



**Connect**  
Health

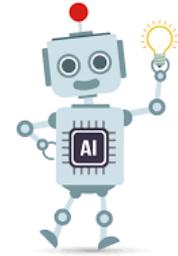
**PhysioNow**  
*powered by Phio*

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Head of Clinical Strategy

# Introduction

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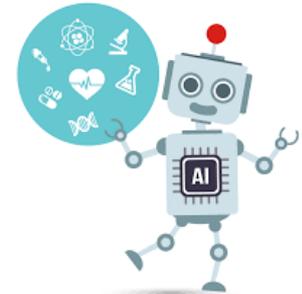
- ④ Patient self-assessment tool which provides enhanced choice of how and when to access our services, bringing care into the community and closer to home
- ④ Offers our patients the ability to assess themselves online via a computer or phone
- ④ PhysioNow is operational in 20+ MSK services across England
  - ④ 4 London services



# What is PhysioNow?

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- ④ Digital self-assessment online tool that has been collaboratively developed by Connect Health and EQL, and is an enhanced version of EQL's Phio App
- ④ A tool that helps patients quickly get to the best care to resolve their pain or injury
- ④ It uses clinical decision trees to accurately assess and signpost patients to appropriate care pathways



# How and Where?

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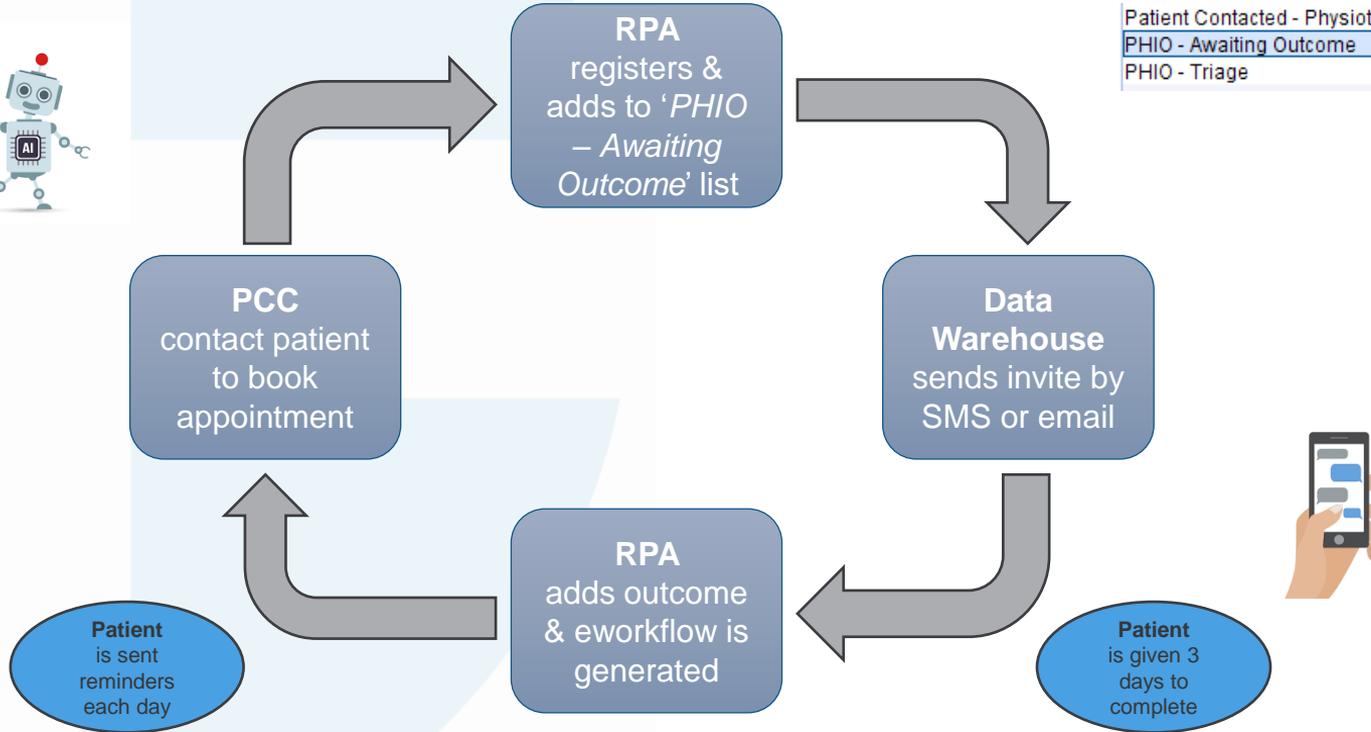
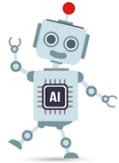
## How are we using PhysioNow?

- ④ Patients are given the option to complete a PhysioNow assessment prior to being offered a Tier 1 MSK appointment
- ④ After a patient completes an assessment, a triage outcome report is sent to us, which we will then action as appropriate.
- ④ By completing PhysioNow the patient may be signposted for more urgent care sooner

## Where are we using PhysioNow?

- ④ eRS 'Physio' Referrals from Primary Care, ED etc.
- ④ Self-Referrals (if applicable to service)

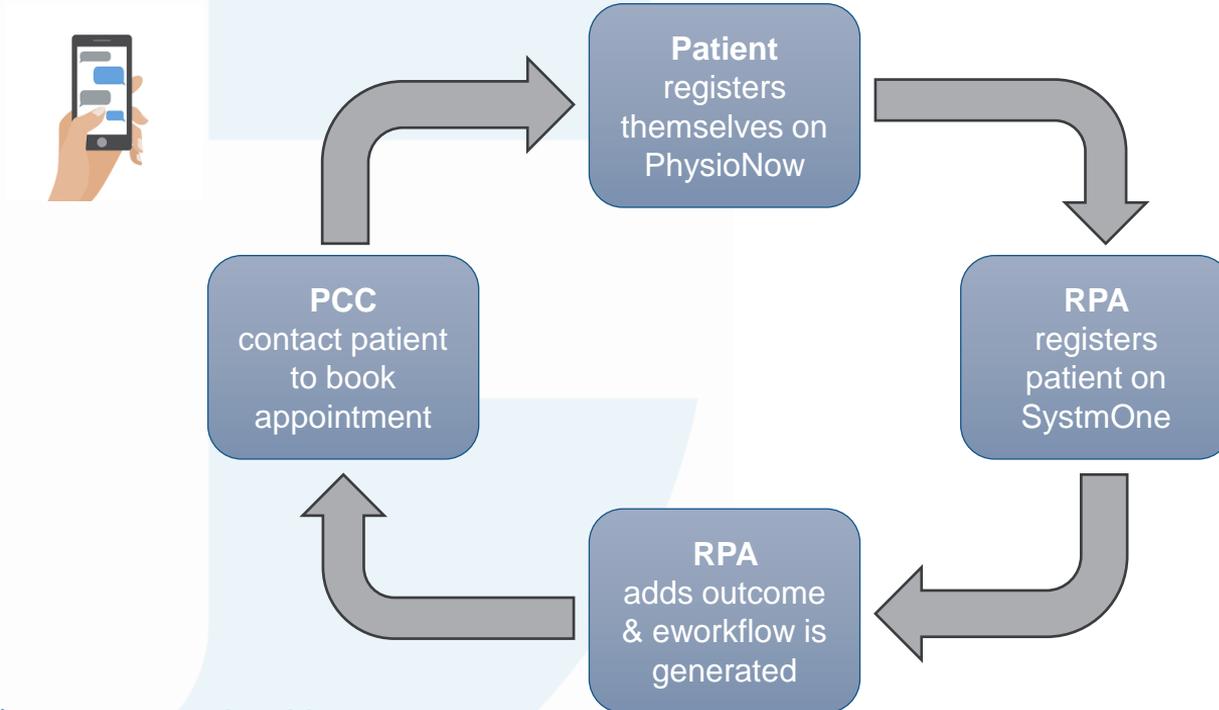
# eRS Referral - Overview



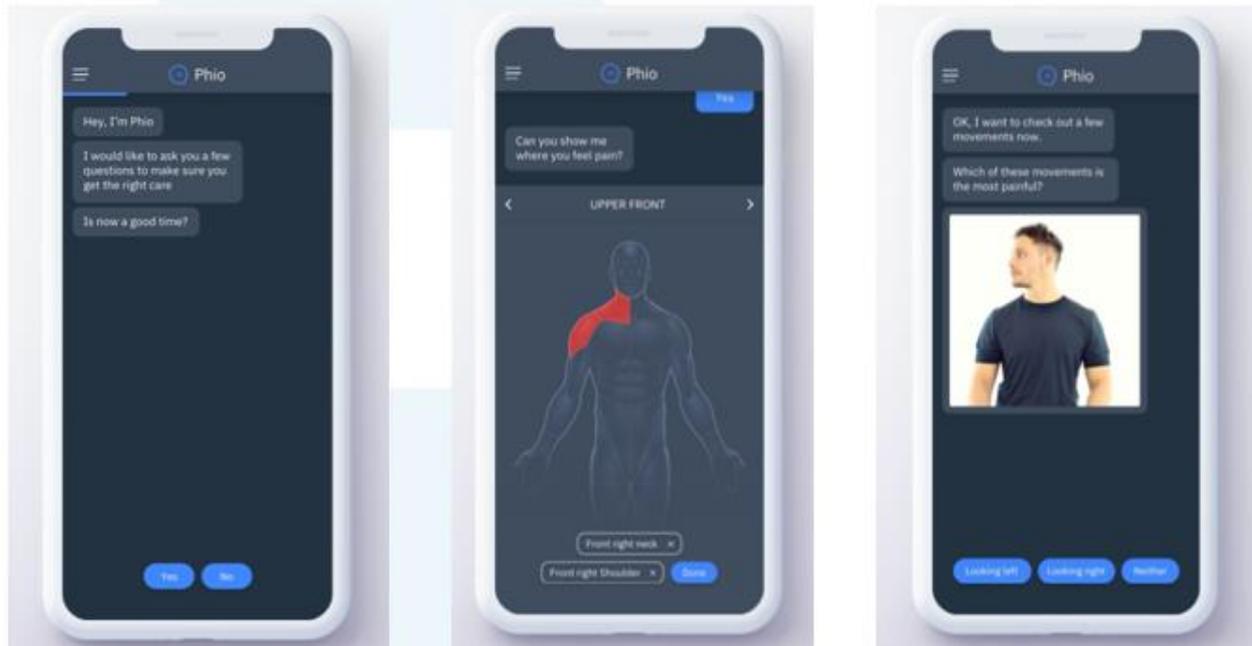
Patient Contacted - Physiotherapy Post Op  
PHIO - Awaiting Outcome  
PHIO - Triage



# Self-Referral - Overview



# Patient View



<https://staging.eql.ai/provider/connecthealth>

# PhysioNow Outcomes

- ④ Urgent (111)
- ④ PhysioLine Urgent
- ④ PhysioLine Routine
- ④ FTF Physio
- ④ CATS
- ④ Self-management



# Patient and clinician feedback

“Patient found phio really user friendly and she agreed with the outcome at the end. Would recommend it to other users.”

“Patient found using the programme useful as he could show where his pain was. Found it easy to use and was satisfied with the outcomes.”

“Found system very easy to use and was happy with follow up telephone call as works full time and states much easier for her than coming in for F2F appt”

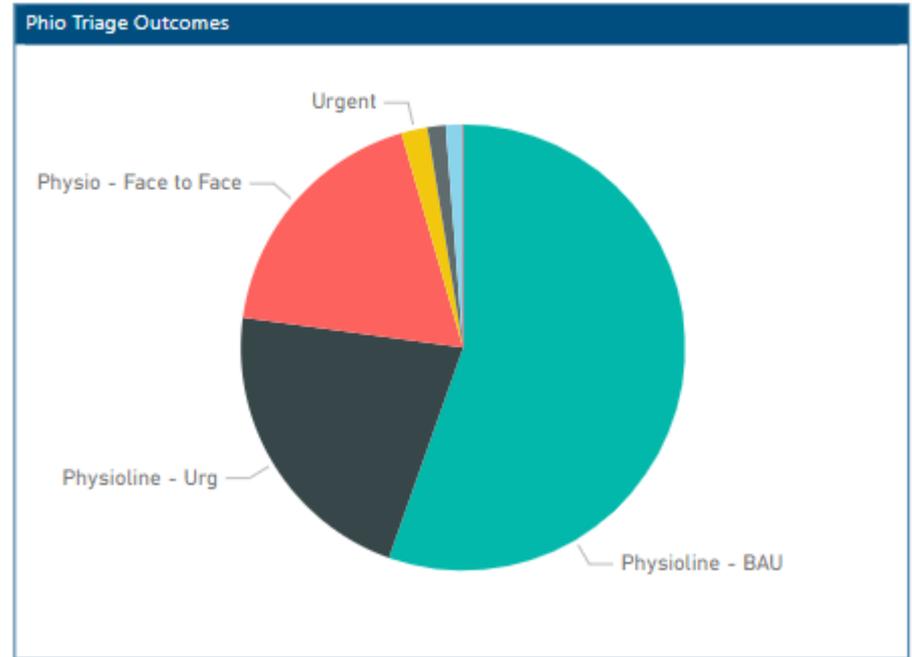
“Good detail including social history, made the PL call a lot quicker”

“Good subset of questions giving enough information to effectively screen as a fairly simple mechanical issue without any underlying health problems or neurological symptoms”

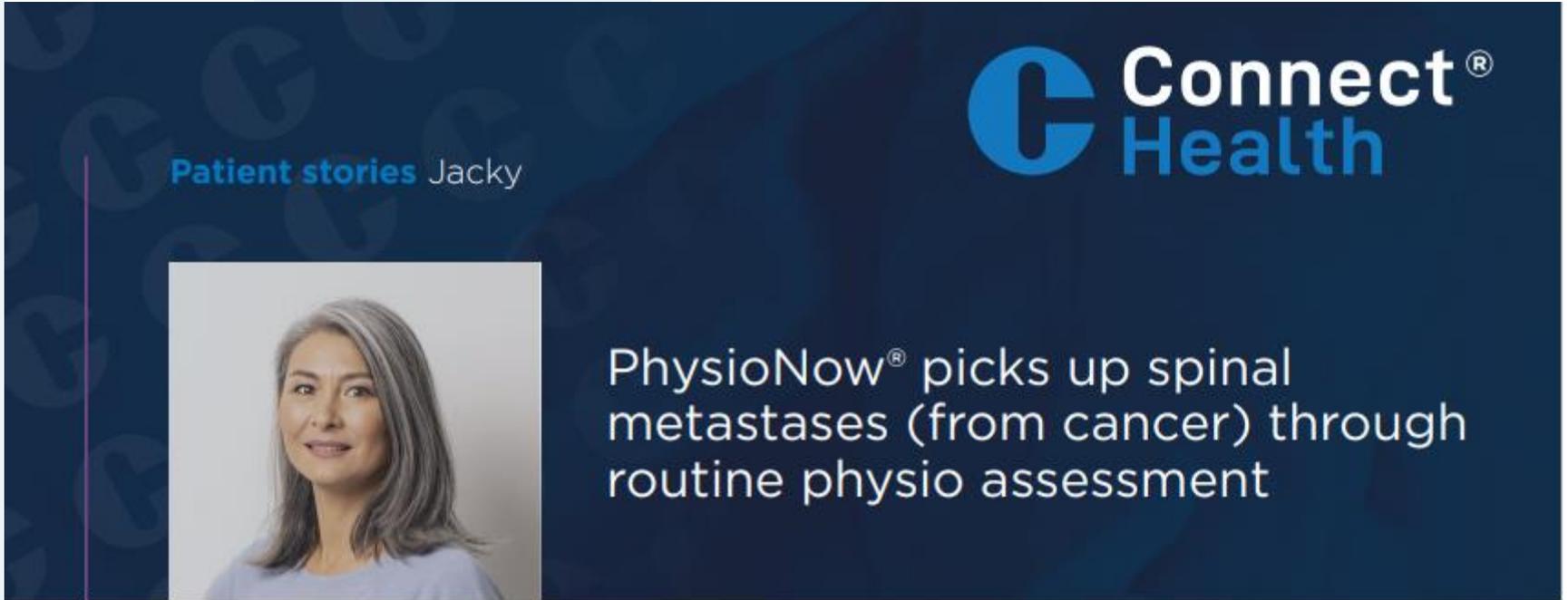
“The results were very useful for my consultation with the patient.”

# PhysioNow outcomes (July 2020 to June 2023)

- 98% of eligible patients offered PhysioNow
- 75% have completed it
- 87% of patients sent an email link complete
- 70% sent a text message link complete
- 128,547 patients
- 23 mins average duration to complete
- Tracking ethnicity and language data



# Is it safe?

A dark blue graphic with a repeating pattern of the Connect Health logo. It features a portrait of a woman, the text 'Patient stories Jacky', the Connect Health logo and name, and a headline about PhysioNow.

**Patient stories** Jacky

A portrait of a woman with long, wavy grey hair, wearing a light blue top, looking slightly to the right.

**Connect Health**<sup>®</sup>

PhysioNow<sup>®</sup> picks up spinal metastases (from cancer) through routine physio assessment