



Assessments with Simple Stuff Works

Frequently Asked Questions

What is a Remote First Assessment?

A Remote First Assessment is a video call, for up to 3 parties, during which our experienced advisors work alongside the person and their therapist to recommend the most effective equipment. The clinician and individual will make the final decision on what will be needed but our team are there to provide support throughout.

Why Remote First?

For a number of years we have supported our overseas customers using telehealth and have a great deal of experience in this area. In the UK we expanded our Remote First service to keep everyone safe whilst ensuring we could continue to support individuals and therapists who need our equipment. Recent guidance from the Chartered Society for Physiotherapists states that 'opportunities for remote virtual consultations [should be] maximised.' We have found this approach is not only safer for all involved but also far more efficient and allows us to offer a more comprehensive wrap around service.

What if I want a Face to Face assessment instead?

This is not a problem! We simply ask that we conduct a Remote First assessment initially though, for a number of reasons. Firstly, we can often work out what equipment will be needed during this assessment meaning we can keep you, your family and ourselves safe. If we conduct this Remote First assessment and think a Face to Face is necessary then we can bring along the equipment we need, based on the remote assessment, which will have been thoroughly disinfected before the visit. This will save us having to disinfect entire kits repeatedly to find we only need one item for the assessment when we arrive.

How long will it take?

This assessment will take no longer than one hour.

What do I need to do to participate?

Make sure you have a smart phone, laptop or tablet with a camera and microphone. You also need a good internet connection. It is a good idea, particularly if you have teenagers at home, to make sure that you are the only person using your WiFi at the time of the call.

How do I make an appointment for an assessment?

It couldn't be simpler! Click on this link [here](#) and book a time to suit you and the individual we are assessing. You will be sent a link to click on at the time of your appointment which will bring you to our virtual waiting room. Our experienced advisor will be waiting for you!

We use Microsoft Teams, can we still access the service?

Yes. We are happy to use whichever video call you prefer. The reason we offer our assessments through Doxy.me is that we know it is GDPR and HIPAA compliant (for our overseas customers). If

your service prefers us to use a different system there's no problem at all. When you make an appointment simply add this in the information you'd like us to know, ideally with a link for our Advisor to use at the time of the assessment.

We need more than 3 people on the call, can we do this?

Yes, but not with our software. Simply send us a link to your preferred system when you make the appointment and we will happily use that instead.

What if the equipment doesn't fit?

If, after your initial setup, you find the equipment does not fit properly then we can offer a refund or a replacement of the equipment.

What support can I expect once I have the kit in place?

We are proud to be able to offer you a whole postural care support package so you are not on your own once you have your equipment. Firstly, we will remotely support you to get your equipment set up and then we can review at your convenience.

I've had a set up and a review, am I on my own now?

Not at all. We are more than happy to continue to support you until you are comfortable using the equipment with confidence. If you have any problems simply give one of our Posture Champions a ring and they can video call you that day to solve the problem.