



BAMC Brain Injury Rehabilitation Telehealth Frequently Asked Questions

Can I use any device for my appointment, like my smartphone?

Yes, you may use a smartphone (Android or iOS), tablet or your computer if it has a webcam. The Brain Injury Rehabilitation Service has chosen the Google Duo application as its current telehealth platform because it meets the Department of Health and Human Services guidelines and is also in accordance with current guidelines set by the Department of Defense and facility leadership. Another reason Google Duo was chosen is because of reported ease of use and ability to access on multiple devices.

What are the risks of telehealth, how is it different?

We are able to address most concerns and train various skills and strategies via telehealth to help you continue to work towards achieving your rehabilitation goals. There may be some technical difficulties during sessions, such as technology failure or interruptions, however we can develop a plan to work through those. If you have any concerns or require a face to face visit, we will be doing our best to meet those needs at this time. Some benefits of telehealth are improving access to care, reduction of travel time to offices and participation of therapy in your own home or environment.

How do I cancel an appointment if needed?

Please call the clinic phone number at 210-916-8693. We suggest you add an alert or reminder on your smartphone calendar or paper calendar with your appointment time/date.

How do I contact the clinic or my provider with questions?

You may continue to call the clinic phone number and leave a voice message and we will return your call as soon as possible. You may also work with each individual provider/therapist to set up a plan for communication such as via email.

Is there anything else I should know about participating in telehealth?

At each virtual encounter, we will ask you for your physical location/address and an emergency contact so we can send help if there's a problem. We also recommend an environment free of distractions with good lighting. You may want to consider placement of your camera to ensure you do not become fatigued holding up a tablet. We are happy for family to join in on the sessions but will just need your verbal consent as usual if others are in the room. From a technical perspective, too many open applications on your device may slow down your browser so closing those may help with speed and video quality. Also ensure devices are charged or plugged in and consider having a charger available as video calls can drain a device's battery.