



Help from Pain Specialists in less than 5 minutes, 24/7

Sorry it's the middle of the night but my back is so sore.

Hello, welcome to On-Call. Was there any activity or situation that might be linked to your back soreness?

I went to the gym yesterday and was lifting heavier weights than usual.

I'm sorry to hear that! Based on what you're describing, let me walk you through some ideas that can help you manage your discomfort.

What is On-Call?

Pain can be unpredictable. On-Call provides 24/7 access to Pain Specialists—in the Sword app—who provide immediate support and help avoid costly ER visits.

Why On-Call?

Pain can't wait.

The average wait time at the ER is 2 ½ hours.¹

Musculoskeletal issues are a main driver for ER visits.

45 million MSK-related ER visits are avoidable every year.²

Instant access to experts saves money.

\$58 billion is spent annually for unnecessary ER visits³

30 % of ER visits are avoidable with On-Call.⁴

How does On-Call work?



24/7 support

Members can open the Sword app and chat directly with a Pain Specialist to address questions and concerns.



Expert guidance

Pain Specialists, each with a Doctor of Physical Therapy degree, provide guidance to help members avoid unnecessary ER visits.



Immediate answers

Pain Specialists respond directly within less than 5 minutes. No waiting or appointments needed.

