

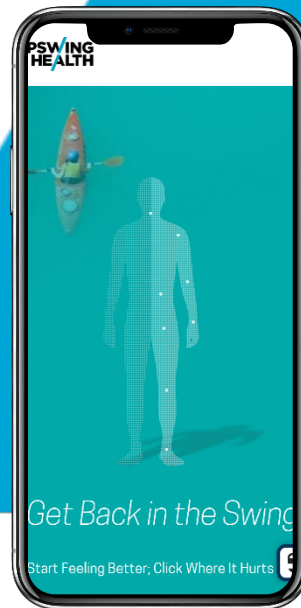
UPSWING HEALTH

Introducing a new service to treat
orthopedic conditions.

What is Upswing?

Upswing provides a new way to deliver orthopedic care to all eligible members of a health plan.

Using Upswing, members can identify any orthopedic injury or condition they might suffer from and speak to a healthcare professional to determine what is wrong and how to best treat the condition – whether through telemedicine visits, home-based therapies, or if necessary, referrals to in-network specialists. All for free to eligible members.



How it works

The member simply goes to www.upswinghealth.com/ and confirms their eligibility.

The member is then given the opportunity to use our website to identify what might be wrong and chat with one of our expert health coaches, who will guide the member throughout their recovery.

Communication between the member and the

health coach can take place via text, phone or video – usually within minutes of the time the member completes the Symptom Checker.

The coach may recommend one or more of the following:

1. Simple self-help advice only.
2. A custom, video-based rehab/exercise program that is emailed to the member.
3. Advice to go directly to an emergency room or urgent care center if needed.
4. Follow up online with Coach as needed.

How it works (continued)

If the Coach deems that the member's condition is of a more complex nature, then he/she will set up a video call with one of Upswing's physician specialists.

The Upswing doctor may suggest the following:

1. Continue with self-help and/or rehabilitation program and follow up with the coach
2. Refer to an emergency room or urgent care center if deemed an emergency.
3. Advice as regards imaging, in-person physical therapy, or an in-person visit with an orthopedic specialist if indicated. If an in-person visit is required, Upswing will give the user a list of recommended, in-network specialists, who will see Upswing patients on an expedited basis.

The fee for the physician visit will be billed to the patient's insurance as per a regular doctor visit. However, all co-pays for Upswing's services will be waved.

Hours of operation

- The website is available 24/7.
- Online consultations are available from 8.00am to 8.00pm EST – 7 days a week.

Contact

Program Administrators:

Email (preferred) – adam@upswinghealth.com

Phone: (917) 586-6438

Member Support

Phone: (203) 204-3855

Email : info@upswinghealth.com



"I cannot believe how great my back is doing! I've been doing my exercises before working out every morning and I'm already feeling so much better! I'm going to start playing tennis soon thanks to how great I feel!"

-- Michelle G.

Who is eligible?

All employees or members of the program, plus their dependents, are eligible for this free service. However, anyone under the age of 18 will need their legal guardian to be present at the time of the consultation in order to receive healthcare services.

What does it cost?

Upswing is 100% free to all members.

Partial List of Conditions Treated

We accept any patient with any orthopedic/musculoskeletal problem – ranging from an acute injury/problem to a chronic condition.

Neck

- Neck pain
- Neck strain
- Herniated disc
- Stiff neck
- Trapped nerve
- Neuritis
- Arm numbness
- Arm weakness
- Whiplash

Hand/wrist

- Hand pain
- Wrist pain
- Wrist tendonitis
- Carpal tunnel syndrome
- Hand tendonitis
- Trigger finger/trigger thumb
- Mallet finger
- Finger fracture
- Dislocated finger
- Dupuytren's contracture
- Wrist sprain
- Wrist fracture
- De Quervain's Tenosynovitis
- Wrist fracture
- Sprained finger.

Back

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- Low back pain
- Low back strain
- Herniated disc
- Back spasms
- Sciatica
- sacroiliac strain
- stress fracture
- Pars fracture
- Vertebral fracture
- muscle strain
- ligament strain
- coccydynia
- Back bruise/contusion
- sacral contusion/bruise

Hip

- Hip pain
- Hip bursitis
- Hip bruise/contusion
- Hip pointer
- Hip fracture
- Hip flexor tendonitis
- Hip arthritis
- Hamstring tears
- Labral tear
- hip tendonitis
- Groin strain
- Sports hernia

Shoulder

- Shoulder pain
- Shoulder tendonitis
- Rotator cuff tear
- Shoulder dislocation
- Shoulder separation
- Shoulder bruise/contusion
- Shoulder weakness
- Shoulder bursitis
- shoulder arthritis
- Shoulder impingement
- Rotator cuff tendinitis/tendinosis
- Shoulder fracture
- Scapula fracture

Foot and ankle

- Ankle pain
- Ankle sprain
- Achilles tear
- Achilles tendonitis
- Foot pain
- Plantar fasciitis
- peroneal tendonitis
- Tennis leg
- stress fracture
- flat foot
- turf toe
- bunions
- neuroma
- hammer toe
- foot arthritis
- ankle arthritis
- toe arthritis
- hallux limitus/rigidus/valgus
- foot fracture
- ankle fracture

Elbow

- Elbow pain
- Elbow tendonitis
- Tennis elbow
- Golfers elbow
- Elbow arthritis
- Olecranon bursitis
- Dislocated elbow
- Elbow fracture
- Elbow strain
- Elbow bruise/contusion
- Swollen elbow

Knee

-
- Knee pain
- Knee arthritis
- Knee cartilage tear
- Knee ligament tear
- Knee sprain
- Knee strain
- Knee bursitis
- Patella tendonitis
- Knee tendonitis
- Meniscus tear
- ACL tear
- Knee arthritis
- patella fracture

Miscellaneous

- Soft tissue injury/problem
- Fibromyalgia
- Trigger point pain
- Scoliosis
- Kyphosis
- avascular necrosis
- ganglions
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Examples of when to use Upswing

1. The member sustains a simple injury and is wondering about getting an Xray or going to the ER - e.g. an ankle sprain, skinned knee, etc. "Do I need to go to the ER tonight or see my doctor tomorrow?" - for example.
2. A member with chronic back pain asking for a second opinion and help with alternative pain management strategies.
3. Member has a symptom (e.g. joint pain) but has not yet received a diagnosis.
4. Member thinks they may need more advanced imaging (e.g. MRI).
5. Member does not want to go to in-person PT (e.g. because of Covid).
6. Member needs help with return to work/sporting activities.
7. Member asking for help in managing pain, swelling, loss of function etc.
8. Member unable to get a timely in-person appointment with PCP/PT/Orthopedic Surgeon
9. Member needs help with the current rehabilitation/exercise program prescribed elsewhere.
10. Member not interested in undergoing surgery and wishes conservative(non-surgical) treatment and advice.
11. Do I really need to see a surgeon for my problem?
12. Member may need help with choosing an in-person PT/Ortho MD.
13. Member open to trying Telemedicine.



Let's Keep In Touch

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