



Frequently Asked Questions:

Telehealth & Concussion at ACC

We are grateful for the opportunity to support you in providing timely and comprehensive interdisciplinary assessments and rehabilitation that meet our unwavering commitment to best practice standards, despite social distancing restrictions. We hope to be able to support you in every way possible as we cope with the drastic changes COVID-19 has imposed on all of us. Please don't hesitate to raise any issues or concerns that you may have during your sessions. The ACC Team is looking to support you, and our entire ACC community, in whatever ways we can.

1. What is Telehealth at ACC?

- a. Telehealth is the use of information or communication technologies to allow you and your practitioner to connect via audio and/or video to receive interdisciplinary concussion services from your home or at a distance when an in-person session is not possible or desired.
- b. With the experience that ACC staff have with Telehealth technologies and its use in supporting concussion assessment and rehabilitation, you can be in the comfort of your own home and have the same high-quality expertise provided to you as if you came into the clinic.
- c. ACC utilizes 'Physitrack' an app that allows you to chat 1 on 1 with your practitioner over a video call. You will be provided with information on how to download the app or otherwise access the video session prior to your appointment.
- d. ACC also utilizes the software 'Microsoft Teams' and 'Jane' to connect with our clients.

2. Can I get the full spectrum of interdisciplinary concussion care appointments via Telehealth?

- a. Yes! All ACC practitioners have experience in assessment and treatment via Telehealth, including Occupational Therapy, Counselling, Neuropsychology, Physiotherapy, Athletic Therapy and Kinesiology.
- b. There are instances when more information is required and physical examination may be needed. Should this arise, your practitioner will discuss this with you.
- c. Telehealth is especially helpful in concussion when you require an expert opinion for acute injury management, to answer questions regarding your current treatment plan, to modify a program you're having issues with, or to help you progress in your rehabilitation.
- d. Telehealth may be appropriate to address new issues initially, supporting screening or expedited assessments, so you can start feeling better, faster, without the wait times associated with in-person appointments.



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3. What issue is Telehealth NOT appropriate for?

- a. Telehealth provided through ACC is only available for those present in British Columbia at the time of their session.
- b. At times Telehealth is insufficient to fully address your goals and an in-person session will be necessary to meet your individual needs. In this case, a face-to-face follow up will be suggested by your practitioner, or a referral may be coordinated.

4. What are the risks? Is my information secure?

- a. The main risk in Telehealth pertains to personal privacy and record security. Both platforms involved in ACC's Telehealth program comply with the highest standards in security, and all information is stored in your clinical chart, which is protected by law, and remains, at all times, confidential.
- b. All personal information you provide is confidential and is stored securely just as it would be if you attended an in-person session. No part of video sessions will be recorded or stored.
- c. In the rare circumstance that physical injury or medical emergency should occur during your session, your practitioner will act appropriately to alert the necessary people, including your emergency contact and first-responders (911).

5. What is required? How do I prepare for my Telehealth session?

- a. **For Counselling, Occupational Therapy, or Neuropsychology**
 - i. A quiet, private space, free of distractions.
 - ii. Think about the angle of your camera during the call.
 - iii. Headphones are helpful to ensure privacy and clarity of audio, however they are not required.
 - i. Access to an Android or iOS device with email to access your Teams invite, or with the PhysiApp application downloaded on it (information will be sent prior to your session).

(continued)





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b. For Physiotherapy, Athletic Therapy, or Kinesiology

- i. A quiet, private environment without distractions.
- ii. Ensure you have enough space to move and perform exercises (as needed).
- iii. Also ensure your camera can be angled to focus on the relevant part of your body during the exercise.
- iv. To be sure you can get the best quality audio, test the microphone on your device.
- v. Wear comfortable clothing or gym clothes to be able to assess and/or perform exercises so that time is not wasted in changing clothing mid-appointment.
- vi. A coach or spotter for the physical portion of assessments, or for treatment if/when indicated by your clinician.

7. Are there changes in payment or cancellation policies?

- a. No major changes in payment apply in a Telehealth scenario, although in-person payments can not be processed at present due to social distancing restrictions.
- b. As per ACC policy, appointments can only be confirmed with a valid form of payment, which is restricted to credit card payments at this time. As clinician time is specifically reserved for your reserved session, and as Telehealth sessions involve preparation and interdisciplinary collaboration just like in-person sessions, ACC's standard cancellation policy continues to apply.
- c. Cancellations with less than 2 business days notice will be charged, however consideration will be extended in this uncertain time when possible.

*The entire ACC team is here to support you and to make sure that COVID-19 does not impede achievement of your concussion assessment or rehabilitation plans.
Please call on us to troubleshoot with you should you confront any issues.
Stay healthy and keep on track with your concussion recovery goals!*

