

# Preparing for your Physiotherapy Video Consultation using NHS “Near Me”



## SET-UP

- ❖ You will be sent a step by step guide on how to access the service. If you do not receive this information prior to your appointment please contact the physiotherapy appointing HUB on 01236 713901 between 0830 - 1530 Monday - Friday excluding public holidays.
- ❖ You can use a laptop, tablet or phone with a camera and microphone to access the video call through the “Near Me” service on the NHS Lanarkshire website. Ensure your device is sufficiently charged.
- ❖ You may be required to move the camera. You can have a family member present for the assessment to assist with this if required or you can prop the camera up with support. It may be beneficial to practice the set up prior to your video call.
- ❖ It is recommended to do a test call prior to your appointment, this is available on the “Near Me” page prior to starting the video call.

## PHYSIOTHERAPY VIDEO CONSULTATION

- ❖ Make sure the room is private, quiet and well lit (the call will be terminated if you are driving, in a car or out in public).
- ❖ Please wear appropriate clothing for an assessment; for example a vest top if you are attending for back or upper body symptoms or shorts for lower body symptoms. This allows the physiotherapist to examine the individual joint appropriately. For neck pain ensure long hair is tied back.
- ❖ Ensure there is sufficient space to move around.
- ❖ You may be asked to change position for some of the assessment e.g. sitting, standing or lying. Please ensure you have enough space to move around and any relevant equipment as advised by your physiotherapist. If you are unable to lie on the floor for any exercises, please have easy access to a bed instead.

### Are you ready to make video calls?

Click the following button to test your device, connection, microphone, and web camera setup.

Note: This test does not actually make a call.



(Windows, Android, MacOS) Use the Google Chrome web browser  
(MacOS, iOS) Use the Apple Safari web browser  
(Windows only) Use the Microsoft Edge web browser

**If there are any technical difficulties your physiotherapist will contact you by telephone.**

**Examples of appropriate clothing you might wear:**

Upper Body and Neck



Lower body



Ankles and feet



## CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION

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