

## **Telehealth**

Ducker Physio is continuing to offer quality care for our patients. There are many things we are doing as professionals to minimise risk of exposure through rigorous hygiene practices and patient screening to keep you and our staff safe. So, you are welcome to come in for your treatment, subject to our screening processes.

However, if you are in self-isolation or would prefer to minimise contact in any way, you may like to consult with us via Telehealth. Telehealth uses digital technology that's readily available on your computer or phone to receive treatment from our physio. It is safe and effective, and our physios are trained to deliver telehealth consultations.

Telehealth uses education and exercise to help manage aches and pain, research has shown that education and exercise can be very efficient at helping to manage pain and improve function.

### How to book

1. Ring our clinic and one of our friendly reception staff will book you in. We will then email you a Zoom booking link which you will use at the time of your telehealth appointment to connect you to your physio.
2. Head to our website: [duckerphysio.com.au](http://duckerphysio.com.au) and click on:
  - "Make a booking" link at the top of the page.
  - Select the clinic location you normally attend.
  - Select:
    - Telehealth Initial consult tab if you are a new patient or have a new area to be treated.
    - Telehealth Follow-Up consult tab if for ongoing treatment we have been seeing you for previously.
  - If your health fund is with BUPA, Health Partners or Medibank please select the appropriate appointment tab of your health fund below and not the first Telehealth tabs above.
  - We will then email you a Zoom booking link which you will click on and use at the time of your telehealth appointment to connect you to your physio.



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Reply Postage PO Box 362, Fullarton SA 5063

Physiotherapists Mark Ducker, Mark Covino, Chris Watson, Matthew Sauer, Ann Gardner, Kelly Roberts

### How does it work via video?

You will need a smartphone, laptop, desktop computer or tablet with a camera & speaker and access to a good internet connection.

You will receive an email from us with a link to our agreed Zoom meeting date and time.

Click on that link just before your appointment which will take you to our zoom meeting, enter the code in your email and then you will be able to see and speak to your physiotherapist via video. The link will also assist you how to download zoom on your device being used, however you can follow the information below to be well prepared:

Zoom is a free software download:

- on your computer google <https://zoom.us/download> and just click on the Windows or Mac version depending on your computer.
- on your tablet or smartphone go to the Apple App Store or the Google Play Store and search and download - Zoom Cloud Meetings.

### Payment

Payments are done in full by credit/debit card at the time of booking (online or via phone) and claimable back from your health fund.

We will email you an invoice showing full payment has been made, this can then be used via your health funds app or online facility to claim. Just take a photo of our invoice and submit it via the health fund app or online via the health fund's website on your computer.

Or you can simply complete a claim form and then post it into your health fund. If they have your bank account details, then the rebate goes straight into your bank account.

Telehealth is also available and covered under NDIS, Department Veterans Affairs, Motor Vehicle Accidents, Return to Work SA and Extended Care Plans from your GP.

**We are here to help you, if you have any questions or concerns about your health, our infection control procedures, telehealth or if you if you would just like to have a chat to your physio please don't hesitate to call us.**



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