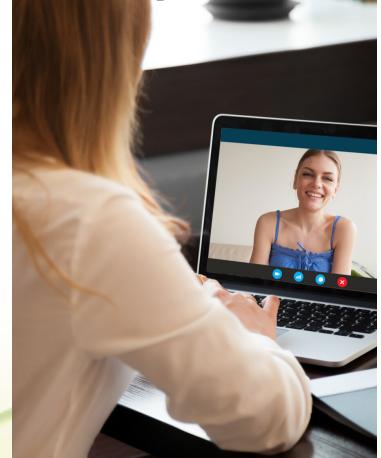


Telehealth at Symmetry Physiotherapy

Telehealth in our New Environment.In response to the new and evolving working and living environment of our communities, Symmetry Physiotherapy has taken the step to introduce and offer Telehealth services from all clinics. We view Telehealth as a great service which supports our staff as manage our clients rehabilitation when they are unable to attend in person.



FAQ

What Technology do I need to use Telehealth?

Telehealth can be used on a smart phone, tablet/laptop or desktop computer with a camera attached. Having a good internet connection is important, please ensure you connection is reliable as this will ensure your consultation runs smoothly.

What will happen once my appointment is booked?

Once your appointment is booked you will receive an email with details about how the consultation works.Immediately prior to your appointment you will receive an email with a link to Physitrack [PhysiAPP] where we will have our consultation.If you could please go online 10 minutes prior to our appointment and click on the link to join our conversation it would be much appreciated. If you are using a mobile device it would be useful to download the PhysiAPP, (available FREE from your App store). If using a computer, please ensure you have a camera and microphone so we can chat.

What happens if my computer or internet fail during the consultation?

Should our Telehealth consultation not work our Practitioner will call and continue the consultation via phone.

Can I use Telehealth if I have never been to a physio before?

If this is your first appointment with a Physiotherapist or with Symmetry Physiotherapy we would prefer to consult with you in person. This will allow us to have a thorough examination of your condition and an in depth discussion about what you would like to achieve. If this is not possible, we can provide this service however a face to face consultation for the first time is preferable.

Is Telehealth covered under the Medicare Benefits Scheme?

Unfortunately at this point in time Telehealth consultations are not covered under the Medicare Benefits Scheme. Should you have concerns about payment please liaise with our Practice Manager to discuss payment alternatives.

Can I use my Private Health Insurance Extras cover on my Telehealth consultation?

Unfortunately at this point in time, Private Health Insurers do not cover Telehealth consultations. This is something Allied Health Peak bodies are working with Health Insurers to access this.

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