

Phio Collect - Digital PROM/PREM Collection
Service Definition

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Product Description

Phio Collect enables the formal collection of Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMs) directly from a patient via an interactive web based application.

The Phio system provides an agile digital tool to be used by clients for the collection of any structured clinical data, with Phio Collect having been specifically configured for collection of outcome data. It is possible to collect any PROM/PREM using Phio Collect. NOTE: it may be necessary to obtain a license for use of certain PROM/PREMs from an appropriate authority for use within Phio Collect.

Invites to Phio Collect can be sent directly to the patient or service user via SMS or Email. This unique link allows patients to respond at any point (for a predefined period) 24/7 to enable a convenient response. These invites can be instantaneous or scheduled at predefined intervals.

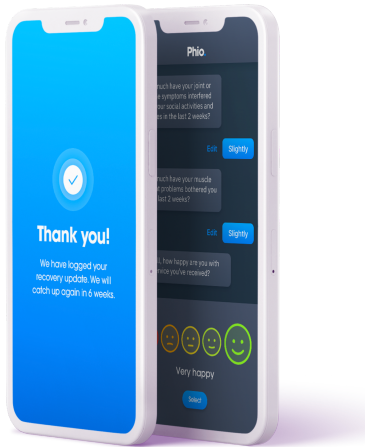
Phio Collect is a stand alone system (i.e. it can be used in isolation with no dependency on any other EQL solution). It is also possible to schedule outcome measure collection via Phio Collect following a completed Phio Access digital triage.

The example provided below is for illustration purposes and depicts Phio Collect being used for outcome measure collection within an MSK pathway. It is, however, possible for Phio Collect to collect outcome measure data for any treatment pathway.



Patient Interface

Phio Collect is a web based application that supports any web enabled device using modern web browsers. 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.



Integration Routes

EQL supports a number of integration options for Phio Collect. 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 Collect are:

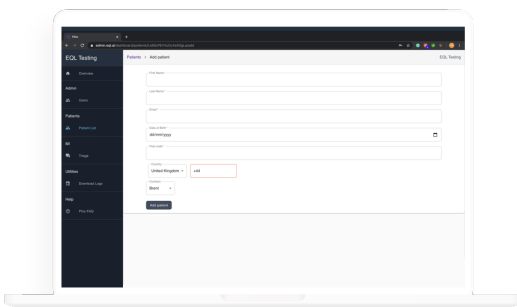
- Customer Admin Portal - Registration
- API Integration
- Registration Landing Page

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

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

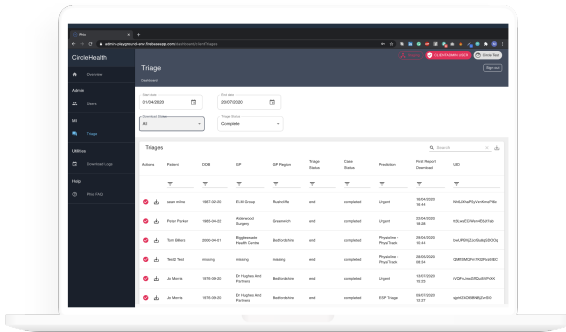
Customer Admin Portal - Registration

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 Collect to engage in a personalised communication and prompt usage of the Phio platform.



Customer Admin Portal - Report Downloader (PDF)

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



API Integration

Phio Collect 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 Phio Collect.

Phio's APIs are open allowing customers to easily attach with Public Key Authentication and token management to ensure security.

Onboarding Support

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

Phio Collect 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 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.