

Q: How do I schedule an appointment?

A: You can schedule an appointment online in 3 – 5 minutes by visiting airrosti.com/schedule-appointment/. You can also schedule directly from the [Airrosti App](#) which can be found in the Google Play or Apple App Store.

Q: What does Airrosti Remote Recovery include?

A: Airrosti Remote Recovery connects you with an experienced provider who will help you understand your condition, prescribe an individualized recovery plan, and give you the tools you need to live pain free.

- You'll begin with a video consultation with a licensed Airrosti Provider who will walk you through a step-by-step orthopedic evaluation to help accurately diagnose your injury.
- Your Provider will educate you on the specifics of your injury and prescribe an individualized recovery plan. If your injury cannot be effectively resolved through Airrosti Remote Recovery, your provider will assist you with an appropriate care referral.
- Your Provider will prescribe a customized recovery plan, tailored to your condition and needs. You'll receive easy-to-follow mobility and stability exercises you can do at home, delivered directly through the Airrosti Remote Recovery App.
- In addition, you'll receive a Remote Recovery Kit with active care tools designed to help you get the most out of your recovery plan.
- Your Provider will be with you every step of the way to help you stay on track and support you during your recovery. In addition to scheduled video check-ins, in-app messaging gives you unlimited access to your Provider — anywhere, anytime.

For each injury, Airrosti Remote Recovery falls under the PT/Outpatient therapy benefit. Your cost share (co-pay, co-insurance, deductible requirements) is only applied for the first 4 visits. Only the first four visits count towards your visit maximum. After the fourth visit, you get unlimited video calls with a provider and unlimited in-app messaging for 12 months.

Q: What states is Airrosti Remote Recovery available in?

A: Airrosti Remote Recovery is available nationwide. Additionally, Airrosti clinics are available to serve you in Ohio, Texas, Virginia, and Washington. [Click Here](#) to see our complete in-clinic coverage.

Q: What are the benefits of remote care/telehealth?

A: Telehealth (also known as telecare or virtual care) has been shown to overcome barriers to health services caused by distance between patient and provider, access to reliable transportation, and lack of available providers. Telehealth helps overcome geographic barriers to healthcare, especially for specialized providers.

According to the American Hospital Association (AHA), telehealth is changing care delivery in communities across America. [The organization reports](#) that telehealth options are expanding patient access to routine and specialty care while improving patient outcomes.

Through telecommunications technology, Airrosti Remote Recovery offers remote patients increased convenience and flexibility, while still providing meaningful real-time care with an Airrosti Provider.

We know a strong doctor-patient relationship is the foundation for high-quality patient care, and our commitment to unparalleled care and patient satisfaction is evident in our [patient-reported outcomes](#). Airrosti Remote Recovery patients receive the same level of quality, individualized patient care as our in-clinic patients.

Q: What makes Airrosti Remote Recovery different?

A: With Airrosti Remote Recovery, you will receive individualized patient care from an Airrosti Provider. Our providers are licensed musculoskeletal professionals and highly trained to help diagnose the source of your pain or injury. An accurate diagnosis is the key to recovery, allowing your Provider to prescribe a custom, at-home recovery plan.

Your recovery plan will be designed specifically for you, your injury, and your fitness level. Each of the mobility, stability, and stretching exercises in your recovery program will be designed to target the root cause of your injury, while increasing mobility and range of motion and significantly decreasing pain.

Through a combination of follow-up appointments and in-app messaging, your Provider will be able to monitor your care and modify your recovery plan, as needed, to ensure you achieve the expected injury recovery outcomes. If at any part of the recovery process you are not responding as expected to remote care, your Provider will work with you to make sure you receive the appropriate referral for continued care.

Q: How do I know if Airrosti Remote Recovery is right for me?

A: Our goal is to help you get back to living pain free, from the comfort and convenience of your own home. With proper program adherence, most common soft tissue and joint injuries can be effectively and efficiently resolved through Airrosti Remote Recovery. If your injury cannot be resolved effectively through Airrosti Remote Recovery, your Provider will help you transition to in-clinic care if appropriate/available or ensure you receive an appropriate care referral.

Q: What do I need for my virtual appointment?

A: Chair: The chair height needs to be such that your feet are flat on the floor while you are seated. Space: Be sure you have enough space to sit in the chair a few feet from your camera, allowing your Airrosti Provider to see your feet during the examination. Internet: Wifi is helpful with the connection and the quality of the video and audio.

Q: What are the computer or phone requirements?

A: All you need to take advantage of Airrosti Telehealth is a webcam-enabled computer or a smartphone. The following web browsers are supported: Apple Safari, Google Chrome, Mozilla Firefox. Mobile device support includes Apple Safari on Mac and iOS, as well as Google Android devices running Google Chrome.

Q: What are my out of pocket costs through my insurance plan?

A: Our goal is to always provide your estimated cost per visit for in-clinic care or virtual, Remote Recovery appointments upfront. After scheduling, we will verify your benefits coverage prior to your first appointment. Please note we may not be able to verify benefits in advance for appointments scheduled with less than 48 hours' notice.

Q: Do I need a referral to be seen by an Airrosti provider?

A: In the large majority of cases, a physician referral is not required to schedule an appointment with an Airrosti provider. In a small percentage of cases, your individual insurance policy may require a referral. Patient Advocate Team will verify your coverage and confirm if a referral is needed.

Q: Who am I meeting with on my video calls?

A: Each visit is 1:1 with an Airrosti provider who are Doctors of Chiropractic (DC) and Doctors of Physical Therapy (DPT) and employed directly by Airrosti. This ensures strict adherence to clinical guidelines and Airrosti quality standards.