

Virtual Care in Physiotherapy

Patient Information

Virtual Care lets you get physiotherapy services using technology that connects you with a physiotherapist, even when you're not in the same place. This could be through phone calls, video chats, emails, or texts. It's a helpful option when visiting in person isn't possible. Here are some common questions about virtual care in physiotherapy.



When is virtual care a good option?

Virtual care can be useful in several situations, such as:

- **Living in remote areas:** Many people in rural parts of Manitoba can't easily get to a physiotherapist. Virtual care lets them access help without traveling far.
- **Access issues:** Sometimes, in-person visits are hard because of the distance to travel, a hard time walking or getting around, or needing to fit appointments around work.
- **Specific physiotherapy care required:** Virtual care can connect you to physiotherapists who have specific skills, no matter where they are located.
- **Consulting others:** It allows your physiotherapist to discuss your care with other specialists even if they are not nearby.



When is virtual care not the right choice?

While virtual care is helpful, it shouldn't completely replace in-person visits. It's important for you and your physiotherapist to decide together if virtual care is right for you, and to make sure it meets your needs and is safe.



How does my physiotherapist decide if virtual care is right for me?

When deciding if you should use virtual care, a physiotherapist will consider:
Is virtual care the best way to provide treatment for you as an individual?

- Do you prefer this method?
- Do you need a physical assessment that can only be done in person?
- Can your physiotherapist give you the same quality of care virtually as they could in person?
- Do you have any physical, sensory, or memory issues that could make virtual care less safe or effective?
- Are there any technical issues (like a poor Wi-Fi connection) that would affect your virtual care experience?



Will I receive good quality care?

Yes, you should expect the same safe and high-quality care as you would during an in-person visit. Physiotherapists must follow the same standards, no matter how the services are delivered.



What are the risks of virtual care?

The main risks of virtual care involve your privacy and safety. The physiotherapist should ensure that the place where you receive care is safe and that plans are in place in case of emergencies. Sometimes, having another team member present can enhance safety.



Will my personal information be kept private and secure?

Yes, physiotherapists must keep your personal information private at all times. They should use secure methods for communicating and make sure that sessions are held in private locations, such as your home or a medical office, rather than in public spaces.



Do I need to pay for virtual physiotherapy services?

It depends. Some services might be covered by government funding, like follow-up visits after being in the hospital. If not, you would pay for virtual care just like you would for an in-person appointment.



If my physiotherapist isn't in the room, who will help me?

Based on the situation, your physiotherapist might not need anyone else to assist you, or they could have help from other physiotherapists, support workers, health care providers, or even family and friends. They will make sure there's enough support for your needs and that you're comfortable and safe with this support. Examples of services that can be provided by virtual care include, but are not limited to, consultation with local physiotherapists, education and instruction, monitoring your progress with a treatment program, and supervised exercise or meetings with your health-care team.



Does my physiotherapist need to be registered to provide virtual care?

Yes, physiotherapists must be registered with the regulatory college in their province or territory. If they're delivering services across provinces, they should be registered in both locations. You can check if they are registered before starting treatment.



How can I check if my physiotherapist is registered in Manitoba?

Your physiotherapist can show you their registration certificate at the beginning of your virtual visit so you can confirm they are qualified. You can also compare the registration details on their certificate with the information on the College website ([Verify a Physiotherapist](#)).



What if I have a concern or complaint about my care?

If you have any concerns or complaints, you can reach out to the physiotherapy regulatory college in your province or the college where your physiotherapist is registered. They will share information about the issue or complaint and its resolution.

Contact Information for Canadian Physiotherapy Regulators:

Province/Territory	Website
British Columbia	https://chcpbc.org/
Alberta	https://www.cpta.ab.ca/
Saskatchewan	https://www.scpt.org/
Manitoba	https://manitobaphysio.com/
Ontario	https://collegept.org/
Quebec	https://oppq.qc.ca/en/
New Brunswick	https://cptnb.ca/language/en/
Nova Scotia	https://nsphysio.com/
Prince Edward Island	https://www.peicpt.com/
Newfoundland and Labrador	https://nlcpt.com/
Yukon	https://yukon.ca/en/chiropractor-optometrist-physiotherapist-and-physician
Northwest Territories	**
Nunavut	**

** When receiving care in the NWT/NU patients are advised to have the physiotherapist show or otherwise provide the patient with their licensing information as there is no physiotherapy regulatory body in these jurisdictions.