

TELEHEALTH

The latest technology to help you **continue your therapy in the safety of your home.**



Ivy Rehab is excited to offer telehealth appointments

- Seamless interface with a licensed clinician throughout your appointment
- Real-time feedback, assessment, and guidance from therapists
- Uninterrupted compliance with your physical, occupational, or speech therapy prescription
- HIPAA compliant, encrypted platform by the worldwide leader in telehealth
- Message and connect with your therapist, conduct 1:1 private sessions, all through the Ivy Rehab Network app

Will insurance cover telehealth?

Insurance coverage for physical, occupational and speech-language therapy services provided through telehealth continues to expand on a daily basis. In light of the rapidly evolving COVID-19 situation, we will work with both you and your insurance provider in an effort to make this important service available to you.

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STEP 1: Download the **Ivy Rehab Network** app from the App Store and Google Play (free of charge) or access it online, right from your computer at **ivy.physiapp.com**



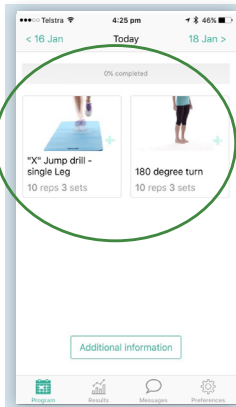
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STEP 2: Your therapist will send you your patient access code.

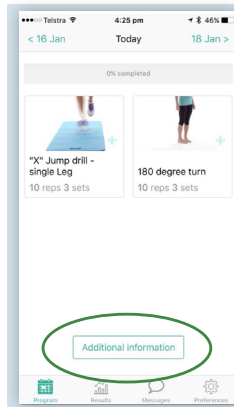
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STEP 3: Go to **ivy.physiapp.com** or open the app and enter your access code to get started.

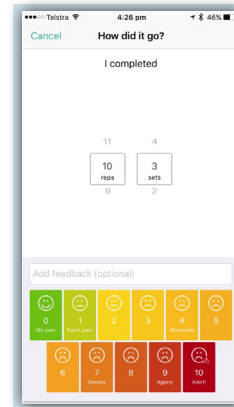
HOW TO USE THE IVY REHAB APP



The **Program** area lets you view and complete the exercises your healthcare professional prescribed to you. You can do this by tapping on the exercise you want to complete.



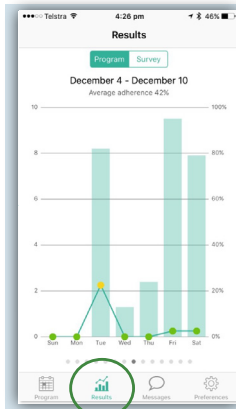
The **Additional Information** button lets you view educational information about your condition and instructions from your healthcare professional.



After selecting the exercise you want to complete you can watch the video. This will help you complete the exercise with confidence.

This screen also shows the recommended sets and reps as set by your healthcare professional.

When done click on **Complete** in the top-right of your screen.



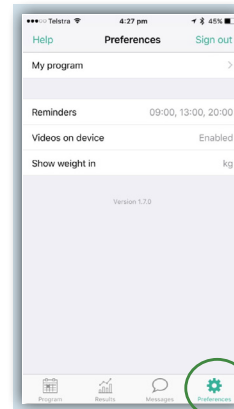
The **Results** button at the bottom lets you view your progress and pain levels in real-time.

Click on the bar chart to view your daily progress in more detail.



Tap on **Messages** to message your healthcare professional in real-time.

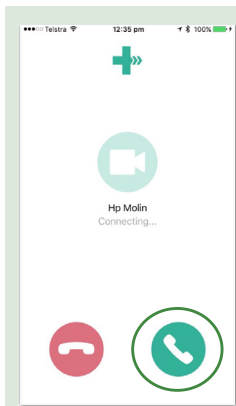
Your healthcare professional can reply in real-time to help you stay on track and engaged.



Preferences lets you set reminders to stay on track with your exercises.

Tap on 'Videos on device' to download the exercise videos onto your device. This will let you use the app offline, great for reducing data usage or when your internet access is limited.

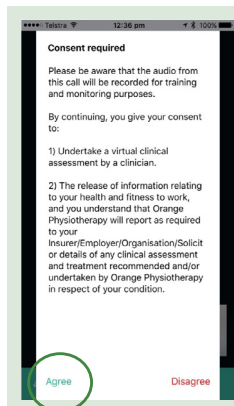
BUILT IN CALLS WITH THE IVY REHAB APP



Your healthcare professional may choose to arrange a Telehealth video call with you.

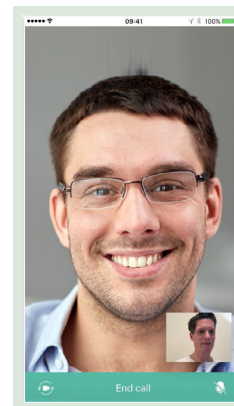
To access the video call open Ivy Rehab app on your computer, smartphone, or tablet via ivy.physiapp.com.

The Ivy Rehab app will start ringing when your healthcare professional initiates the secure video call.



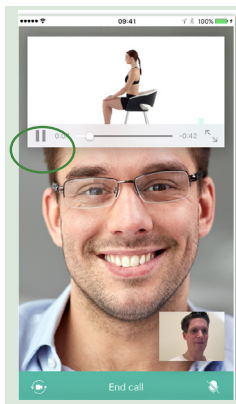
After accepting the video call you may be asked for your consent (set by your healthcare professional).

Upon giving your consent you will join the secure video call.



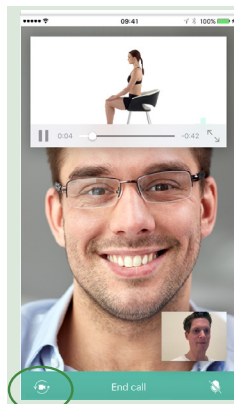
The Ivy Rehab app's built-in video call feature lets you have a secure conversation with your healthcare professional.

It's a great way to have a follow up consultation without having to leave the comfort of your home or office.

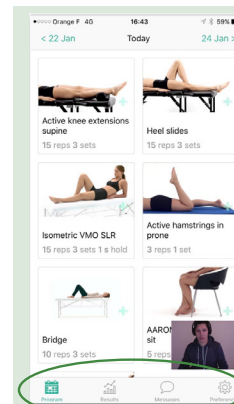


Your healthcare professional may share an exercise video with you during the call.

Click on the **play** button to watch the exercise video.



After watching the video your healthcare professional may ask you to replicate the exercise on camera, so they can provide you with real-time feedback.



During the video call you can toggle between your exercise program, results and messages, while still being able to talk to your healthcare professional.

You can see your healthcare professional in the minimized screen.

Telehealth FAQs

What is a telehealth (video) visit?

A video visit is basically the same as an office visit, but instead of seeing us at our clinic, you will use our telehealth app to have a digital “face-to-face” session with your therapist. Once connected, your therapist will assess your condition and provide real-time guidance and feedback, while actively taking you through your therapy session.

How can I schedule a video visit?

All you have to do is call your local clinic or complete an online request form at www.ivyrehab.com/book, and ask for a video visit, and we will take care of the rest.

How do I connect?

It's really simple. Just take a look at the steps on the first page of this flyer.

What types of therapy appointments can I schedule as video visits?

Physical, occupational, and speech therapy are all available through the Ivy Rehab Network's telehealth service.

Will I be able to see my everyday therapist through telehealth?

Yes! All appointments are “live” and will allow you to interact directly with your regular therapist through telehealth.

Will my insurance plan cover my video visit?

Insurance coverage for physical, occupational and speech therapy services provided through telehealth is rapidly changing on a daily basis. We are finding great support from the payer community in covering these visits, with some payers even waiving copays for patients who choose telehealth during the COVID-19 crisis. We will work directly with you through one of our friendly teammates to review your insurance coverage and give you all of the information that you need to make the best decision for your care.

How does a video visit work?

Our telehealth video visits use the Ivy Rehab App on desktop, laptop, tablet or smartphone. You can learn more about how our telehealth program works with this video:

support.physiapp.com/article/453-your-physiapp-telehealth-call

What if I need an appointment and I want to see my therapist in-person?

Nearly all of our outpatient clinics remain open and available for both active and new patients. We assure you that we are going above and beyond with safety procedures and cleaning processes, taking every step to protect your health. Some of the precautions we are taking to keep our patients and visitors safe in this changing environment can be viewed here. For the latest information on temporary closings or adjusted hours, please visit our website,

www.IvyRehab.com.

What devices can I use for my telehealth visit?

You can use your phone, iPad / tablet, laptop, or desktop to connect! We recommend using Google Chrome and a desktop or laptop for the best user experience.