

### *How to Prepare Your Environment for Your Virtual Visit*

- Please remember to go on to Patient Gateway ahead of time (day or two ahead) and read information to help you prepare for our meeting. Reset your Password if you forgot it.
  - Patient gateway Helpline is 1-800-745-9683.
- Remember that the audio on your device works best when you can speak to it head on (not from the side). This can be difficult.
  - If having trouble with audio on your computer, follow directions in Zoom to call in using your phone. Then you can have your phone close to you for better audio. Use of headset can be helpful.
- Find a quiet place in your home with good lighting
  - Try not to have your camera facing bright light as it makes it hard for your therapist to see you.
  - Find good space that allows you to move through movements as needed
- Position computer/ipad/iphone somewhere where the camera can see you best for exercise
- Wear comfortable clothing that allows you to perform exercises with body part that you are having therapy for.
  - Shorts if you are seeing someone for your knee
  - Sleeveless shirt if you are being seen for a shoulder problem
  - Have prepared items as directed by your clinician (Example: BP cuff, O2 sat, ball, toys)
- If you get disconnected from your Virtual Visit in Gateway, simply click on 'Begin Virtual Visit' again and it will get you back in.
- Please do not email the office through Patient gateway if you have issues getting on, they do not see these emails in real time to help you.
- If you have technical difficulties at the time of your visit, please call the Center you are scheduled at and let them know you have an appt with a therapist and cannot get on the appointment.

