REFRESH
SPORTS REHAB
ONLINE

What to expect from your online appointment

A step-by-step guide to getting ready, joining your video consultation and what happens next.

The same quality of care as an in-person appointment

Your appointment at a glance

From booking to your exercise program, here is how it works.

Step 1
Book online
Choose a time that suits you on our online booking page.

Step 2
Check your email
Your confirmation arrives straight away, with your video link.

Step 3
Get ready
Set up your space and have your device ready before your appointment.

Step 4
Join your consult
Click your link at your appointment time and meet your physio on screen.

Step 5
Follow your plan
Your exercise program is sent to your phone, and follow-ups keep you on track.

Getting ready

A few minutes of preparation helps you get the most from your appointment.

A device with a camera and microphone
Phone, tablet or computer. Make sure it is charged.

A reliable internet connection
Wi-Fi is best. If you can, test your connection before you start.

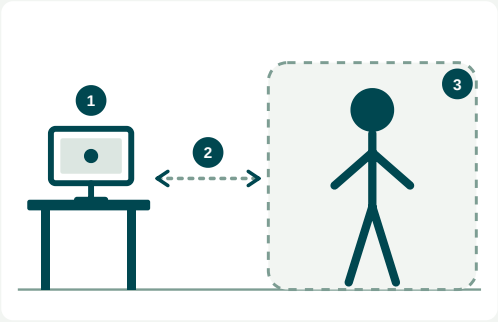
A quiet, well-lit space
Somewhere private with enough room to stand and move around.

Comfortable clothes
Wear clothes you can move in that show the sore area.

Your paperwork
Have any scans, reports and a list of your medications nearby.

Your video link
Click the link in your confirmation email, ideally a few minutes early.

Setting up your space



1. Rest your device on a stable surface so the picture stays steady.
2. Step back far enough that your physio can see how you move.
3. Keep the space around you clear so you can move safely.

During your consultation

Your physio guides you through four stages, so you leave knowing what is going on and what to do next.

1

Chat

Your physio asks about your injury, your history and what you want to get back to.

2

Assess

They watch you move and guide you through simple tests and movements you can do at home.

3

Plan

You talk through what is going on and agree on a plan built around your goals.

4

Learn and prescribe

You learn what to do and why, and leave with an exercise program tailored to you.

Your physio will

- Listen and ask questions
- Assess how you move
- Explain what they find in plain language
- Build a plan around your goals

You will be asked to

- Describe your symptoms and goals
- Show movements on camera
- Ask any questions you have
- Try your exercises with guidance

After your consultation

Your exercise program

Sent to your phone so you can follow it at home.

Follow-up consults

Check your progress and adjust your plan as you recover.

If you need to be seen in person

If something needs hands-on assessment, your physio will tell you.

Quick answers

Will I need to download anything?

No. You will be sent a link directly to your email and can easily access your appointment by clicking the link on your phone, tablet or PC.

How can you assess me without being in the same room?

You'll still get the same high level of care you would in person, with a thorough assessment, exercise prescription, planning and an education session.

Is an online consult suitable for my injury?

Many injuries and rehabilitation needs can be assessed and managed online. If something needs to be seen in person, your physio will tell you.

Need a hand?

If you have any trouble connecting, call the clinic on (08) 9700 9024 or email info@refreshphysio.com.au.