

## **How to guide for PhysiApp**

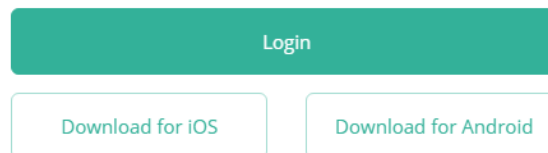
PhysiApp is a free exercise app used by healthcare providers to create and prescribe clinical exercise programs. The Physiotheory Clinic also uses the platform as secure method of communication for video conferences and phone consultations for clients opting to use telehealth.

Below is a step-by-step guide on how to access and use the app.

### **Preparing for your telehealth call**

Step 1: Download the PhysiApp from the App Store or Google Play. Or, open [www.physiapp.com](http://www.physiapp.com) in a web browser.

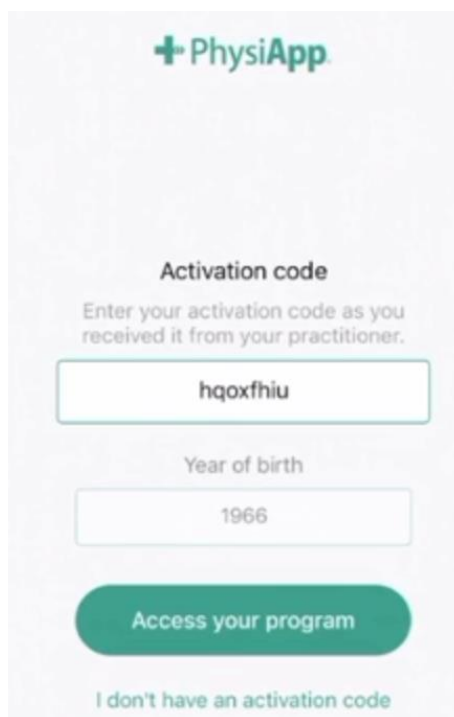
I have an access code



A green button labeled "Login" is positioned above two white buttons with green borders. The left button is labeled "Download for iOS" and the right button is labeled "Download for Android".

Step 2: Enter your access code and your date of birth. Press “Access your program”.

(Access code can be found in the email or SMS sent by The Physiotheory Clinic)



The screen displays the PhysiApp logo at the top. Below it, the text "Activation code" is followed by the instruction "Enter your activation code as you received it from your practitioner." A text input field contains the code "hqoxfhiu". Below this, the text "Year of birth" is followed by a text input field containing "1966". At the bottom, there is a green button labeled "Access your program" and a link that says "I don't have an activation code".

Alternatively, if we have sent you an email (as seen below), you can click on the link. Which will open PhysiApp or prompt you to download the app if you haven't already.

### Video consultation with Michael Teren



Michael Teren <support@physiapp.com>

Sat 4/04/2020 11:03 AM

You

Dear Test Client,

The link to access your video consultation is:

<https://physiapp.page.link/ToD5PrxgQNGjEypo7>

Program code: ngnmcpge

Kind regards,

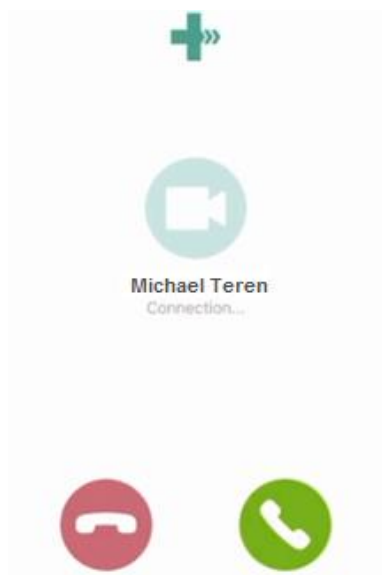
Michael Teren

Note: before you join the video consultation, please test your system at <https://support.physiapp.com/test>

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This message was automatically sent by Physitrack Limited

**Step 3:** Have the app open and ready for the physiotherapist to call you. Press the green button to accept the call connection as shown below.



**Step 4:** A window with consent will pop up. Please read all the information before pressing “Agree” to commence your teleconference with the physiotherapist.

**Step 5:** This will allow you to establish a secure connection with the physiotherapist to carry out your telehealth consultation.

The physiotherapist may choose to share an exercise video with you during the call. After watching the video, the physiotherapist may ask you to replicate the exercise on camera or ask for any follow up questions for the exercises so they can provide feedback to you during the consultation.

During the video call, you can switch screens between your exercise program, results and messages while talking to the physiotherapist. You will be able to see the physiotherapist in the minimised screen in the corner of your app or webpage.

## **How to use the PhysiApp to access your program**

Open the PhysiApp and select “Program” in the drop down menu at the top of the page.

Alternatively, click the link in the email sent by The Physiotheory Clinic to access your program via the app or online.



Dear **Test Client** ,

Michael Teren has prepared an exercise program for you.

Your exercise program starts on 4 April.

Download for iOS or Android:

[Open my program](#)

and/or

access your exercise program online at:

[https://au.physiapp.com/access/ngnmcpgge?birth\\_year=1992](https://au.physiapp.com/access/ngnmcpgge?birth_year=1992)

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Your program code is:

ngnmcpgge

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Kind regards,

**Michael Teren**

The **Program** area allows you to view and complete exercises prescribed by the physiotherapist.

- You can complete them by tapping or clicking on the exercise you wish to complete.
- You can watch the video for each selected exercise to assist you in completing each exercise with a safe and effective technique.
- The screen also shows you the number of sets and repetitions the physiotherapist has prescribed for your condition or injury.
- At the completion of each exercise, there is an option for you to choose how many sets and reps you were able to complete.
- There is also a pain/difficulty level for each exercise.

Your progress and pain/difficulty score is fed back and provided to the physiotherapist to adjust the type of exercise/number of sets/number of repetitions for you during your next consultation.

The **Additional Information** button provides you with information about your condition and instructions from your physiotherapist.

The **Results** button allows you to view your progress and pain levels.

The **Messages** option allows you to keep in contact with your physiotherapist with questions or concerns you may have prior to your next scheduled consultation. They can respond in real time to your questions or concerns.