

Physiotherapy Service FAQs

Teladoc Health Virtual Physiotherapy service offers easy access to qualified Physiotherapists, without needing a GP referral.

This reference covers the most frequently asked questions about the using the service.

GET STARTED



Teladoc[®]
HEALTH

Frequently asked questions

This reference is organised into eight sections covering how the Physiotherapist qualifications, appointment information, referrals & prescriptions, fit notes and feedback.

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Registration

How do I register for the service?



How do I find my scheme
number/access code?



Do I need a specific update to run
this app on my phone?



Simply download the app or register via clicking the 'Log In' button on this website and then selecting 'Create Your Account'. You'll need to input your details and then enter your access code to complete registration.



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Your employer or insurer will be able to provide you with the correct access code. It's usually best to contact your HR team if your employer provides the service. If you have access to the service via a family member's insurance or employee benefits, then ask the policyholder for the access code.



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If you are using an Apple device, please ensure that it is running on update iOS 15.4 or above.

This does not apply to Android device users.



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Why do I need to verify my identity to use the service?



How do I verify my identity?



How do I provide proof of identity for a child?



How do I know if I have parental responsibility of a child?



How do I upload my documentation?



How long will it take to verify the documents after I've uploaded them?



We ask you to verify your identity because it helps us provide a safe and effective service. If we need to safeguard your wellbeing or react in an emergency situation, we need to be sure of your identity. The verification process also supports the transfer of information between Teladoc and other organisations like the NHS when you provide consent. It's also a regulatory requirement by the Care Quality Commission, who regulate health and social care services across the country.



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How long will it take to verify the documents after I've uploaded them? >

When you register with the service or request an appointment, you will be prompted to complete ID verification either on screen or via a link we will send you so you can submit proof of your identity. You will need to:

- Upload a picture of a photo ID document, most commonly a passport or driving licence
- Upload a recent 'selfie' which we can compare to the picture on your photo ID

In most cases, you cannot access our healthcare services without verifying your identity first.



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How long will it take to verify the documents after I've uploaded them?



If you want to book an appointment for an eligible child, you will need to provide proof of parental responsibility for that child. We will contact you to request the relevant documentation. You must also have verified your own identity before the appointment can go ahead.



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Parental responsibility is a legal construct. If you're the child's birth mother or father, you will have legal parental responsibility over a child in the vast majority of cases (unless it's been removed). Adoptive parents also have parental responsibility for a child but step parents and family members who have not been legally granted guardianship over that child do not.



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You will be prompted to complete your ID Verification on screen and we'll also contact you with a link which you can follow and upload your documents safely and securely.



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How long will it take to verify the documents after I've uploaded them?



If you submit good quality photographs then the verification process won't take long. We use an automated checking service, which can return a result quickly. Our teams will pick up the result of your completed verification request and update your profile accordingly.



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What does a Physiotherapist do?



What qualifications does the physiotherapist hold?



A physiotherapist is a healthcare professional who specialises in assessing, diagnosing and managing a wide range of conditions affecting muscles, joints, bones, nerves and movement.

They work in partnership with patients to understand the cause of their symptoms, provide expert advice, and develop personalised treatment plans to reduce pain, improve function and support recovery.

Physiotherapists take a holistic approach, considering your physical health, lifestyle and wellbeing, with the aim of helping you achieve your goals and return to the activities that matter most to you.



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What qualifications does the physiotherapist hold?



All of our physiotherapists are fully qualified and registered with the Health and Care Professions Council (HCPC). This registration confirms they have met national standards for education, training, professional conduct and ongoing professional development, ensuring they can provide safe and effective physiotherapy care.

Our physiotherapists have more than five years of clinical experience, with many also holding additional postgraduate qualifications, specialist training, and extensive experience in areas including musculoskeletal health, rehabilitation, pain management and sports injuries.



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What if the Physiotherapist can't help? >

Do you use AI? >

Our virtual physiotherapy service is designed for a range of muscle, joint and movement problems that can be safely assessed and managed remotely.

Unfortunately, the service is not suitable if you are under 18 years of age, have an injury requiring urgent medical attention, an injury that may need imaging such as a possible fracture, or a condition that needs a hands-on assessment. It may also not be suitable if you have complex needs that are better managed in person, or if your symptoms may be caused by a non-musculoskeletal condition. If you have already completed physiotherapy or other conservative treatment without improvement, a different type of assessment may also be more appropriate.

If you have severe pain, sudden weakness, loss of bladder or bowel control, chest pain, shortness of breath, symptoms after a serious injury, or feel seriously unwell, you should seek urgent medical help immediately.

If the service is not suitable for your needs, we recommend arranging an in-person physiotherapy appointment or speaking with your GP. Your physiotherapist will assess whether remote care is appropriate for you. If they feel you need an in-person assessment, urgent care or support from another healthcare professional, they will explain this and advise you on the most appropriate next steps.



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Do you use AI? >

No, you can access a physiotherapy appointment without a referral from a GP.



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Do you use AI? >

We can support a range of musculoskeletal concerns, including back pain, neck pain, shoulder pain, joint pain, muscle strains, sports injuries and rehabilitation after an injury. Suitability will depend on your symptoms and whether they can be safely assessed and managed remotely.



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An up-to-date list of any medications you take will be helpful for the physiotherapist. If you have details of any past or ongoing health conditions, investigations or treatments, please keep these to hand. You may also find it useful to make a note of any questions you have and how your condition is affecting your day-to-day activities.

During the appointment, your physiotherapist may ask you to perform some simple movements or tests, so please wear suitable clothing and ensure you have enough space to move comfortably.



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Do you use AI? >

The physiotherapist will make reasonable attempts to contact you at the start of your scheduled appointment. If you are unable to attend, the appointment will be cancelled.

If you still require support, you can simply contact us to rebook your appointment or arrange a new appointment through the app at a time that is convenient for you.



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This will vary depending on your condition and treatment plan. Your physiotherapist will discuss any recommended follow-up sessions and advise you on appropriate timescales during your initial consultation.



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Do you use AI? >

Physiotherapy helps in the majority of cases, but occasionally another healthcare professional may be better placed to support your needs. If this is the case, the physiotherapist will explain their recommendations and help direct you to the most appropriate service or specialist.



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Do you use AI? >

Yes. For some patients, and depending on individual preferences, we can use digital rehabilitation tools that incorporate AI technology to support your recovery.

These tools can help guide your exercises using motion tracking, provide real-time feedback on your technique, and monitor key outcomes during your rehabilitation. This can help you stay engaged with your recovery and allows your physiotherapist to track your progress.

AI is used to support your care, but all clinical decisions and treatment recommendations remain under the supervision of a qualified physiotherapist.

Your personal information will only be used where needed to provide your care. If an AI-supported tool is used, we will explain this to you. Any personal or health information used by the tool will be handled securely and in line with data protection requirements. AI tools support your care, but your physiotherapist remains responsible for clinical decisions and recommendations

You can read our privacy notice on our website:
<https://teladochealth.org.uk/privacy-notices/>



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How do I access my exercise programme?



Will I receive a summary after my appointment?



How can I get the most out of physiotherapy?



What if I need or want to see a Physiotherapist in person?



An email containing a link to your exercise programme will be sent following your initial consultation.



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What if I need or want to see a Physiotherapist in person? >

Following your consultation, your physiotherapist may provide advice, exercises or a rehabilitation plan based on your assessment. Where appropriate, they may also recommend follow-up care or suggest that you seek support from another healthcare professional.



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Getting the best results from physiotherapy starts with following the advice and exercises provided by your physiotherapist. Attending any scheduled follow-up appointments, staying consistent with your exercise programme, and communicating any changes in your symptoms will help support your recovery and achieve your goals.



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How can I get the most out of physiotherapy? >

What if I need or want to see a Physiotherapist in person? >

If the physiotherapist feels that an in-person assessment is clinically indicated, they can provide a referral detailing their assessment findings, along with advice and exercises to support you in the meantime.

Please note we are a virtual-only physiotherapy service.



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Can a Physiotherapist prescribe pain relief or refer me for an MRI?



No. However, if either of these is clinically indicated, the physiotherapist will advise you on the most appropriate next steps and provide a referral to support this process.



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Can I get a fit note?



We do not provide fit notes. A fit note is usually used to confirm whether someone is not fit for work, or may be fit for work with adjustments. If you need a fit note, please contact your NHS GP or another appropriate healthcare professional.



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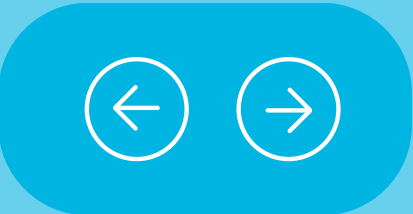
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How else can I provide feedback? >

If you'd like to make a complaint or express your dissatisfaction about your experience using our service, then you can contact us by email, phone or post.

Should you wish to formalise your complaint, we prefer you to do so in writing where possible because it helps us understand and investigate the circumstances of your experience. The contact details are as follows:

- **Email** : qualityassurance@teladochealth.com or generaladmin@teladochealth.com
- **Phone**: please call the number advertised on this website
- **Post**: Teladoc Health UK, Aspect House Floor 5, Queens Road, Brighton, England, BN1 3X



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We welcome feedback of all types. If you've found our service useful then please do let us know. Equally, if you're unhappy then we will take your concerns seriously.

We send a feedback survey to patients who use our services so you can rate us and provide your comments. You can also contact us by email using the details above.



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