



## **Telehealth - Frequently Asked Questions**

### **What is telehealth?**

Telehealth is virtual access to robust, value-based care, over large and small distances, with no interruption to plans of care. Virtual therapy sessions are delivered by the same highly-trained physical, occupational and speech therapists through the use of any video platform to conveniently, easily and securely connect with patients.

Telehealth gives patients the ability to stay connected remotely and in real-time with a CORA clinician at a time when visits to clinics may not be an option. It's a sense of control and choice over *your* health in *your* home environment with highly-trained clinicians at your fingertips!

### **Do virtual visits provide the same quality of care as visits to a CORA clinic?**

The short answer is, 'Yes'. In fact, we've found that patients feel the same authentic, personalized connection through virtual visits as they do in a clinic setting. Experience has also demonstrated that the virtual environment helps motivate and engage our patients to produce the same or better outcomes in the comfort of your home.

### **What sort of exercises or activities occur during a virtual appointment?**

During the virtual visit, the therapist watches the patient's movements and activities, then provides specific treatment to address the problem areas identified. Through the video component, the therapist can demonstrate exercises and self-joint mobilization techniques as well as document important metrics such as range of motion.

Sometimes virtual therapy requires a creative component ... so it can be fun too! Instead of using the clinical equipment our therapists might normally have access to, they will find substitutes in household items. For example, in place of parallel bars, patients being treated for fall and balance issues may be holding onto a chair or a kitchen counter. A can of soup is a good fill-in for a one-pound barbell.

### **When should patients talk to their therapist about scheduling therapy in the home?**

If you are sick or displaying symptoms or if it has been recommended by a medical professional that you stay at home, then telehealth is a great option for you to continue your therapy sessions. Your CORA clinician will be able to provide quality treatment and education from virtually anywhere using a computer with a camera, tablet, or cell phone.



## What platforms can patients use to connect with their therapist?

Your CORA therapist will speak to you about your options. Apple FaceTime, Facebook Messenger video chat, Google Hangouts, Zoom, Skype – any private platform that has both video and audio for a telehealth session is acceptable at this time.

## Is a virtual visit right for you?

*“As much as I’d like to try telehealth, I’m not very tech savvy and have never used any of these video platforms before.”*

Of course! Fact is we hear this all of the time, and it’s easier than one might think to get set up. Your CORA therapist can help you every step along the way to get setup and ready for your virtual appointment. Any device with video and audio such as your cellphone, laptop or desktop are all viable options. We’ve created these step-by-step guides for Zoom and WhatsApp.

[Instructions for using Zoom](#)

[Instructions for using WhatsApp Messenger](#)

*Zoombombing* has no place at CORA. We've compiled some basic instructions to prevent this recent phenomenon from occurring during your telehealth session. Download these tips and [Say 'No' to Zoombombing](#) with us.

## What can you do to prepare for your video call?

Pick an app or program to use beforehand and make sure that you have it downloaded before the planned call time. For **cellphones and laptops**, make sure you have a charger handy in case your phone or laptop battery begins to run low mid-call. If you plan a long call, have a spot to rest your phone so you don't have to hold it up.\*

We found a helpful checklist of items to consider for your video call: [The Beginners Guide to Video Chat](#).\*

## How can patients schedule virtual appointments?



Patients can talk to their CORA therapist to schedule an appointment, or they can email [coravision@corahealth.com](mailto:coravision@corahealth.com). Coming soon! You'll be able to schedule a virtual visit direct on our website.

### **How long do telehealth appointments typically last?**

Telehealth sessions are scheduled in 30 minute increments but we will always work to accommodate our patients if they are only available for 10-15 minutes. Bottom line is we take care of our community and will take advantage of whatever amount of time we have with patients to provide quality care while they are in a home setting.

### **Are treatment sessions private?**

Our therapists ALWAYS put our patients' privacy first. The situation surrounding COVID-19 is unprecedented territory for us all but we have been instructed to take any and all security precautions – and even engage in extra measures to protect a patient's privacy. Part of doing so means that our therapists will use private locations such as a clinic or home office where it is 1-on-1 with our patients. Speak with your therapist about which video platform is right for you.

### **Is telehealth available for all patients?**

We encourage patients to check with their insurance provider to see if their health plan covers these services. Patients can also contact their local CORA clinic or speak to their therapist. And that list of payers is growing by the day!

### **What hours can you schedule a telehealth visit?**

Anytime! Again, we encourage you to speak with your therapist to determine a schedule that best fits your schedule and for your plan of care. At CORA, we understand that our patient's schedules have been disrupted and will do our best to accommodate appointments in the evenings or weekends as needed.

### **What about my families that do not have an internet connection?**



For those who do not have an internet connection, many companies are offering free internet for low income families. Talk to your internet provider to see what sort of options might be available.