



Balance Center
**Westchester
 Medical Center**

Westchester Medical Center Health Network

More Information:

For an appointment or to make a referral,
 call 914.493.4634

WMCBalanceCenter@wmchealth.org

The Balance Center

Westchester Medical Center
 19 Bradhurst Avenue, Suite 3800 S
 Hawthorne, NY 10532

westchestermedicalcenter.org/balance-center



Virtual Vestibular Therapy: Regain Your Balance and Confidence

Are you struggling with dizziness, vertigo, or balance issues?
*Do these conditions ever prevent you from attending
 your scheduled Vestibular Therapy sessions?*
Virtual Vestibular Therapy may be an appropriate
 alternative to in-person therapy sessions.

The Benefits of Virtual Vestibular Therapy

Convenience With virtual therapy, you have the flexibility
 to access treatment from the comfort of your
 home or office.

**Expert
 Guidance** Our team of experienced vestibular therapists
 will guide you through personalized exercises
 and techniques designed to address your
 specific needs. You will receive the same
 level of professional expertise as in-person
 therapy, all without leaving your home.

**Continuity
 of Care** Avoid last minute cancellations due to
 vestibular related symptoms, transportation
 issues, or weather-related problems. Virtual
 therapy eliminates the need to travel during
 periods of increased dizziness or nausea.

**Real-Time
 Feedback** Our virtual platform enables therapists to
 monitor your progress in real time, providing
 immediate feedback and making necessary
 adjustments to optimize your rehabilitation.



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How Virtual Vestibular Therapy Works

Assessment

Our vestibular therapists will conduct a comprehensive in-person assessment to understand your unique condition and develop a treatment plan tailored specifically for you. Your therapist will determine if you are a candidate for follow-up virtual visits.

Insurance Coverage Verification

Our team will contact your insurance provider and verify the details of your coverage, including coverage for virtual physical therapy sessions, as well as any co-pays and pre-authorization requirements. Please note that insurance coverage varies depending on your individual plan. Our team will make every effort to assist you in understanding your benefits.

Technology Requirements

To participate in Virtual Vestibular Therapy, you will need the following:

- ✔ Computer, laptop, or tablet with a stable internet connection
- ✔ Webcam and microphone/ speaker (built-in or external)
- ✔ Patient Portal access

Support

Our dedicated support team will guide you through the setup process and ensure that your technology is properly configured to maximize your therapy experience. We provide detailed instructions and are available to answer any questions or troubleshoot any issues you may encounter.

Practice Sessions

Before starting your official therapy sessions, our team will schedule a practice session to familiarize you with the virtual platform and ensure you are comfortable using the technology. This session allows you to interact with the team, address any concerns, and gain confidence in navigating the virtual therapy environment.

Guided Instructions

During each therapy session, your vestibular therapist will provide you with clear instructions and demonstrations of exercises, techniques, and balance training activities. They will guide you step-by-step, ensuring proper form and technique to maximize the effectiveness of your therapy.

Real-Time Support

Throughout your rehabilitation, our team will be available to provide real-time support and address any technical issues or questions you may have. We are committed to ensuring a seamless and successful virtual therapy experience for you.



Safety Matters

Your safety is our top priority, even in the virtual setting. Before your first session, we will need:

Emergency Contact Information

Please provide us with your updated emergency contact information, including the name, relationship, and contact number of a trusted individual who can be reached in case of an emergency during your therapy sessions. We will need to confirm that this individual is aware of your scheduled session and that they will be available by phone should the need arise. Our office staff will confirm this information prior to the start of each session.

Local Emergency Numbers

Our team will need to know the local emergency numbers for the first responders in your area.

Secure Environment

Create a safe and distraction-free environment for your therapy sessions. Ensure that the space you choose is well-lit, free from hazards, and provides adequate room for movement during exercise.

Technical Support

If you encounter any technical issues or concerns during your therapy sessions, our dedicated team is available to assist you promptly. We strive to maintain a secure and reliable virtual platform for your therapy needs.

