



**CPTBC**

College of Physical Therapists  
of British Columbia

# Appendix B: Client Education Materials



# Telerehabilitation in physical therapy

## Client Information

Telerehabilitation is the use of information or communication technologies to allow you and your physical therapist to connect via telephone, video or other remote monitoring technology to receive physical therapy services at a distance. Here are a few frequently asked questions about telerehabilitation in physical therapy.

### **When might telerehabilitation be appropriate?**

There are many circumstances where the use of telerehabilitation may be an appropriate way to receive your physical therapy care.

Telerehabilitation can help you access physical therapy services that are not possible for you to receive in person, either due to health reasons, or because they are not available in your community. Telerehabilitation can allow for consultation between your physical therapist and another physical therapist (or another healthcare provider on your team).

Telerehabilitation may be appropriate if you cannot easily attend an in-person visit. For example, if you have mobility or transportation issues, or have young children or parents at home to care for, your physical therapy needs could be met using telerehabilitation technologies. If you live a long distance from the hospital or even in another province or territory, it may not be in your interest to travel to receive care, but physical therapy may still be needed.

### **When would telerehabilitation not be appropriate?**

Telerehabilitation may or may not entirely replace in-person care. It provides an option for assessment and treatment when an in-person visit is not possible or not preferred. It is up to you and the physical therapist to determine what is best for you, whether necessary services can be provided via telerehabilitation, and to ensure that the benefits outweigh the risks.

### **Will I get good quality care?**

You should expect to receive the same safe, quality care that you would get during an in-person visit. Physical therapists are expected to meet the same Standards of Practice regardless of how the services are delivered.

### **What are the risks of receiving care via telerehabilitation?**

The risks of receiving physical therapy care specific to telerehabilitation relate mostly to concerns about the privacy of your personal health information and your personal safety. The physical therapist is required to ensure that the location where you receive care is safe and that procedures are in place to ensure the availability of help in the event of an emergency. The physical therapist may recommend that the visit proceed in the presence of another team member or family member to enhance the safety and value of the visit.

### **Will my personal information still be private and secure?**

Physical therapists are required to ensure the privacy and security of your personal information at all times. This extends to the technology they use as well as the appropriateness of the setting in which services are delivered. For example, rather than conducting the telerehabilitation visit when you or the physical therapist are in a public place, it is more appropriate for you to receive services in your home or at a medical facility, with the physical therapist communicating with you from their more private practice environment.

### Do I have to pay for telerehabilitation physical therapy services?

The telerehabilitation physical therapy services would be funded in the same way as in-person physical therapy services, paid either through government funding, a third-party extended health insurer, or by you. It is important to confirm that your third-party extended health insurer covers telerehabilitation visits prior to consenting to receive services in this way.

### If my physical therapist isn't in the room who will help me and what types of care can be provided?

Depending on the setting and the circumstances, physical therapists providing assessment or treatment via telerehabilitation may not require assistance from another person or may have assistance from another physical therapist, physical therapist support worker, other healthcare providers, or from your family members or friends. The physical therapist is required to ensure that an appropriate level of support and assistance is available to address your needs and ensure your safety and that you agree to the involvement of this assistance.

### Does my physical therapist need to be registered to deliver telerehabilitation treatment?

Physical therapists are required to be registered with the regulatory College in the province or territory where they deliver services. If they are delivering services across borders, they are required to be registered in both the province where they live and the province in which they are delivering services (where you live). Check that your physical therapist is registered before you begin treatment.

### What if I have a concern or complaint about my care?

You may contact the physical therapy regulatory College in your province, the College in the physical therapist's own jurisdiction, or both, to file a complaint or express a concern. The two Colleges will share information if a complaint is received and will let you know the outcome of the complaint process.

Province / Territory	Website
British Columbia	<a href="http://cptbc.org/">http://cptbc.org/</a>
Alberta	<a href="https://www.physicaltherapyalberta.ca/">https://www.physicaltherapyalberta.ca/</a>
Saskatchewan	<a href="http://www.scpt.org/">http://www.scpt.org/</a>
Manitoba	<a href="http://www.manitobaphysio.com/">http://www.manitobaphysio.com/</a>
Ontario	<a href="http://www.collegept.org/Home">http://www.collegept.org/Home</a>
Quebec	<a href="https://oppq.qc.ca/en/">https://oppq.qc.ca/en/</a>
New Brunswick	<a href="http://www.cptnb.ca/">http://www.cptnb.ca/</a>
Nova Scotia	<a href="http://nsphysio.com/">http://nsphysio.com/</a>
Prince Edward Island	<a href="http://www.peicpt.com/">http://www.peicpt.com/</a>
Newfoundland and Labrador	<a href="http://nlcpt.com/">http://nlcpt.com/</a>
Yukon	<a href="http://www.community.gov.yk.ca/physical_therapists/index.html">http://www.community.gov.yk.ca/physical_therapists/index.html</a>
Northwest Territories	*
Nunavut	*

\*When receiving care in the NWT/NU clients are advised to have the physical therapist show or otherwise provide you with their licensing information in another jurisdiction as there is no physical therapy regulatory body in these jurisdictions.