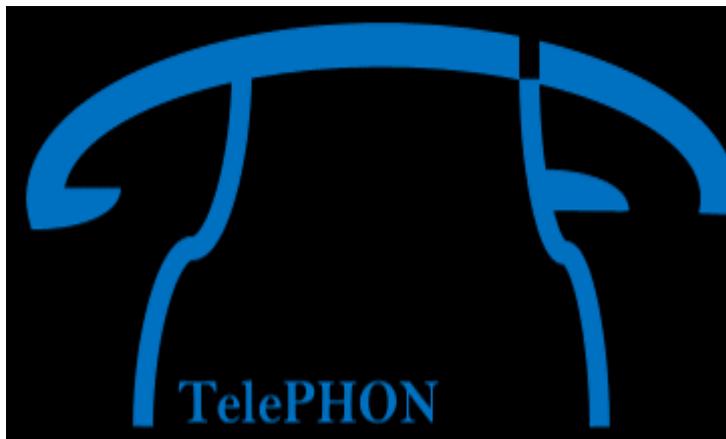


# TelePHON.digital ©

The all-in-one webtool for pc and smartpone, optimizes coaching and treatment services



<https://www.telePHON.digital>

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*To talk, to eat, to drink, to speak are no longer merely basic human needs. These features evolved towards essential social values.*

TelePHON.digital<sup>®</sup>, a web tool accessible with pc and smartphone, personalizes coaching and treatment services between service/care providers and clients/patients.

The initial focus of TelePHON.digital (TD) lies on speech, voice, language, swallowing & feeding, aiming at a society in which people with communication and / or swallowing disorders can fully function and participate (**Vision**) through offering personalized guidance to people with communication and /or swallowing problems (**Mission**). Along the way, TD has evolved to a broader spectrum of (para)medical care (f.i. general practitioners, physiotherapists, etc). Moreover, TD also offers opportunities to colleges and universities in regard of (clinical) research and educational goals.

TelePHON.digital is not a therapy on itself, it is a means, a tool which enables tailoring therapy & agile adjusting. TD acts through a community: the service provider uploads content whilst keeping the IP and freedom of choice to share this material with peers. Next to that, some can take part in the TelePHON Advisory Board (TAB), which performs a quality check of the material by judging the content blindly, similar to a reviewer of a manuscript. Hence, a TAB member should be an expert in his/her subdomain. Each TAB member gets a financial reward of 250€/y, after completion of a 3y term.

Both therapists and patients have to create an account. Next, the caregiver invites the patient to become related and upon acceptance of the latter, the therapist can assign tasks, review results or schedule a videocall. The patient gets on his/her dashboard an overview of the tasks (s)he has to perform that particular day -not the day before or the day after.

As a patient can accept multiple service/care providers in a different level of relationship, TelePHON.digital offers **multidisciplinarity** around the patient.

## What provides TelePHON.digital<sup>®</sup>?

TelePHON is a multilevel and multicomponent Platform as a Service (PaaS). It offers:

### 1) content

- education/information *documents*
- (randomized) *questioning* (with which insight in patient's value can be collected), diaries
- *execution exercises* (client's performances are recorded through the webcam)
- *completion exercises* (the patient has to provide the right answer with/without the aid of cue(s), and receives a validation/score)

TelePHON.digital relies on its service providers to create content, documents, questionnaires, exercises, ... The material can contain general/overall applicable issues or can be tailored upon a client's specific needs. The author keeps the intellectual property of his/her material and the freedom of choice to share it publicly with peers or to hold it in a private mode (only for use between him/her and his/her client).

**2) A logbook** provides the therapist with insight in the moment, the duration and manner of client's performance(s), hence allowing a rigorous therapy monitoring and increasing patient's compliance. The results are presented in a semi quantitative way to the patient and in detail to the therapist.

**3) The videochat.** Both service provider and client seeing & hearing each other whilst simultaneously going through a document or exercise, allows discussing the eventually problematic items in real time. This remote therapy guidance is always initiated by the service provider, on a on beforehand well-defined moment in time. This live communication is handy for reevaluating and adjusting the therapy in an agile way.

NB an *assignment* is a compilation of *tasks*, and a task consists out of one or more *exercises*. An exercise can be: 1) reading a document (with or without answering questions), 2) filling out a questionnaire/diary (gaining insight in patients perception of disease), 3) executing exercises (skills training before the webcam), 4) filling out completion exercises (providing the right answer with or without the help of cues, receiving a score or a validation).

## **Value proposition** (>> for governmental purposes f.i. reimbursement application)

Questioning patients provides insight in patient's perception -> **Value based health care**

(Self)-training, monitoring & tailoring therapy & - guidance increases therapy compliance and as a consequence therapy effectiveness and – efficiency. In due time TelePHON.digital could also offer specific screening modules which –together with educating- complies with **preventive health care**.

TelePHON.digital also allows various service providers to act upon one patient -> **multidisciplinary and patient centered health care**

This inherently goes together with a **reduction in health care costs**. More effectiveness leads to a reduction of (co)morbidities and hence a decrease of expenditures in pharmaceuticals (medication, enteral feeding, ...), hospital admissions & care giving at home or in care centers. More efficiency leads to a reduction of length of stay (higher turnover) and of man-hours (speech therapists are often on the payroll in hospitals or care centers). Collecting BIG Data is of main interest to the government in clarifying therapy strategies' evidence and restructuring value based health care accordingly.

The remote control & guidance offers **personal cost savings** by rendering (some) transportation redundant, for the individual/patient as well as for the therapist.

## Financials

TelePHON.digital is a social enterprise. 'Customers' value is far more important than personal gains. However, there are inherent costs (IT development & running costs, legals, administration, accountancy, etc) which have to be covered. TelePHON.digital decided to spread these costs amongst all users, service providers as well as clients.

TelePHON generates its income mainly through licences, donations and sponsorships).

## Website

<https://www.telephon.digital>

Home News Info brochure Thanks to About us FAQ Contact Log in Register en

TelePHON.digital

The all-in-one tool for monitored questioning, education, (self)exercising and live guidance.

→ Explore → Demonstration

Support the petition for integration of tele-health into the healthcare insurance here

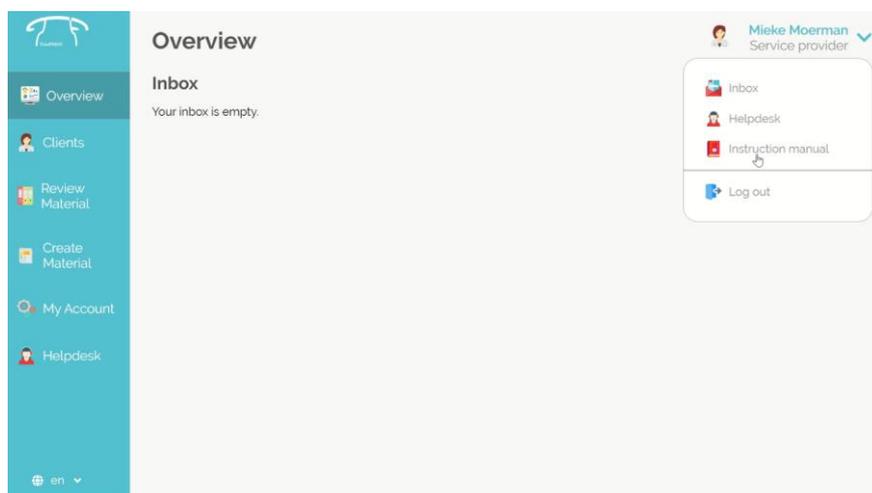
First name Name Country Email address

Subscribe NOW for a free account!

Out of comitment to our healthcare providers in these COVID19 period, TelePHON offers free caregiver accounts, valid for one month.

→ Subscribe

Once you have created an account and have logged in, you can consult the instruction manual (available in Dutch, French, German and English) by clicking the icon in the upper right hand corner, or in the banner at the bottom of the homepage.



In short:

*As a caregiver or service provider, you can*

- **add/delete patients** through the “clients” button in the banner at your left hand side. The client should have created an account. For inviting a client, you enter his/her email address. The invitation will be sent to the email address and as soon as the invitation has been accepted you can proceed assigning tasks.
- **assign task** to a particular patient and/or review his/her results through the buttons at the right side of the icon
- **preview** existing material (documents/exercises) through the “review material” button in the banner at your left hand side. Clicking on the document/exercise itself displays the entire document/exercise.
- **create documents** through the “create material” button at your left hand side. Clicking on create a document enables to write your own (information) document and to include image(s). Clicking on the design an assignment/template enables you to construct an assignment (consisting out of one or more tasks – FYI a ‘task’ is defined as a document or an exercise).

For now, if you would like to upload exercises or questionnaires or any other specific material, please submit it to: [info@telephon.digital](mailto:info@telephon.digital) . From this address on your material will be processed with utmost discretion. Take into account that the layout can change, due to the uploading process. Preferably enclose attachment(s) in .word (text) or .png (images) and .wav (audio). Do not forget mentioning if you want to keep this material in a private or public mode. In the next version of the TelePHON platform, you will be allowed uploading yourself, using a template. There also will be the possibility of including (short) video’s.

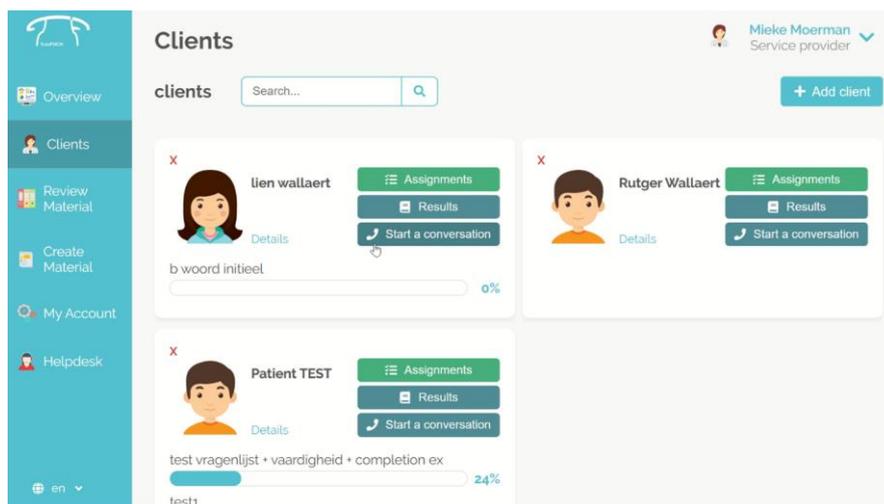
*As a client/patient you can:*

- Review the assignments and perform tasks

- Review your own semi quantitative score
- Preview and consult publicly available documents
- accept or decline the invitations sent to you

### The videochat

Video communication is initiated by the service provider by clicking the button ‘start a conversation’ at an on-beforehand well-defined moment in time. This invitation has to be accepted by the client (who is of course online at that timeslot).



After client’s acceptance, the service provider gets to see the screen below, where the patient is viewed in the larger window and the therapist in the smaller window. Underneath, two graphics represent voice pitch and loudness in real time. At the left hand side, an exercise or document can be selected and visited by both the service provider and client simultaneously.

The patient/client’s screen reproduces a large window for the service provider’s image and a small window for the client’s image. The patient/client can go through the selected task simultaneously with the caregiver. The client does not see the pitch and loudness graphics.

