TelePHON.digital ®

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

https://www.telePHON.digital
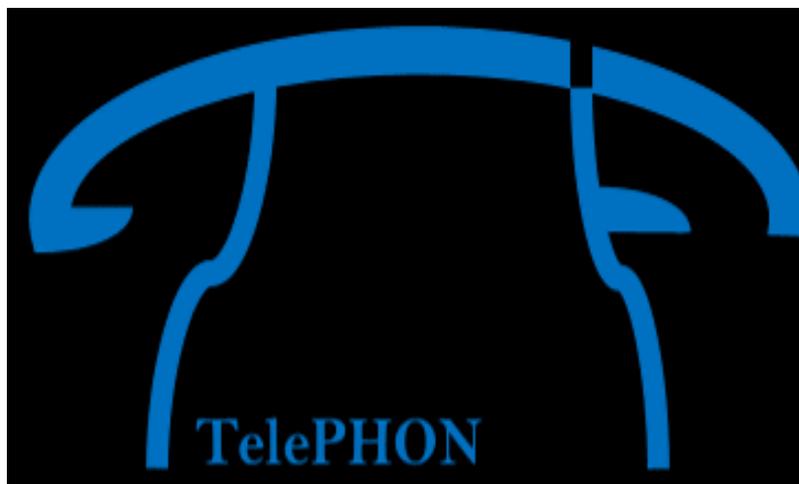
info@telephon.digital

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

TelePHON.digital®, 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, professional experts can take part in the TelePHON Advisory Board (TAB), which performs a quality check by judging the public material blindly, similarly to reviewing a manuscript. A TAB member should be an expert in his/her subdomain and gets a financial reward of 250€/y, after completion of a 3y term.

Both therapists and patients have to register by creating an account. After the registration process, 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 sees 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®?

TelePHON.digital® is a multilevel and multicomponent Platform as a Service. It offers:

1) content

- education/information *documents* (instructing the client)

- (randomized) *questioning,* diaries (facilitating gaining insight in client's perception)

- *execution exercises* (client's performances are recorded through the webcam)

- *completion exercises* (the client 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, … This 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 available for use between him/her and his/her client).

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

3) The **videochat** exceeds mere communication between the service provider and client. It allows reviewing a document, questionnaire or exercise simultaneously and enables tailoring to the client's specific needs in real time. This remote guidance always is initiated by the service provider, on a on beforehand well-defined moment in time.

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 -> **multidisciplinar 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 pharmaceutics (medication, enteral feeding, …), hospital admissions & care giving at home or in care centers. More efficiency leads to reducing the length of stay and the amount of man-hours.

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, coverage of some inherent costs (IT development & running costs, legals, administration, accountancy, etc) is required. TelePHON.digital decided to spread these costst amongts all users, service providers as well as clients.

TelePHON.digital® generates its income mainly through licences, but of course also donations & sponsorhsips are more than welcome. The service provider pays an annual license fee of 288€ excl 21%VAT and the client pays 39€ for a 3m subscription. Tailored 'umbrella licenses' (one budget covering the fees of both service providers and clients) are avialable on demand.

Website

https://www.telephon.digital

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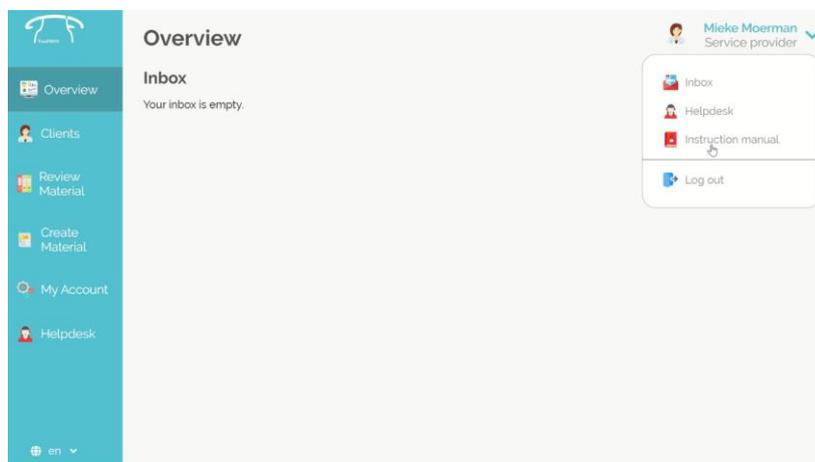
In short:

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. 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 a next version of the TelePHON.digital® 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 assignments and perform tasks

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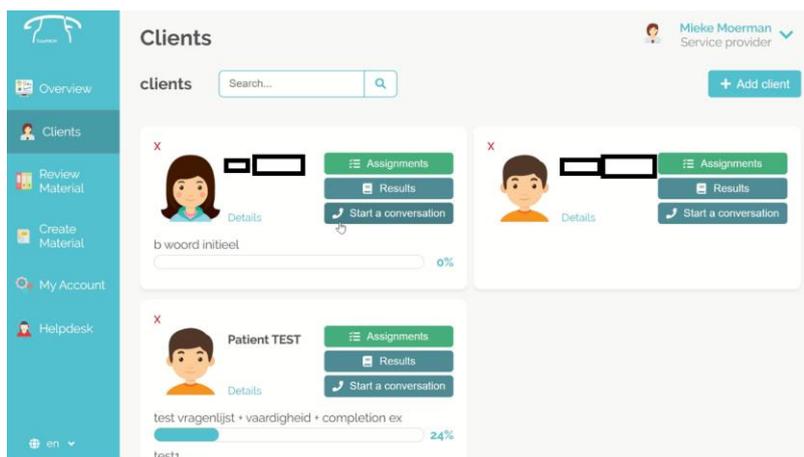
After the client's acceptance, the service provider gets to see the screen below, where the patient is viewed in the larger window and the therapist in the smaller window. Underneath, two graphics represent voice pitch and loudness in real time. At the left hand side, an exercise or document can be selected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