



*Dear Patient,*

We are writing to you with exciting news that will directly impact the way we can treat you and offer you care! We now have an online Telephysio service for physical therapy treatments. This telephysio service tool will allow you to access physical therapy treatments online and receive care in the event you're aren't able to access the clinic!

We can use this telephysio service tool in multiple ways to serve you. We can use it as a screening tool, for follow up appointments, group classes, wellness check-ins, exercise progression, and even for initial evaluations and treatments!

We believe this will bring significant value to you as an option to enhance your experience at Rising Sun Physical Therapy and Wellness. You will still receive the same impeccable quality of care, but it will be from the comfort and convenience of your own home or office.

There are no extra fees to use this platform and the apps are free. You can use it on Mac, PC, and every type of tablet and smartphone. We want to assure you it is fully HIPAA-compliant, like all electronic medical records in hospitals, which means your health information, personal information and data is completely secure.

We are really happy to expand our reach as practitioners and to deliver more care to a wider scope. This kind of care is for you!! If you are one of them, welcome to the next level of patient experience. We look forward to partnering with you in your healing and recovery.

*In health and gratitude,*

Rising Sun Physical Therapy and Wellness

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20301 SW Acacia street, Suite 150, Newport Beach, CA 92660

PHONE: 949.274.9551 FAX: 949.264.8219



## Telephysio Services Consent Form

**Patient Name:** \_\_\_\_\_

**Patient Address:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**The purpose of this form is to obtain your consent to participate in a Telephysio Services with a therapist from Rising Sun Physical Therapy and Wellness**

1. Nature of telephysio services Consult: During the consultation:

- a. Details of your medical history, examinations, x-rays, and tests will be discussed with other health care professionals through the use of interactive video, audio and telecommunication technology.
- b. A digital physical examination may take place.
- c. A non-medical technician may be present in the telephysio services studio to aid in the video transmission.
- d. Video, audio and/or photo recording may be taken of you during the procedure(s) or service(s) for treatment purposes only.

2. Medical Information & Records: All existing laws regarding your access to medical information and copies of your medical records apply to this telephysio service consultation. Please note, not all telecommunications are recorded and stored. Additionally, dissemination of any patient identifiable images or information for this telephysio services interaction to any other parties or entities shall not occur without your consent.

3. Confidentiality: Reasonable and appropriate efforts have been made to eliminate any confidential risks associated with telephysio services consultation, and all existing confidentiality protections under state and federal law apply to information disclosed during this telephysio services consultation.

4. Rights: You may withhold or withdraw your consent to the telephysio services consultation at any time without affecting your right to future care or treatment.

5. Risks, Consequences & Benefits: You have been advised of all the potential risks, consequences and benefits of telephysio services. Your health care provider has discussed with you the information provided above. I agree to participate in telephysio service for the procedure(s) and/or service(s) above.

Signature: \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Time: \_\_\_\_\_ AM PM

If signed by someone other than the patient, indicate the relationship:

\_\_\_\_\_  
Witness Signature: \_\_\_\_\_

Witness Name in Print: \_\_\_\_\_

Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Time: \_\_\_\_\_ AM PM

**GETTING STARTED FOR PATIENTS**

## How to check in for your video visit

**1 Use a computer or device with camera/microphone**



PC and Mac  
Chrome | Firefox | Safari



Android  
Chrome



iOS  
Safari

**2 Enter your clinician's doxy.me web address into the browser**

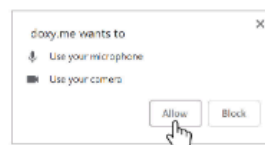
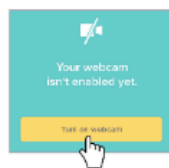


**3 Type in your name and click check in**



- ✓ Secure
- ✓ No software to download
- ✓ HIPAA compliant
- ✓ No registration needed

**4 Allow your browser to use your webcam and microphone**



**5 Your care provider will start your visit**

**Call Tips**

- Have a good internet connection
- Restart your device before the visit
- Use the [Start Visit](#) button in the waiting room
- Need help? Send us a message <https://doxy.me>

Powered by  **doxy.me**



## **How to Use**

- Visit <https://www.risingsunphysicalrehab.com> or call (949) 274-9551 and schedule an appointment time and date.
- Your physical therapist will email you a direct link that you can click to access on the day of your appointment.
- Follow the link on a laptop, computer, or your mobile device and enter your name and allow camera and microphone access.

## **Tips to Help Improve Your Call**

- Have a good internet connection.
  - o Make sure that you aren't downloading anything or streaming videos during the time of your appointment to ensure a quality connection.
- Restart your device before your visit.
- Use the "Start Test" button in the waiting room.
- Be sure to use a good internet browser. Google chrome and Firefox yield the best results with connectivity and video quality.
- Make sure your device is plugged into an outlet or fully charge.

## **Troubleshooting**

Video is delayed or quality is low.

- Restart device or check internet connection, make sure that there are less browser windows open to improve bandwidth speed.

In the event of a power outage or the video times out.

- Select the link provided in the email for your appointment and resume the session.

Can't see yourself in camera.

- Make sure that access to camera is enabled on your device.

Therapist can't hear you.

- Make sure that access to microphone is enabled on your device.

You can't hear the therapist.

- Make sure volume is unmuted on your device.

There's a lot of feedback in the sound.

- Try one of the following: using headphones, reducing the overall volume, or moving the microphone further from the speaker if you are able to.



## **Frequently Asked Questions**

Do I need to sign up for an account?

No, as a patient you actually don't need to create an account with us to see your provider. You can simply go to your providers URL ([doxy.me/YourDrsName](https://doxy.me/YourDrsName)). You will check in and your provider will start the call when they are ready.

Is this secure?

All data is encrypted, patient sessions are anonymous (we don't know who you are) and no patient info is stored persistently. We use the AES cipher with 128-bit keys to encrypt audio/video, and HMAC-SHA1 to verify data integrity.

Is this free? What is the cost?

Doxy.me is free for your provider to use. The cost of the appointment would be decided between you and your provider.

How do I get rid of the echo?

The following steps should be done by you and your provider:

1. Use headphones
2. Reduce the volume of speakers
3. Move the microphone away from the speakers

How can I improve video quality?

1. Restart your computer: restart your computer before your first call.
2. Wi-Fi: be close to your Wi-Fi router, make sure no other parties on the network are using up the bandwidth, and you don't have a lot of browser windows open.
3. CPU/GPU usage: ensure no high intensity programs are running on the computer.