



Phio Engage Service Definition

Product Description

Phio Engage is a supported self-care MSK smartphone application that provides support and remote monitoring for patients who are clinically appropriate to undertake “home-based” self-management. Patients who present with conditions that are suitable for exercise based supported self-care can be referred directly to Phio Engage immediately upon completion of their Phio Access MSK triage assessment. This is a “near-instant” process that does not require the patient to undertake a physical physiotherapy assessment in order to be referred, or indeed seek any form of physical assessment or referral from a healthcare professional. In this way patients can self-refer directly into Phio Engage via Phio Access and receive immediate condition specific exercise based corrective programming.

Phio Engage monitors a number of patient data points including tracking patient specific functional scores to ensure programmes are goal oriented, tolerance of prescribed exercise content, programme adherence and quality of life measures such as pain and sleep quality. Subject to patients allowing access. This data is recorded and displayed both to the patient directly via a user interface from within the smartphone application as well as relaying all data real-time to a back end clinical portal ready for inspection and reporting by a suitably qualified healthcare professional.

Phio Engage is designed to walk a patient through a progressive exercise based rehabilitation programme with inbuilt shared decision making meaning patients can undertake actions such as progression or regression of exercise difficulty. In this way Phio Engage will naturally align with patient expectations/tolerances reducing the risk of “over medicalisation” and in doing so optimise clinical oversight and value for money. The availability of real-time clinical data from the remote monitoring capabilities means that, where appropriate, the programme can be modified via the back end clinical portal to ensure an appropriate level of care is maintained.



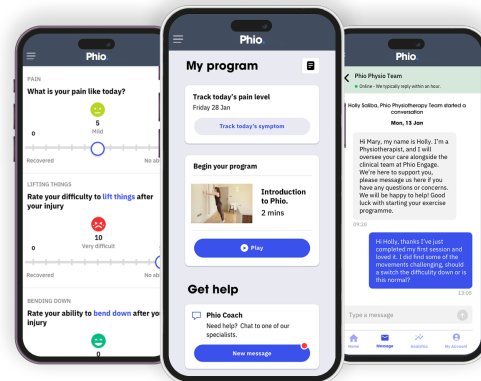
This includes, where necessary, the ability for patients to trigger Patient Initiated Follow-Up requests via a two-way “Chat” feature built within the smartphone application. Chat threads can be initiated from the back end clinical portal also meaning help and support can be provided directly to the patient at any time.

All chat threads are logged along with other clinical data to ensure a fully comprehensive overview of recovery is upheld.

Patient Interface

The frontend Phio Engage interface is a cross platform (iOS and Android) application that makes use of native accessibility features whilst providing an interactive interface that allows a user to progress through their rehabilitation programme with a number of additional features including:

- Ability to safely modify the exercise intensity
- 2 way chat feature to allow communication with a clinician
- Progress and Goal tracking
- Information regarding their stage of recovery



Phio Engage also has a back end clinician facing interface that is responsible for authentication, assigning patients to a suitable programme and ongoing management and clinical oversight where required.

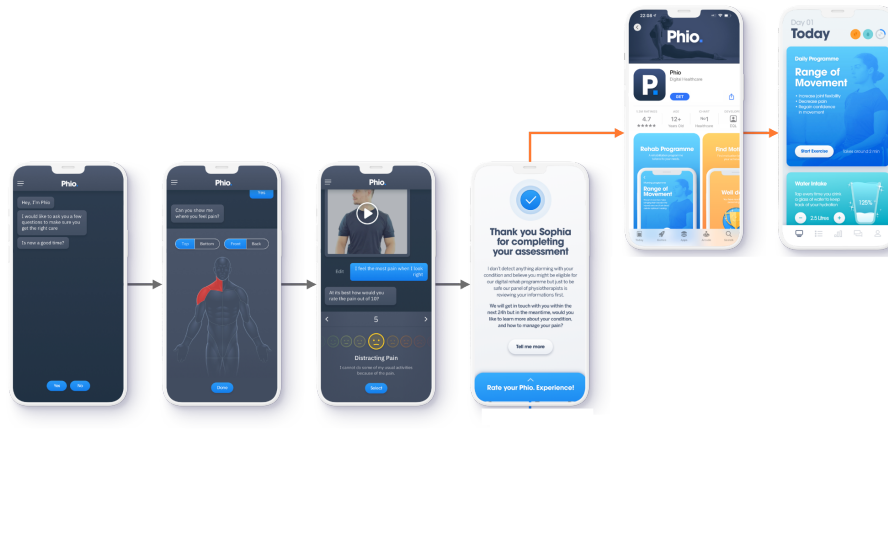
Integration Routes

EQL supports 2 main integration options for Phio Engage. Customers have the opportunity to select the integration that best suits their business operational processes and technical support.

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Via Phio Access

The software has an automated integration with Phio Access. Meaning any users that complete Phio Access and are signposted to self management will automatically integrate into the customers Phio Engage pathway.



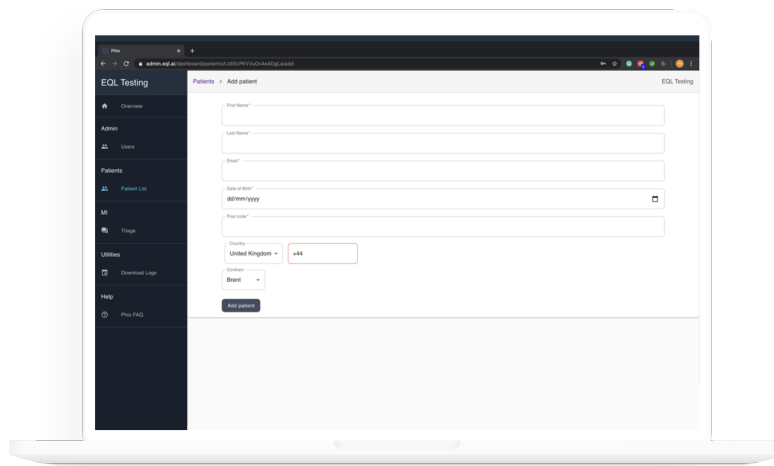
Phio Access to Phio Engage Journey

Individually signposted to Phio Engage

Customers have the ability to individually signpost users to Phio Engage, without the need for them to have completed Phio Access. This integration option is offered via an Admin Portal.

The Phio Customer Admin Portal is user friendly and has been designed to facilitate rapid instruction on a patient by patient basis. Customers are able to key in patient details in order for Phio to engage in a personalised communication and prompt usage of the Phio platform.

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Phio Engage Admin Registration

Onboarding Support

EQL provides onboarding support for the Phio Platform with a designated integration manager. Integration options will be discussed with guidance as to the most appropriate route to best support the customers needs. Integration manager will remain on hand throughout the onboarding process to provide staff training, governance set up, project management, operational & technical support.

EQL also provides a qualified clinical representative as part of the onboarding process. This clinical representative will provide guidance regarding the configuration of Phio with a view to aligning outputs to the desired local clinical framework/s. Your clinical representative remains available throughout the duration of the contract to facilitate amendments and revisions where appropriate.

To ensure the onboarding process runs smoothly EQL also provides all customers with a test environment of their unique instance of Phio in order to gain a real-world experience ahead of deployment to a live environment.

Phio onboarding normally takes between four to eight weeks (from initial scoping to full deployment). The exact time frames are subject to detailed scoping discussions regarding the exact requirements.

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Service Levels

Availability

Phio is available 24 hours a day, 7 days a week. Phio 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 Engaged 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.

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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) 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. We 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.

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