



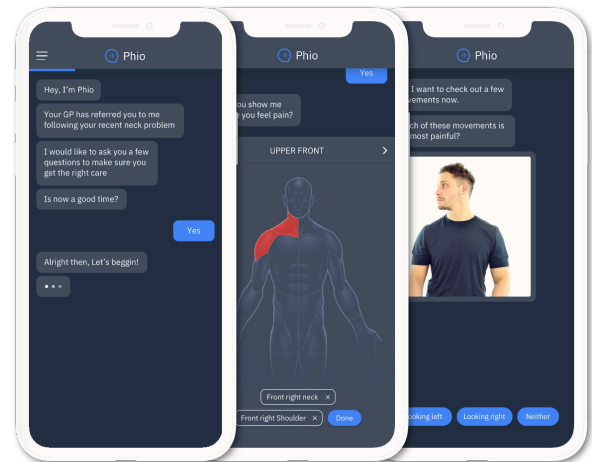
Phio Access Service Definition

Product Description

Phio Access provides an agile triage tool to be used by clients for the collection of structured clinical data for all MSK conditions and which is accessible twenty-four hours a day, seven days a week. Presentation of the triage output information to a reviewing healthcare professional (HCP) enables the clinician to signpost a patient presenting with MSK injuries to the appropriate care service e.g. urgent care, face to face physiotherapy or self-management. This supports access to early intervention by identifying the extent of an individual's injuries quickly, to enable treatment as soon as possible.

Patient Interface

Phio Access is a web based application that supports any web enabled device using modern web browsers (supported down to IE11). The platform delivers human-like interaction in the form of an interactive chatbot interface allowing the user to quickly provide relevant clinical information about their MSK injury or condition.



Phio Patient Interface



Integration Routes

EQL supports a number of integration options for Phio Access. Customers have the opportunity to select the integration that best suits their business operational processes and technical support.

The main routes a customer can instruct Phio Access are:

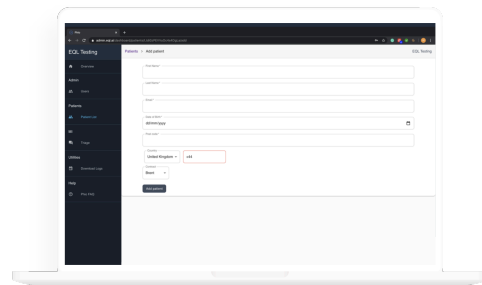
- Customer Admin Portal - Registration
- API Integration
- Registration Landing Page

The main routes a customer can receive completed Phio Access data are:

- Admin Portal - Triage Report Downloader (PDF)
- API Integration

Customer Admin Portal - Registration

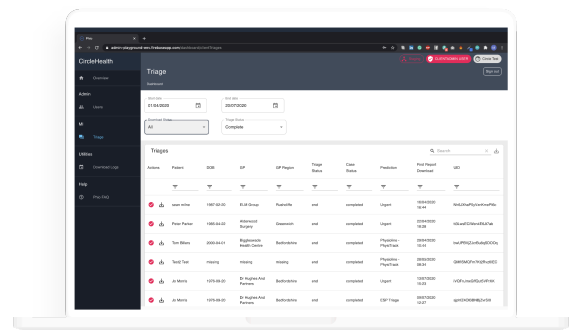
The Phio Access Admin Portal is user friendly and has been designed to facilitate rapid instruction on a patient by patient basis. Customers are able to key in patient details in order for Phio Access to engage in a personalised communication and prompt usage of the platform.



Phio Admin Registration

Customer Admin Portal - Triage Report Downloader (PDF)

The Phio Access Customer Admin Portal also enables immediate real-time access to all clinical information captured. Customers can view and filter incoming patient information and render/download reports in PDF format.



Phio Admin Triage Overview

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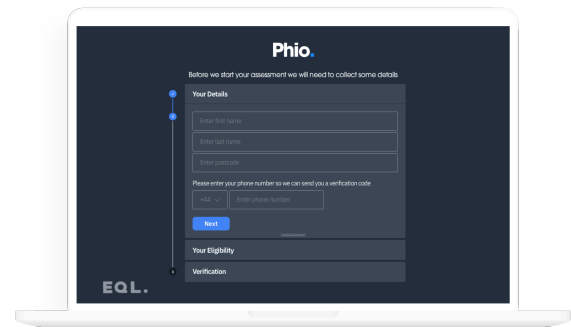
API Integration

Phio Access offers an API integration to customers enabling both referral of patients to the platform and also providing immediate return of all clinical data collected following completion of the triage.

Phio Access' APIs are open allowing customers to easily attach with Public Key Authentication to ensure security.

Registration Landing Page

EQL offers a Registration Landing Page for Phio Access meaning customers can offer a truly “digital first” approach for MSK conditions. The Registration Landing Page can be bespoke to a customers needs with tailored text and branding provided as standard. Patients can be directed to the landing page whereby they are able to self-register and undergo eligibility and validation in accordance with the customers requirements.



Phio Landing Page

Onboarding Support

EQL provides onboarding support for the Phio Access 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 Access 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 Access in order to gain a real-world experience ahead of deployment to a live environment.

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Phio Access 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.

Service Levels

Availability

Phio Access 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 Access 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.

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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) 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.

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