



March 28, 2020

Dear Parents,

I hope that you and your families are safe and healthy during these trying times. **Looking Ahead Pediatric Physical Therapy** understands that some of the families we are working with are concerned about entering into a clinic environment with your child.

While we completely respect this position, we also realize that maintaining the progress of your child's program is a goal in which we all share. To this point, we have great news!

We are now offering telehealth/video visits for those that prefer to stay at home during this unique time. The recent changes in many insurer's telehealth policies have opened the virtual door for Looking Ahead Pediatric PT to work with you and your child via a HIPPA compliant video platform in the comfort of your own home.

For quick glimpse at the platform we'll be using , please click here: <https://doxy.me/patients>

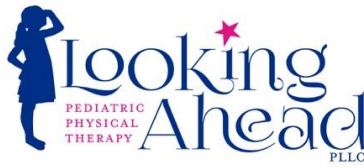
Each insurance company has slightly different policies that are literally evolving on a daily basis. Their current goal is the same as ours which is to try to make physical therapy available to your family as needed. Our billing experts will stay on top of these details and will work with your insurance companies to get this new service covered.

What is telehealth? You will be able to sit with your child in the comfort of your own home and discuss the progress of your child with myself or Kelly in a secure video chat room. All you need is a computer with a camera function and a good internet connection. We will have the ability to send documents to you regarding exercises or other pertinent handouts securely during the call, while answering any questions you might have. The camera will allow us to check on your child's progress in real time.

Specifically, we will be able to observe and discuss with you important factors of their plan of care such as: current range of motion/flexibility, head shape, postural alignment, neck strength, and overall mobility and functional levels that are being observed.

This will be new for all of us but should offer a very nice way to stay in touch and keep the momentum of your plan of care in place. It certainly won't replace the manual treatments you are accustomed to or have the same impact as an in-person appointment, but it should be sufficient to help your child move forward and keep us on the same page.

For those families that are comfortable with continuing with your in-clinic visits, **we are still open!** We are following CDC guidelines (as we always have) and taking every precaution available to ensure the safety of you and your child during our one on one visits by washing our hands and having you wash your



hands and your child's hands, disinfecting every surface and toy that your child and therapist contacts before and after the visit. Please refer to [LookingAheadPT.com](http://LookingAheadPT.com) for more details on these procedures.

Please call our office at **615-784-8104** or email me at **[acallanen@lookingaheadpt.com](mailto:acallanen@lookingaheadpt.com)** for more information regarding the details of setting up your next appointment, whether in the clinic or virtually. We'd love to hear from you! Of course if there is anything else we can do to be of assistance, please don't hesitate to contact me.

Thank you,

Andrea S. Callanen, PT, MPT