

Telehealth Appointment Info Sheet

For a seamless telehealth appointment, please follow the steps below:

Before Your Appointment:

- **Log in early:** Please join your appointment link at least 10 minutes early. This gives us time to check your connection, troubleshoot, and answer any questions you may have.
- **Find a quiet spot:** Choose a quiet, private room where you won't be interrupted. Assessments **can't be conducted from vehicles** — if you join from a car, your appointment will need to be rescheduled and a fee will apply.
- **Complete your consent form:** Sign the Information and Consent Form sent to you via DocuSign. Please sign it before your appointment to avoid delays — and don't forget to check your spam or junk folder.

During Your Appointment:

- **Medication and history:** Have a current list of your medications and medical history on hand, as the doctor may ask about them.
- **Support person:** If you wish, you can have a support person with you during the telehealth session. Please inform the doctor at the start of your appointment.
- **Recording consent:** If you want the consultation to be recorded, please ask for the doctor's consent before proceeding.

Telehealth for physical related injuries:

If your telehealth assessment is for a physical injury, you may be required to attend a physiotherapy clinic, where the telehealth consultation will take place. Please wear loose clothing that allows access to the area related to your injury (e.g., sleeveless shirt for shoulder injuries, shorts for knee injuries).