



Welcome to

Life Fit Wellness

Lifefit Wellness provides the highest standards of healthcare and exercise, which are typically delivered within our customised facilities in Falkirk and Linlithgow. However, in light of the current COVID 19 situation, we are now offering online consultations via our virtual clinic.

Booking

This is a process you may have already have been through. Appointments can be booked via the online booking system within our website. There is lots of availability across the week but if you can't find something to suit then please call us on **01324 614044** or email us at **info@lifefitwellness.co.uk** and we can try to accommodate you.

Appointment

The consultation will be conducted online via video link. A suitable device to do this with would include a tablet or PC/ laptop that has a webcam embedded. Mobile phones are workable but not ideal because the screen size makes the displaying and reading of information difficult. You may be discussing personal information with the physiotherapist and require concentration so a quiet place to conduct the session would be advised.

When we have confirmed your appointment you will receive an email from us, which will include a link to the consultation. Consultations are conducted over a platform called 'Zoom', which is video conferencing software. If you are new to using Zoom, once you click on the link, you will be asked to download their app to access the 'meeting'. When you 'join meeting' you will be directed to a virtual waiting area until the physio starts the consultation. When the consultation starts you will need to 'join audio' and 'start video' by clicking on the appropriate buttons bottom left of the screen in order to hear and see the physio. Once the session is complete follow ups can be arranged if deemed necessary.

Payment

In addition to the email from us, you will also receive an email from PayPal with an invoice for your appointment. This can be paid through the email link with a PayPal account or by card. Payment should be completed prior to the consultation. If you have authorised sessions with a health insurance company that approves virtual appointments then you won't receive this email, but should book in as above and disregard the fees outlined.

Cancellation Policy

We ask for 24 hours' notice of cancellation if you no longer require your appointment or will be unable to 'attend'. Please understand that by cancelling early this gives us an opportunity to offer valuable time to another patient who may be on our waiting list or in need of our help.

We look forward to welcoming you to our virtual clinic, The Life Fit Team.