



SCRIPPS RANCH | 9972 Scripps Ranch Blvd. San Diego, CA 92131  
SCRIPPS RANCH (POOL) | 9875 Aviary Dr. San Diego 92131  
MISSION BEACH | 2999 Mission Blvd. Suite 101, San Diego, CA 92109  
MISSION BEACH (POOL) | 5390 Valeta St. San Diego, CA 92107  
LA JOLLA | 3535 General Atomics Ct. Suite 100, San Diego, CA 92121  
UTC | 10300 Campus Pointe Dr. San Diego, CA 92121  
LA JOLLA/UTC (POOL) | 4244 Campus Point Ct., San Diego, CA 92121  
DOWNTOWN | 501 West Broadway, San Diego, CA 92101  
CORONADO | 543 Orange Ave. Coronado, CA 92118  
CORONADO (POOL) | 818 Sixth St. (Inside BBMAC), Coronado, CA 92118  
CARMEL VALLEY | 12395 El Camino Real, Suite 111, San Diego, CA 92130  
CARMEL VALLEY (POOL) | 3777 Townsgate Dr. San Diego, CA 92130  
POWAY | 12234 Poway Road, Poway, CA 92064  
KEARNY MESA (POOL) | 4984 Shawline Street, San Diego, CA 92111  
MAILING ADDRESS | 3639 Midway Dr. San Diego, CA 92110

Dear WSPT current patients and prospective patients,

With everything that is going on with COVID-19, we want you to know that your health and safety is our top priority. We want to play our part in preventing the spread of Coronavirus, so we made an executive decision to switch all physical therapy appointments to virtual/telemedicine physical therapy treatment and evaluation sessions.

Virtual physical therapy appointments allow you to still receive physical therapy from our Doctors of Physical Therapy out of the comfort of your own home. You will have undivided attention from your physical therapist to ensure that you progress with your plan of care. In the virtual/telemedicine appointments, your Doctor of Physical Therapy will help you with decreasing pain, improving range of motion, improving your biomechanics, improving motor control, increasing strength, help you use home tools and resources to assist with treatment and exercises, and making sure your form, posture, and movement patterns are trained appropriately.

If you are a current patient, virtual/telemedicine appointments also allow us to make sure there are no setbacks in your progression of health during this time. It is our responsibility to make sure you get the rehabilitation your doctor prescribed for you. We do not know how long this virus will last, and not receiving your physical therapy during this time can worsen your condition. We have communicated with most of our patient's doctors, and the physicians have requested that we continue all patients' physical therapy programs through telemedicine. In other words, your physician does NOT want you to stop receiving physical therapy

If you are a new patient, we are able to do evaluations and determine your treatment plan in virtual/telemedicine sessions as well. Virtual physical therapy is highly effective!

For both new and current patients, in each session your Doctor of Physical Therapy will assess your movement, function, and pain. Based on this information, the PT will personally run you through a specific program that will work on loosening or stretching muscles (for example trigger point releases), resistance exercises (using household items) and looking at daily activities like sitting and sleeping positions and ergonomics/computer set up. We will also update your online video exercises each visit, which is essential for your progress. You will actually be performing a full program (this is not just a "check-in"), which should result in decreased pain and improved function and performance.

The great news is that most insurances will cover these visits as if they were in-office!

We also want you to know that by doing telemedicine appointments, not only does it help you, but you are helping to keep our staff employed during this difficult time.

For virtual/telemedicine sessions, all you need is either a computer, laptop, ipad/, tablet, iphone, or Android with audio/video. We will use Doxy.Me as our platform. Doxy.me is a secure and private platform. It is simple to use, and there is no downloading of any app or software needed. Just click on the secure link we send you, and that is it! We also have links on our website for each of our therapists' specific virtual "waiting rooms", and you just click on your therapist's link at the time of your appointment to start your session. See below for detailed instructions for using Doxy.me.

If you have any questions, please do not hesitate to reach out. We are here to help and take care of you! We will get through this difficult time together as a community to help each other out.

Warmly,  
The WSPT Staff

### **DOXY.ME INSTRUCTIONS FOR PATIENTS**

1. **Doxy.me** is the virtual platform that we will use for all of our telemedicine sessions. It is a private and secure platform. It is simple to use.
2. Your physical therapist will have a specific link that you will click on before your appointment (it will be the same link for every appointment you have with your same therapist). You will receive this link in your appointment reminder email. You can also go directly to our website to get your therapist's link (on the first page or in the "contact us" section). All therapists links will be: doxy.me/DrFirstNameLastName (e.g., doxy.me/DrCjRegalla -OR- doxy.me/DrKirstenBrown - etc...
3. When you click on this link, it will take you to your session with your therapist.
4. You will type in your first and last name.
5. You will allow the session to access your audio/video ("enable camera")
6. Then you will automatically enter the virtual waiting room for your physical therapist, as you wait for your therapist to login.
7. Your physical therapist will see that you have signed in and are waiting for the session to start.
8. When it is time for the appointment to start, your physical therapist will click on your name, and you will be joined together to start the appointment.
9. NOTE: In addition to audio and video, you are even able to "message" with your physical therapist when you are both signed in - in case you want the PT to know you are running late, or anything else before you are joined together.

Doxy.me is simple to use, and is accessible on computers (Chrome or Firefox web browser), iPhones, iPads, and Android. You just need audio/video on your device. If you encounter any problems, we would be more than happy to walk you through it. Please call the office for help at any time: 858-488-3597. Doxy.me also has tutorials on their website, in case you want to look at this ahead of time.

**TUTORIAL VIDEOS FROM DOXY.ME:** [Patient Tutorial How To Use Doxy.me](https://youtu.be/yJf9N9sjDLI)  
<https://youtu.be/yJf9N9sjDLI>