

Phio Prevent - Proactive, Digital MSK Wellbeing and Prevention service
Service Definition

Product Description	2
Patient Interface	2
Integration Routes	3
Access and Deployment	3
Platform Integration	3
Onboarding Support	3
Service Levels	4
Availability	4
Bugs and Issues	4
Support	4
Other Information	4
Backup and Disaster Recovery	5
Information Security	5
Contract Termination	5

Product Description

Phio Prevent is a proactive, digital musculoskeletal (MSK) wellbeing and prevention service designed to help individuals reduce their risk of MSK injury, manage early symptoms, and build sustainable movement and lifestyle habits before clinical intervention is required.

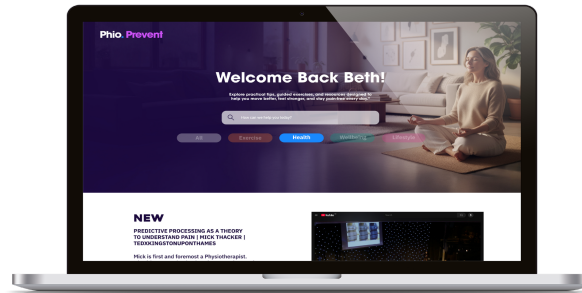
Positioned at the front of the Phio digital MSK ecosystem, Phio Prevent complements existing services (Phio Access, Phio Engage and Phio Collect) by shifting the system from a traditional “wait and treat” model to a “predict and prevent” approach. The service delivers clinically informed, evidence-based MSK education, micro-interventions and behaviour-change content to support population health, workforce wellbeing and system sustainability.

Phio Prevent is suitable for use across public sector, employer, insurer and wellbeing pathways. It can be deployed as a standalone preventative service or integrated seamlessly with downstream triage (Phio Access), supported self-management (Phio Engage) and outcome monitoring (Phio Collect).

Key objectives of Phio Prevent include:

- Reducing avoidable MSK presentations and escalation to face-to-face care
- Improving MSK literacy, confidence and self-efficacy
- Supporting early identification of MSK risk factors and flare-ups
- Increasing engagement with healthy movement behaviours
- Contributing to reduced service demand, absence and carbon impact

The service is underpinned by EQL’s clinically governed content framework and data-driven personalisation strategy.



Patient Interface

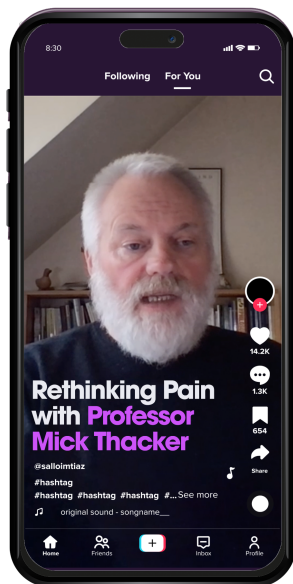
Phio Prevent is delivered via a secure, web-based patient interface that is mobile-optimised and accessible across modern browsers without the need for app download. This ensures rapid deployment, low friction access and high inclusivity across diverse user groups.

The patient interface provides:

- A personalised “For You” experience, surfacing relevant MSK content based on user context, behaviour and interaction history
- Short-form, engaging educational content including written guides, videos and interactive elements
- Preventative MSK themes such as posture, ergonomics, mobility, strength, recovery, sleep, stress and lifestyle factors
- Lightweight assessments and quizzes to support reflection, learning and early risk identification

- Clear signposting to further support where appropriate, including optional progression to Phio Access for full digital triage

The interface uses consistent conversational design patterns aligned with the wider Phio suite, supporting trust, comprehension and completion. Accessibility best practice is applied throughout, including clear language, progressive disclosure of information and compatibility with assistive technologies.



Integration Routes

Phio Prevent has been designed to integrate flexibly within existing digital estates and care pathways.

Access and Deployment

The service can be deployed through:

- Direct web access via a branded or co-branded landing page
- Embedded links within existing customer portals, intranets or wellbeing platforms
- Campaign-based distribution via email, SMS or customer communication channels

Branding, copy and content curation can be tailored to customer requirements as standard.

Platform Integration

Phio Prevent integrates natively with the wider Phio ecosystem:

- Optional escalation into Phio Access for structured digital MSK triage
- Content and engagement signals can feed into Phio Collect for cohort-level insight

- Alignment with Phio Engage for continuity between prevention and rehabilitation

Where required, API-based integration options are available to support:

- User authentication and eligibility checks
- Data exchange for engagement analytics and pathway transitions

All integrations follow EQL's established security and information governance standards.

Onboarding Support

EQL provides comprehensive onboarding and implementation support for Phio Prevent, ensuring rapid mobilisation and sustained engagement.

Onboarding support includes:

- Discovery and configuration workshops to align objectives, cohorts and success measures
- Content curation and campaign planning aligned to organisational priorities
- Branding and messaging configuration for user-facing materials
- Technical setup and integration support (where required)
- Go-live support and early-phase optimisation

Post-deployment, customers receive ongoing support including:

- Performance and engagement reviews
- Content refresh cycles to maintain relevance and interest
- Insight reporting and recommendations for optimisation
- Access to EQL's clinical, product and customer success teams

Phio Prevent benefits from EQL's experience delivering digital MSK services at scale across NHS, employer and insurer settings, enabling confident adoption within complex environments.

Service Levels

Availability

Phio Collect is available 24 hours a day, 7 days a week. Phio Collect sits within the Google Cloud Platform (GCP) and uses Firestore for its database and Cloud Functions, both of which carry an SLA's of 99.95% uptime. As a business we commit to an SLA of 95% uptime for our technology.

Bugs and Issues

EQLs thorough technical testing protocols mean bugs and issues are unlikely, however where identified the SLAs in place ensure issues are resolved in a timely manner. Should an issue or bug be identified a ticket is raised, investigated and assigned a corresponding severity score.

SLA, priority and development type as determined by the severity:

<u>Severity</u>	<u>Priority</u>	<u>SLA*</u>	<u>Deployment Type</u>
Sev 1	Highest Priority	2 Hours	Hot Fix
Sev 2	High Priority	6 Hours	Hot Fix
Sev 3	Medium Severity	24 Hours	Hot Fix
Sev 4	Low Severity	1 weeks	Deployment Release Cycle
Sev 5	Lowest Severity	4 weeks	Deployment Release Cycle

*SLA refers to the response time and acknowledgement of a bug and the ability to provide an estimated time to fix.

Support

Phio Collect is provided as a fully managed service requiring little ongoing support. EQLs post-onboarding service includes personal account management support and adherence to ongoing KPI's. Online support is also provided to end users of the platform should any technical query arise.

Other Information

Backup and Disaster Recovery

Data is stored via a 3rd party service provider; Google Cloud Platform (GCP) with automatic backups and comprehensive disaster recovery processes.

Information Security

Information Security and governance is inherent to EQL as a business thanks to a "Data Protection by Design" approach. Data Protection is considered throughout all aspects of the business from operational processes to software development. All representatives of EQL must follow strict internal information security policies and complete mandatory training.

Stored data is subject to further enhanced security features thanks to the native benefits of Google Cloud Platform's data security policies and processes which include having all data encrypted in both rest and transit.

EQL is compliant with both the General Data Protection Regulation (GDPR), ISO27001, Cyber Essentials Plus and Data Security & Protection Toolkit (DSPT)

Contract Termination

In the rare event that a customer decides to terminate services, EQL will ensure a swift transition and minimum disruption. work professionally with the customer to transition its arrangements with the minimum of disruption. Where a substantial commitment is required EQL reserves the right to charge for this service.