

## **Phio: app for digital triage and self-management support in MSK physiotherapy settings**

### **Quick intro to yourself and any contact details you're happy to share ...**

My name is Pete Grinbergs, Physiotherapist and Serial Healthcare Entrepreneur. I am the Co-founder of EQL.ai, a digital health startup. Feel free to connect with me on LinkedIn- <https://www.linkedin.com/in/peter-grinbergs-3ba26255/>

### **What physio services do you provide? (e.g. specialty, conditions, location, patient demographics)**

“Phio” is a chatbot and patient facing app. Our digital triage tool allows patients to access the most appropriate care pathway without the need to see or speak directly to a physio. Those appropriate for exercise based self-management can receive tailored rehab and guided support through the app. The app is continuously supported, clinically validated and evaluated on a regular basis.

### **What tools are you using to deliver your physio services digitally?**

Our triage tool is a web-based solution that can be used on any smart device. Our Digital Injury management solutions is an app compatible with Apple and Android.

### **How have these services replaced face to face contact?**

Phio triage helps to stratify MSK patients. It can be accessed at any time and on any device meaning patients do not need to book an appointment or speak to someone over the phone. The back end decision tree can be mapped to any MSK pathway meaning rapid access, less GP appointments and more appropriate onward referrals. The patient facing app allows those who are appropriate for exercise based self-management to receive the support they need from the comfort of their own home.

### **What is the clinician's experience of using the digital tools?**

Instant stratification against any framework means clinicians are able to better prioritise referrals and patient needs. Clinicians going on to conduct assessments do so with a greater degree of knowledge due to the large amount of clinical data captured by Phio at the front end. This means less repetition for the patients and a more streamlined assessment. Those accessing self-managed care through our Digital Injury Management app free up capacity in the system for those with more serious injuries.

### **Do you have any patient feedback on digital physio service offer?**

Patient feedback was used to design these digital tools and is collected in real time.

### **Any top tips to others exploring using digital tools in physio services?**

Technology does not need to be scary so be sure to pick a partner who is motivated to provide user friendly and patient focused solutions.