



Frequently Asked Questions

What is Sword?

Sword is a digital physical therapy program that helps members prevent as well as treat acute, chronic and post-surgical pain.

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What conditions does Sword treat?

Sword provides treatment for all musculoskeletal issues, including pain in the back, shoulder, neck, hip, knee, elbow, ankle, and wrist.

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Does Sword work?

Yes! Studies show that members reduce their pain levels by 62% in just 8 weeks.¹

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How do I enroll in Sword?

To get started, visit meet.swordhealth.com/petco

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What is included in the Sword kit?

Every Sword kit includes a tablet and access to a digital physical therapy program with support from a real physical therapist. All members will also receive a Quick Start Guide to help with set-up and charging of your kit.

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Can I keep the tablet after the program?

Once you finish the program and have achieved your goals, so long as you stay active, you get to keep your Sword Digital Therapist™ kit — and we will add an exercise program you can do a few times a week to stay limber and strong. If you discontinue use for 2 weeks (14 days), our team will reach out via email to collect your Digital Therapist™ so that it can be repurposed for future member usage.

¹ Source: Sword BoB outcomes, 2021

How long does the Sword program last? How long does each session last?

How often do I perform the sessions?

No two members are alike—and neither is their pain. Everyone's program will differ slightly, but they typically consist of an initial period of 8-12 weeks. Sessions are usually 20-30 minutes long, and we recommend you complete sessions three to five days per week.

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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.

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Will I always have the same PT? Can I request a different PT?

Yes. The PT you're matched with will accompany you throughout the entirety of your program. If for some reason you'd like to work with a different PT, we can match you with someone to better fit your needs.

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Will I perform the sessions with my PT?

No. You'll 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.

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How do I contact my PT and how frequently should I check in?

Your PT will typically check in with you once or twice a week via the chat function in the Sword health app, or by email. Video calls take place every four weeks. Text messages and phone calls are also available options.

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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.

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How much does it cost to join Sword? Can my family members join Sword?

Available at no cost to you and eligible family members at no cost as part of your UMR - UHC health plan benefits.



Is there an age requirement to join Sword?

Members must be at least 13 years of age. There is no upper age limit.

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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.

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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 use. Once set up, it will walk you right through the program. You always have access to your physical therapist as well, if you need any extra help getting things set up.

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Who can I contact if I have any questions?

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

