

# Preparing for your Physiotherapy Telephone Consultation



## PREPARATION:

- ❖ Please ensure you are beside your phone up to 30 minutes before and after the pre-agreed time and ready to take the call.
- ❖ Ensure your phone is not on silent and it has sufficient charge for the appointment.
- ❖ Calls from our team can come from an unknown, withheld or 0800 number; ensure your phone allows for incoming calls from a private or withheld number.
- ❖ If we are unable to contact you, a second attempt will be made 5-10 minutes later. If you fail to answer the second attempt it will be documented that you failed to attend the appointment. If you fail to attend your appointment without contacting us you will be discharged from the service.
- ❖ Please have a list of your current medications available

## WHAT TO EXPECT FROM

### THE ASSESSMENT:

- ❖ The initial assessment may take up to 45 minutes, please ensure you have sufficient time set aside for this.
- ❖ Please take the call in a private and quiet room (the call will be ended if you are driving, in a car or out in public).
- ❖ You may be required to put your phone on loud speaker for the assessment.
- ❖ Please wear appropriate clothing for the assessment; for example loose clothing such as a vest top for upper body symptoms or shorts for lower body symptoms.
- ❖ 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 there is space and/or equipment you regularly require available for this. If you are unable to lie on the floor to carry out any movements we may ask you to do, have easy access to a bed instead.
- ❖ A family member can be present for the assessment if you feel you require any

**Any issues or concerns please contact the Physiotherapy Appointing Hub as soon as possible on 01698 687442**

**Hours of opening : 09:00-15:30 Monday – Friday excluding Public Holidays.**

## CONFIDENTIALITY AND THE USE OF PATIENT INFORMATION

NHS Lanarkshire take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at [www.nhslanarkshire.scot.nhs.uk](http://www.nhslanarkshire.scot.nhs.uk) or ask a member of staff for a copy of our Data Protection Notice.



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