



Preparing for your Video Consultation:

Whilst video meetings or consultations may be new to you, with a bit of preparation you'll feel relaxed and enjoy your consultation, without having to leave your home!

Here's our top tips:

- Decide which device you will use (tablet, laptop or PC), check it is charged and that you have a suitable web-browser (not Safari) or the Microsoft Teams App (Free and No sign-up required). See our **'How to connect to your video consultation in 5 simple steps'** document.
- Check your internet is connected and you have access on your device to the Email account where your physiotherapist will send a **'Join Microsoft Teams Meeting'** Email (usually sent on the day of your consultation, separate to the reminder Email from info@bevanwilson.co.uk).

Your chosen location:

- To ensure your **privacy** and that you get the most from your session, we suggest you pick a quiet area away from others. You may wish to close curtains or blinds, but the area will need to be well-lit with no direct light pointing at the camera.
- Make sure that you have **somewhere to place your device** so that you don't need to hold it and can move around freely (you may need to move around during your session and may need to adjust your camera position so that your physiotherapist can see you clearly).
- Ensure that you have **enough space to move around safely** and are able to move far enough away for either your upper body, lower body or preferably both to show on the video (you can check by taking a timed photo or by starting a video). Please make sure that the area is safe with no trip hazards, or objects that could fall or cause you injury.

Equipment and comfort:

- You may wish to have a towel and pillow in case you need to lay on the floor. A bed may also be suitable but may be too soft or unstable for some exercise or assessment techniques.
- If you have any exercise bands etc then it may be handy to have those close by.
- Please make sure that you have everything to hand in terms of **referrals, medical information**, however you can also submit these via Email before the session.

Preparing yourself:

- **Relax** – we're here to help you just like during a face-to-face consultation.
- **Wear suitable, comfortable clothing** to maintain your modesty but also expose the appropriate body part and surrounding area for visual assessment eg shorts and t-shirt, leggings, sports bra, suitable underwear (please wear over-clothes unless advised otherwise).
- Please keep a pair of shoes, slippers or preferably trainers handy.
- Be aware that whenever technology is involved there is always a risk of glitches.
- **Keep your phone handy** and turned-on, in case we need to contact you (we'll call if the connection is lost and doesn't reconnect automatically within a minute).
- Call our office on **01483 424505** should you encounter any difficulties.