



You have booked an Online appointment, now what?



The aim of this document is to give you a summary of what an online osteopathic appointment is and to guide you through what happens when you book one.

What's the difference?

This table highlights the differences between online and face-to-face appointments and as you can see there aren't many.

Appointment	Online	Face-to-face
Venue	Anywhere	Clinic
Case history (current problems, medical history, medication, exercise activity etc.)	√	√
Physical examination	√ *	√
Diagnosis	√	√
Treatment (massage, joint mobilisations etc.)	n/a	√
Advice (including exercises & stretches)	√	√

KB Therapy Clinic 16-18 Stenson Street, Northampton, NN5 5ED
Duston Sports Centre, Cotswold Avenue, Northampton, NN5 6DP

www.sollusosteopathy.co.uk
info@sollushealthcare.co.uk
01604 532853



* an online physical examination will involve me asking you to move, in the same way as I would face-to-face, with you reporting whether there was an increase/decrease in pain. I may also ask you to press a certain area to see if it causes pain or discomfort.

The appointment...

1. You can book your appointment online via the website (www.sollusosteopathy.co.uk) or we can book it over the phone. You will then receive an email confirming your appointment date and time.
The default software for online appointments is Teleport which will be available as a link in your email confirmation. If you want to use Zoom please let me know as I will need to set up the meeting and email the link to you separately.
 - I recommend that you test your PC or laptop & broadband service before you make an online appointment as a video appointment requires good broadband speed.
2. I will contact you at the agreed time (directly through your appointment confirmation using either Teleport or Zoom)
Please note that you will need to download the appropriate app if you want to use your mobile phone.
 - As I will be asking questions about your health you may want to hold your appointment in a private room.
 - Please ensure there is minimal background noise and that we won't be disturbed.
 - For the best picture quality please make sure you are in a well-lit room.
3. You will be asked for your permission to begin the consultation and whether or not other people are in the room, and this will be recorded in your notes.
 - This is a legal requirement for an osteopathic consultation.
4. I will take a case history documenting your current problem(s), medical history etc. I will also be asking you to carry out some movements which will help identify the issues that are causing you pain.
5. This might involve you moving the camera so that I can see the area of pain e.g. for a knee problem it would be beneficial to see your hip, knees and ankles, which means you may need to change the position of your camera. This is not an essential element of the examination but will be useful when making your diagnosis.
6. At the end of the appointment I will give you a summary of my findings, together with some advice on the best way to resolve your problems. This may be in the form of stretches and exercises together with ideas on how to prevent the problem reoccurring. You can also ask any questions you have about your appointment and diagnosis to confirm that you are happy with my findings.
In a situation where osteopathy is not appropriate I will refer you to someone that will be able to help you whether that is your GP, consultant or another practitioner.
7. We will arrange a follow up call or appointment to review your progress and make changes to your treatment if required.

I hope that this provides a useful guide to what will happen when you come to see me for an online osteopathic appointment.



If you still have questions please call me on 01604-532853 or 07515-014308 or email info@sollushealthcare.co.uk and I will do my best to answer them.

You can find more about osteopathy and what I do on my website at www.sollusosteopathy.co.uk

Kind Regards,



Bob Allen

Principal Osteopath at Sollus Healthcare
BSc (Hons) Osteopathy, BTEC Dip SRMT, BSc App Biol