

# Bay State Physical Therapy

Now Offering Telehealth Virtual Visits through:





# How-To Guide

# What you will need for your Telehealth Appointment

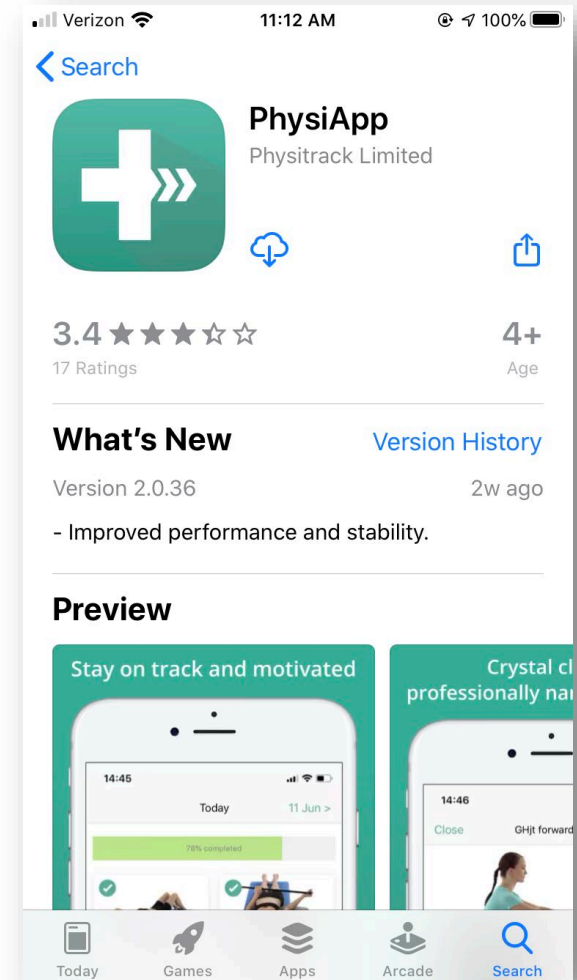
- Telehealth virtual appointments can be conducted on any of the following devices:
  - Smartphone
  - Tablet
  - Computer
- Your device must have a camera/microphone
- Ensure you have good internet connection



# Step 1: When Using a Smartphone or Tablet

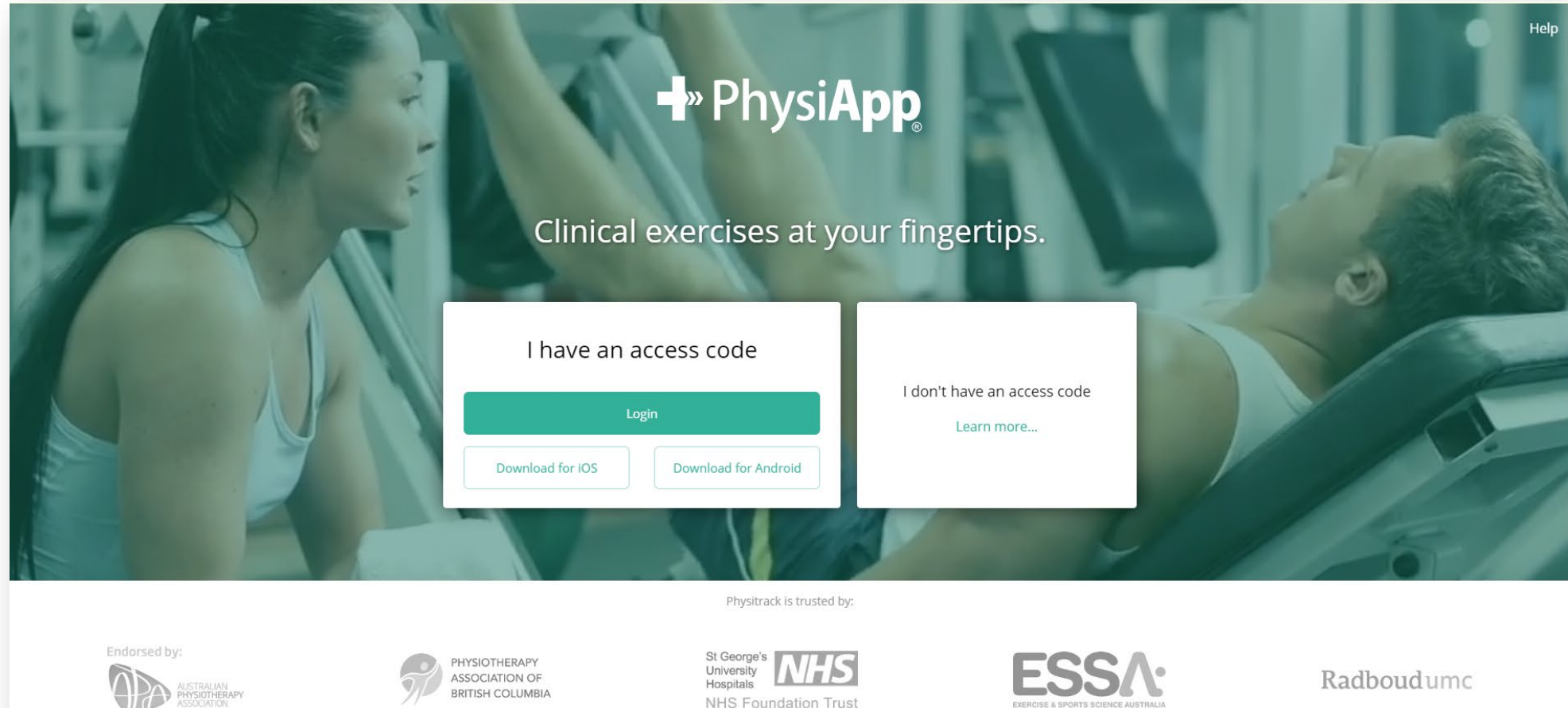
See next slide for Computer Instructions

- **Download “PhysiApp” for free**
  - Available through the Google Play Store for Android devices
  - Available through the App Store for Apple devices
- **Please “Allow” Notifications from this application**
  - This will allow for notifications from your Physical Therapist at the time of your appointments



# Step 1: When Using a Computer

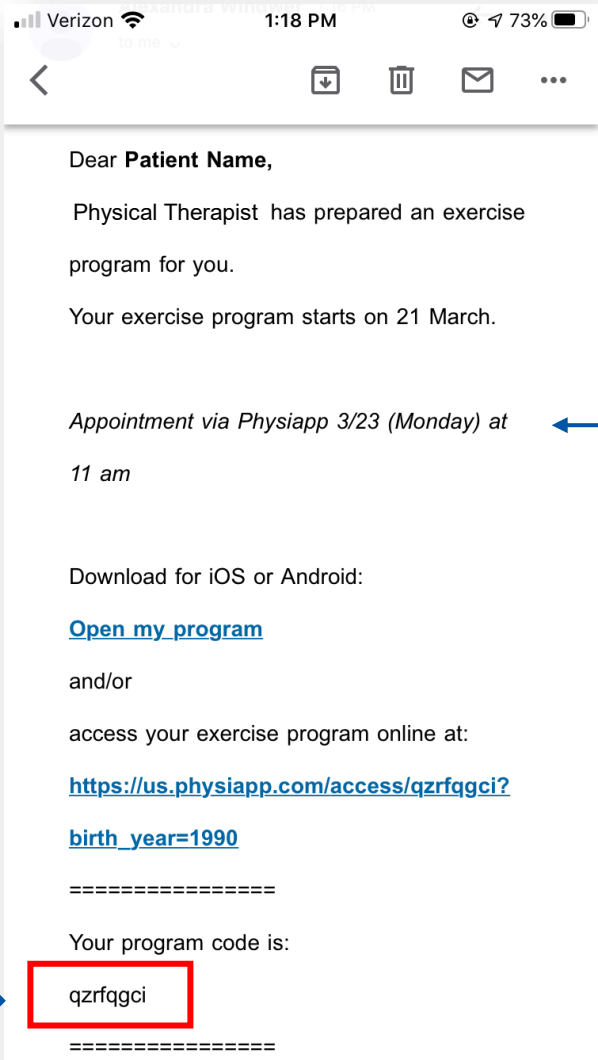
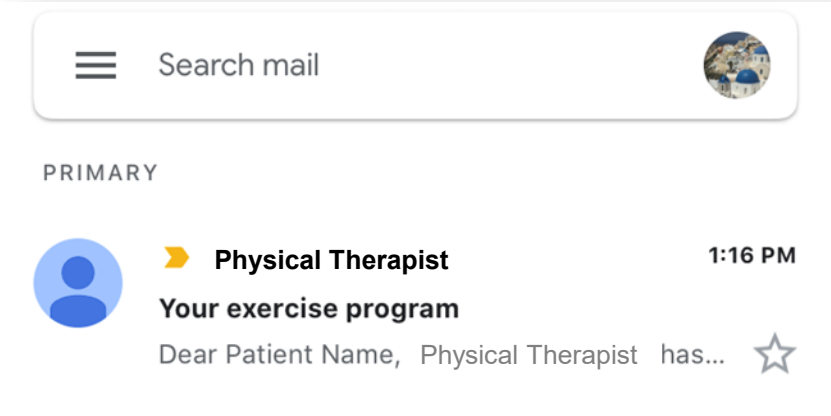
Go to <https://www.physiapp.com/> on any web browser



# Step 2: Receive Access Code

You will receive a program access code from your Physical Therapist via email or when the office calls to confirm your telehealth appointment

Email Subject:



Any comments your Physical Therapist makes about your appointment will show here

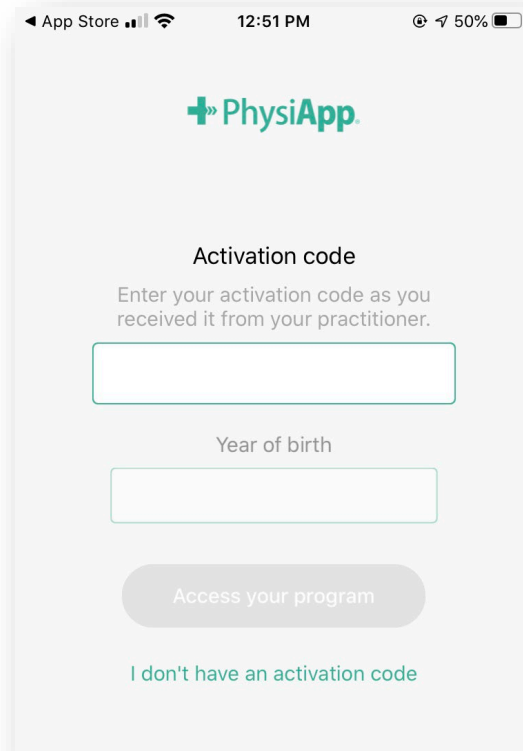
Access Code



# Step 3: Enter Access Code

Enter your access code in PhysiApp to get started

## Smartphone PhysiApp



App Store 12:51 PM 50%

**PhysiApp**

Activation code

Enter your activation code as you received it from your practitioner.

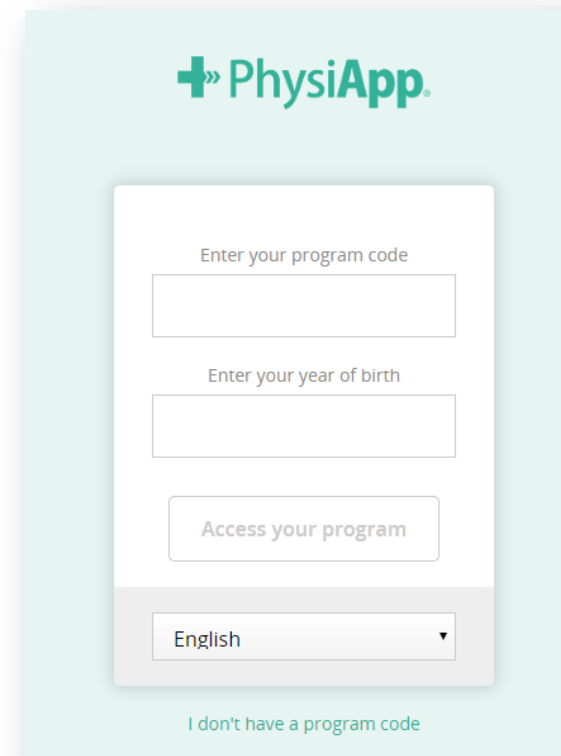
Year of birth

Access your program

[I don't have an activation code](#)



## Web Browser www.physiapp.com



**PhysiApp**

Enter your program code

Enter your year of birth

Access your program

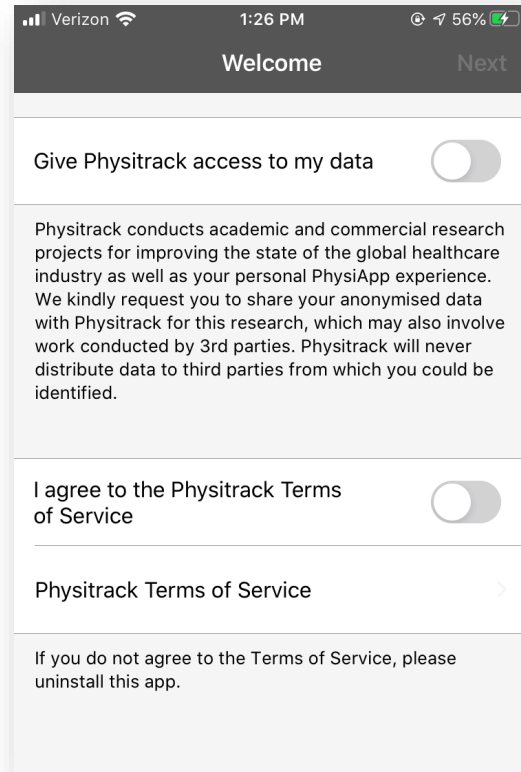
English ▼

[I don't have a program code](#)

# Step 4: Terms and Services

Review and Agree to Physitrack Terms of Service

## Smartphone PhysiApp



Verizon 1:26 PM 56%

Welcome Next

☐ Give Physitrack access to my data

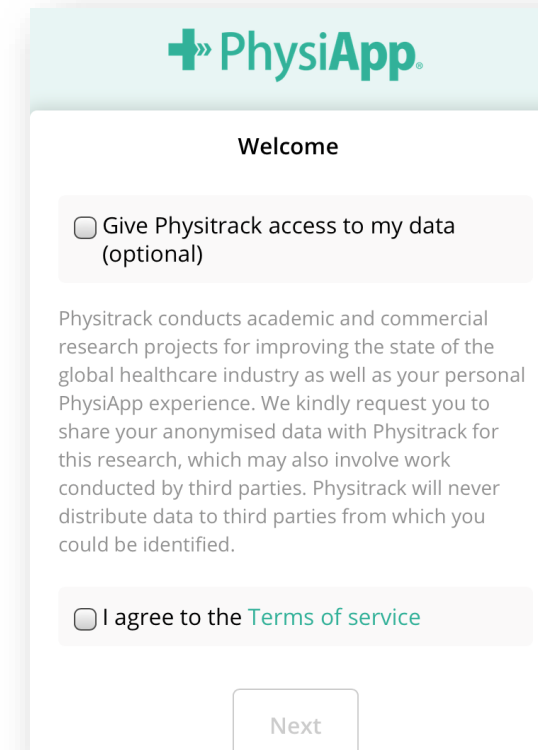
Physitrack conducts academic and commercial research projects for improving the state of the global healthcare industry as well as your personal PhysiApp experience. We kindly request you to share your anonymised data with Physitrack for this research, which may also involve work conducted by 3rd parties. Physitrack will never distribute data to third parties from which you could be identified.

☐ I agree to the Physitrack Terms of Service

Physitrack Terms of Service >

If you do not agree to the Terms of Service, please uninstall this app.

## Web Browser www.physiapp.com



PhysiApp

Welcome

☐ Give Physitrack access to my data (optional)

Physitrack conducts academic and commercial research projects for improving the state of the global healthcare industry as well as your personal PhysiApp experience. We kindly request you to share your anonymised data with Physitrack for this research, which may also involve work conducted by third parties. Physitrack will never distribute data to third parties from which you could be identified.

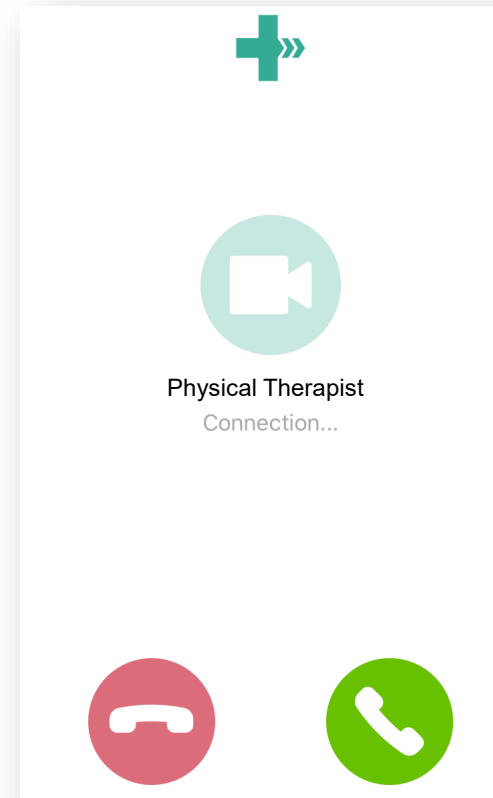
☐ I agree to the [Terms of service](#)

Next

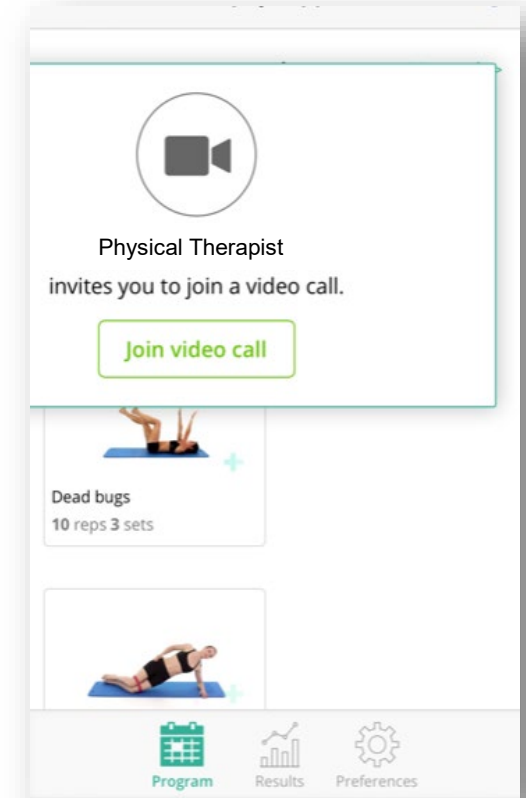
# Step 5: Telehealth Appointment Time

- Please have the PhysiApp opened a few minutes prior to your scheduled telehealth appointment with your Physical Therapist
- If the app is open at the time of your appointment, your PT will activate your virtual visit and the call will appear on your screen
  - Please select “Allow” for Camera and Microphone usage prompts

Smartphone  
PhysiApp

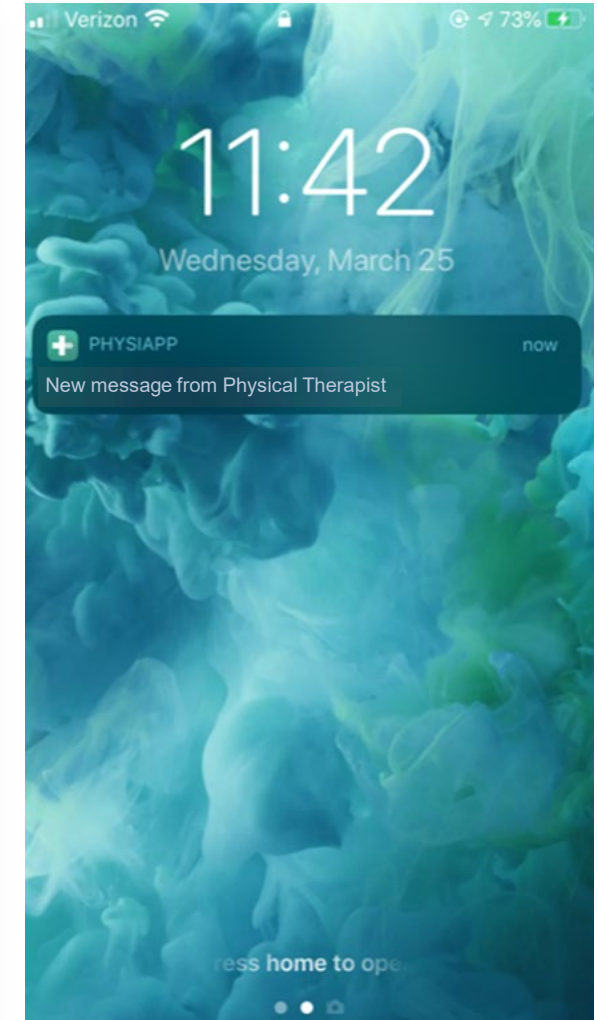
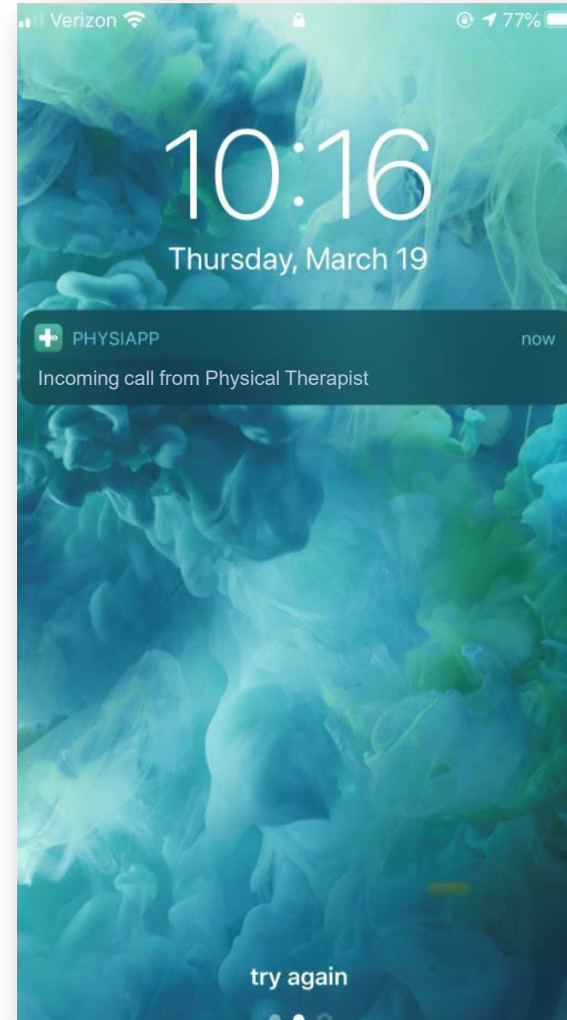


Web Browser  
www.physiapp.com



# Telehealth Appointment Time (cont.)

- If PhysiApp is minimized and you have allowed notifications, your incoming call or message from your Physical Therapist will appear on your lock screen



# Additional Questions?

Call your local clinic and one of our team members can help!

Visit our [locations page](#) to find your closest clinic or call [1-866-296-BSPT \(2778\)](tel:1-866-296-BSPT)

