

Frequently Asked Questions



What is SWORD?

SWORD is a digital physical therapy program to help members treat preventative, chronic and post-surgical pain.

What conditions does SWORD treat?

SWORD can treat pain for the lower back, shoulder, neck, hip, knee, elbow, ankle, and wrist.

Does SWORD work?

Yes, studies show that members achieve a 30% improvement over conventional physical therapy and reduce pain levels by 70% in just 8 weeks.

How do I enroll in SWORD?

More information and how to enroll coming soon!

What is included in the SWORD digital therapy kit?

The SWORD digital therapy kit includes a tablet, motion sensors, and access to a digital therapy program with support from a real physical therapist.

Can I keep the tablet after the program?

Once you finish the program and have achieved your goals, you move into maintenance mode. You get to keep your SWORD digital therapy kit, and we add an exercise program you can do a few times a week to stay limber and strong.

How long does the SWORD program last? How long do sessions last? How often do I perform the sessions?

Everyone's pain is different, so there is not a fixed time, but programs typically consist of an initial period of 8-12 weeks. Sessions are usually 20-30 minutes and we recommend you complete sessions three to five days per week.

Can I continue after the initial period?

Yes, after the initial period, your physical therapist will help you craft a plan to incorporate exercise and activity into your life in a way that works for you.

Will I always have the same PT?

Yes, the PT you're matched with will accompany you throughout your program.

Can I request a different PT?

Yes, if for some reason you'd like a different PT, we can match you with a different person.

Do I do the sessions with my PT?

No. You perform your sessions on your own and do them at your own convenience. Your PT will review your results and give you feedback after your sessions.

How do I contact my physical therapist and how frequently?

Check in between a member and a physical therapist is typically twice a week via chat or email. Video calls take place every four weeks. Text messages and phone calls are also available options.

Does SWORD have an App?

Yes, the SWORD Health app is available in the App Store for iOS devices and on Google Play for Android devices.

How much does it cost to join SWORD?

SWORD is available at no additional cost as part of your coverage offered by Toyoda Gosei.

How can I share my doctor/physician prescription with my SWORD PT?

After completing the enrollment form you'll be able to send your prescription to your PT via secure email. If the PT and physician need to communicate, the PT can call or email the referring provider or send documentation via the member.

Is there an age requirement to join SWORD?

Members must be at least 18 years of age. There is no upper age limit.

Does SWORD have a non-English language program and PTs who speak other languages?

At this time, SWORD is only available as an English language program, however some of our PTs speak Spanish.

Will I be able to figure out the technology?

Even for people who are not very comfortable with consumer technology, the digital therapist is very easy to set up and walks you right through the program. You always have access to your physical therapist if you need extra help getting things set up.

Who can I contact if I have any questions?

If you have any questions about the program, please email help@swordhealth.com.