



1

This is Mo.
Mo has been referred to physiotherapy. They receive a text or letter which directs them to the MyPhysio info hub (Or access via 'MyPathway')

2

Mo creates a patient user account on the MyPhysio hub using the simple step by step process and are directed to the pre-appointment information page.

3

Information about the different STH physiotherapy departments, staff profiles and what to expect when coming for an appointment are all available here.

4

There are some pre-appointment questions for Mo to answer prior to coming to their appointment. Mo can submit the answers via the hub or give them to their physio when they attend.

5

The info was useful and I've tried the exercises but my knees still hurt

Mo receives the date for their first appointment and confirms they can attend via the hub.

6

In the waiting room...

They're running a little late. They must be reading my 'About Me' form and looking at my X-rays

7

Can I just check I have all the information I need before I take a look at your knee?

The physio calls Mo in.
They go through Mo's completed 'About Me' form together. The physio then focuses their assessment on Mo's priorities and expectations.

8

Lets go through what is wrong and develop a rehab plan together

After the examination the physio explains to Mo what is wrong and what is the best way to manage it. They discuss Mo's priorities and goals. Everything is documented on the personal rehab plan and given to Mo.

9

The physio and Mo then choose the appropriate advice and exercise or activity cards tailored to Mo's needs from the exercise library. They practice the exercises together.

10

What should I do if I get worse?

Try X exercise if they get worse. Try Y exercise if they feel too easy

The physio suggests alternative exercises or activities for Mo to do should things change between appointments. These are added to the plan.

11

Mo is shown the exercise diary that they can complete to help keep track and stay motivated between appointments. Mo can contact their physio or notify them via the hub if they have any problems.

12

Mo leaves feeling confident to act on the advice and their personal rehab plan. Mo knows they can complete an 'AskMy Physio' query card should they have any questions or concerns and share with their physio via the hub or at their next appointment.