your care.

4. What Can I expect in my telehealth session?

Common treatments through telehealth include: self mobilization, education, exercise retraining, active exercise, review & progression of home exercise programs, and movement retraining.