

AI-Native Physical Therapy: Solving the Access Crisis in Musculoskeletal Care

2X

Completion Rate

4X

Patient Engagement

74%

Cost Savings

Executive Summary

Musculoskeletal (MSK) conditions affect more than 127 million Americans and account for an estimated \$380–\$420 billion in annual healthcare spending, making them the leading cause of disability in the United States.^{1,2} Physical therapy is a well-established, evidence-based first-line treatment that improves function and reduces downstream utilization when delivered early.^{3,5} Despite this evidence, the traditional outpatient physical therapy model struggles at scale: only 20–25% of referred patients initiate care, and just 30% of those who start complete their prescribed plan of care.⁶

LainaHealth addresses this access and completion gap through an AI-native, physician-referred virtual physical therapy model delivered by licensed Doctors of Physical Therapy (DPTs). At the core of the platform is Laina—the Live Artificial Intelligence Navigation Assistant—a web-based, HIPAA-compliant digital assistant that reduces friction in accessing care. Secure, tokenized SMS links provide one-tap browser access, automated reminders, and clinician messaging, enabling continuous monitoring and clinician oversight while preserving clinical rigor.

This white paper summarizes real-world performance from 1,813 patient referrals across commercial, Medicare Advantage, and employer populations. Compared with traditional outpatient physical therapy, LainaHealth delivers the following improvements:

Metric	Traditional PT	LainaHealth	Improvement
Enrollment Rate	25%	55%	2X
Completion Rate	30%	58%	2X
Time to Evaluation	24 days	10 days	2X
Avg Visits / Completed Episode	8 visits	34 visits	4X
Cost Per Episode	\$1,620	\$424	74%

These results demonstrate that clinician-led virtual physical therapy, when integrated into the medical benefit, can materially expand access, improve adherence, and reduce the cost of musculoskeletal care.⁷

The Musculoskeletal Care Crisis

Musculoskeletal (MSK) conditions—disorders affecting bones, joints, muscles, and connective tissues—represent a growing epidemic that the American healthcare system is ill-equipped to address. One in two adults is affected by an MSK condition, totaling 127 million Americans, and driving \$380–\$420 billion in annual healthcare spending—more than any other chronic condition.^{1,2} MSK conditions are the leading cause of disability in the United States and account for 30–40% of primary care visits, placing sustained pressure on employers, providers, and payers.^{1,8}

The burden extends beyond direct medical costs. Employers bear a disproportionate share through absenteeism, reduced productivity, and disability payments. Low back pain alone accounts for 290 million lost workdays annually, with 25.5 million Americans missing an average of 11.4 days of work per year.^{7,9}

Physical Therapy: The Evidence-Based First-Line Solution

Physical therapy is consistently recommended as a first-line treatment for MSK conditions by clinical guidelines worldwide, with strong evidence supporting both clinical effectiveness and cost efficiency:

Cost Reduction: When physical therapy is used as the initial intervention for low back pain, total medical costs average \$3,992—75% lower than the \$16,195 average when surgery is first-line.¹⁰

Opioid Reduction: Early access to physical therapy reduces opioid prescribing, with patients who see a physical therapist first significantly less likely to require pain medications.³

Surgery Avoidance: Early physical therapy intervention reduces the likelihood of surgery, injections, and advanced imaging.⁴

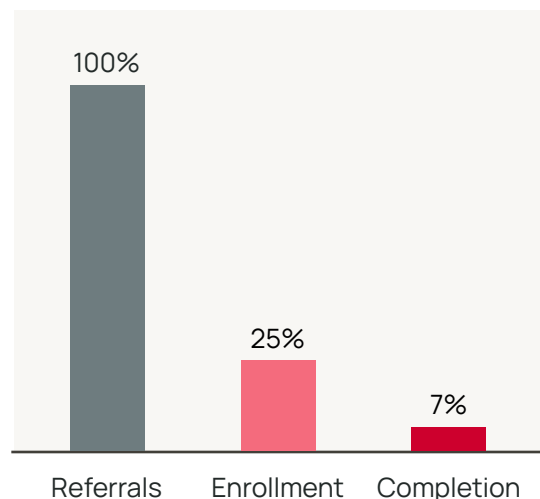
Direct Access Savings: Patients who initiate care with a physical therapist achieve comparable outcomes at \$1,543 lower cost per episode.¹¹

The Access Paradox

Despite its proven effectiveness, the traditional outpatient physical therapy delivery model prevents most patients from receiving care. Only 20–25% of patients referred to physical therapy initiate treatment, driven by 3–4 week wait times, geographic access constraints, scheduling conflicts, and out-of-pocket cost exposure.^{5,6}

Among patients who initiate care, only 30% complete their prescribed plan.⁶ Dropout rates of 60–70% leave most patients without sufficient therapeutic exposure, representing a failure of MSK care delivery and lost economic value.

Traditional PT Access Funnel





The LainaHealth Solution

LainaHealth was founded to solve the access paradox—to ensure that patients referred to physical therapy actually receive and complete effective treatment. The platform combines the clinical expertise of licensed DPTs with AI-powered technology to extend the reach and effectiveness of care.

An Integrated Medical Model

Unlike wellness-focused digital MSK programs that rely on health coaches and patient self-enrollment, LainaHealth operates as an integrated medical service. This distinction is fundamental:

Physician Referral Integration

All LainaHealth patients are referred by their treating physicians—orthopedic surgeons, primary care providers, or pain management specialists. This ensures appropriate patient selection, maintains care coordination, and closes the communication loop with regular progress updates and discharge summaries.

Licensed DPT-Led Care

Every patient receives a comprehensive telehealth evaluation with a Doctor of Physical Therapy who designs an individualized treatment plan. This is personalized physical therapy from doctoral-level clinicians—not generic exercise programs from health coaches.

Technology That Extends, Not Replaces

The 'Laina' AI assistant serves as an extension of the physical therapist between visits—delivering prescribed exercises with real-time guidance, tracking progress through computer vision movement analysis, and alerting the care team when intervention is needed. The therapist remains in control; technology enables more frequent, consistent treatment delivery.

Patient Population and Measurement Approach

This summary includes 1,813 patient referrals received by LainaHealth from health systems, employer health plans, and care navigation channels across 44 states.

Patient Demographics

Population Demographics	
Total Referrals	1,813
Patients Enrolled	1,005 (55%)
Completed Episodes	583 (58%)
Sex	66% Female, 34% Male
Age	Mean 55 years (Range 12–99)
Top Body Regions	Back (33%), Shoulder (14%), Knee (16%), Hip (8%)

Payer Mix

The patient population reflects a diverse payer mix representative of the U.S. healthcare market:

Sector	Commercial	Medicare Advantage	Employer
Referred	1,297	137	379
Enrolled	690 (53%)	88 (64%)	227 (60%)
Completed	405 (59%)	47 (53%)	131 (58%)

Outcomes Definitions

Enrollment Rate: Percentage of eligible referrals (excluding medical disqualifications) who completed telehealth evaluation and initiated treatment.

Completion Rate: Percentage of patients who completed their prescribed plan of care as determined by the treating physical therapist. For LainaHealth, completion is defined as ≥ 10 therapeutic visits, including a mix of synchronous and asynchronous sessions.

Clinical outcomes (episode length, active days, reported pain change, and satisfaction) were calculated among patients with completed episodes ($n=583$) to reflect full baseline-to-discharge tracking.

Results



Access: 2.2X Improvement in Enrollment

Of 1,813 referrals received, 1,005 patients (**55%**) enrolled in care—more than double the 20–25% rate consistently reported in traditional outpatient physical therapy.⁵ Average time from referral to first telehealth evaluation was 10 days, compared to 3–4 weeks in traditional settings.

Completion: Nearly Doubling Plan Adherence

Among patients whose episodes concluded, **58%** completed their full prescribed plan of care—nearly double the 30% completion rate reported in traditional outpatient PT.⁶ This means more patients receive a clinically meaningful treatment dose.

Adherence: 4X More Engagement

Among patients who completed their full plan of care (n=583), treatment intensity substantially exceeded traditional PT benchmarks. The average completed episode included 34 active treatment days over 10.6 weeks—representing more than four times the treatment contact of traditional PT's average 7–10 visits.¹²

Clinical Outcomes: Comparable Pain Reduction

Among completed episodes with Wong-Baker pain data (n=567), patients reported a 69% average pain reduction, comparable to the 50–60% typically reported in traditional outpatient PT.⁶ This pattern is consistent with the established dose-response relationship in physical therapy, where higher treatment engagement is associated with improved outcomes.

Patient Satisfaction: Maintaining the Therapeutic Alliance

A critical question for any virtual care model is whether it can maintain the patient-provider relationship central to rehabilitation success. LainaHealth's satisfaction scores confirm that when virtual care extends rather than replaces clinical expertise, patient experience remains excellent.

Average patient satisfaction among completed episodes was **9.1/10**, at the high end of the 8.5–9.2 range reported in national outpatient PT benchmarks.¹⁴ Employer populations reported the highest satisfaction (9.2/10), followed by Medicare (9.1/10) and then commercial (8.9/10).



Outcomes by Payer Sector

LainaHealth delivers strong outcomes across all payer segments, with some variation reflecting the unique characteristics of each population:

Metric	Commercial	Medicare	Employer
Enrollment Rate	53%	64%	60%
Completion Rate	59%	53%	58%
Episode Length	10.3 wks	11.7 wks	10.6 wks
Visits / Episode	33	43	37
Avg Cost / Episode	\$418	\$479	\$422
Patient Satisfaction	8.9 / 10	9.1 / 10	9.2 / 10

Key Observations by Sector

Medicare patients showed the highest enrollment rate (64%) and most intensive engagement (43 active days), suggesting strong fit for this population.

Employer populations achieved highest satisfaction (9.1/10) with strong enrollment (60%), supporting value for employer health plans.

Commercial patients showed highest completion rate (59%), demonstrating effectiveness across the largest segment.

Economic Impact

The average cost per completed LainaHealth episode was \$424. To ensure an apples-to-apples comparison, traditional outpatient physical therapy costs were estimated using a payer-mix-weighted benchmark, applying historic per-episode costs to the same completed-episode population treated by LainaHealth.^{12, 15}

Rather than relying on a single national average, this approach reflects the actual payer distribution and completed-episode volumes observed in the study cohort, providing a more accurate estimate of what traditional outpatient physical therapy would have cost for this population.

Payer-Mix-Weighted Traditional Cost Benchmark

Historic outpatient physical therapy costs were applied to completed episodes by payer segment, yielding an estimated total traditional cost of \$944,484 across 583 completed episodes, corresponding to a blended traditional cost of \$1,620 per completed episode.^{12, 15}

Payer Segment	Completed Episodes	LainaHealth Costs / Episode	Historic Cost / Episode
Commercial	405	\$418	\$1,665
Medicare	47	\$479	\$915
Employer	131	\$422	\$1,734
Blended & Weighted Costs	583	\$424	\$1,620

Results: 74% Reduction in Episode-Level Cost

When compared to this blended traditional benchmark, LainaHealth achieved a 74% reduction in cost per completed episode. This reduction was realized while maintaining substantially higher levels of therapeutic engagement and clinician oversight.

Patients completing care through LainaHealth averaged 34 therapeutic visits per episode, representing approximately four times the treatment contact observed in traditional outpatient physical therapy. Treatment contact included a clinically supervised combination of synchronous (live) and asynchronous (self-directed, clinician-monitored) therapy delivered under the direction of licensed Doctors of Physical Therapy.

LainaHealth Cost / Episode

\$424

Traditional PT Cost / Episode

\$1,620



Conclusion

Musculoskeletal conditions represent a \$380+ billion crisis in American healthcare—a crisis made worse by the fact that one of our most effective treatments, physical therapy, fails to reach most patients. The access paradox is clear: we have a proven, cost-effective intervention that reduces opioids, prevents surgery, and improves function, yet 75% of referred patients never start treatment and 70% of those who start never finish.

LainaHealth's PT + AI model offers a solution. By combining the clinical expertise of licensed DPTs with AI-powered technology that extends care delivery, LainaHealth achieves what traditional models cannot:

Outcome	LainaHealth	Traditional PT
2X Enrollment Rates	55%	20-25%
2X Completion Rates	58%	30%
4X Visits / Completed Episode	37 visits	8
Comparable Reported Pain Reduction	66%	50-60%
Equivalent Patient Satisfaction	9.1 / 10	8.5-9.2 / 10
74% Cost Savings	\$424	\$1,620

The key is LainaHealth's integrated medical model: physician referrals, licensed DPTs, and technology that extends rather than replaces clinical expertise. This ensures the therapeutic alliance is preserved while solving the access, engagement, and cost challenges that limit traditional physical therapy.

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Arthur reduces pain and stays active with convenient virtual PT

"After two previous ACL reconstructions, I developed a Baker's cyst in my knee that left me with swelling and discomfort that wouldn't go away. With my busy schedule, two kids, and trying to surf regularly, I needed a more convenient way to heal."



Why did you choose virtual physical therapy?

Convenience

"I could do my exercises at home instead of trying to get to a clinic two or three times per week. It was far more efficient for me and my family."

Flexibility

"Once I got used to the program, I could move at my own pace—advancing or slowing down when I needed more time."

Therapist Support

"My PT was clear, supportive, and adjusted my program when it got too easy. I also appreciated being able to message him between visits."

Arthur's engagement & outcomes

Episode Length
(Weeks)

13

Completed
Sessions

32

Pain
Reduction

50%

Disability
Reduction

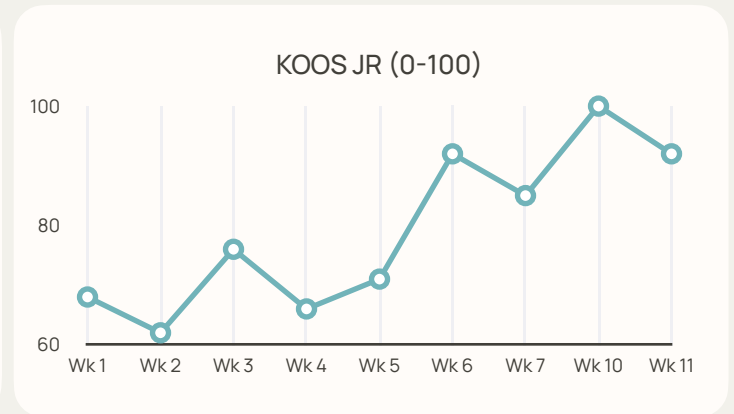
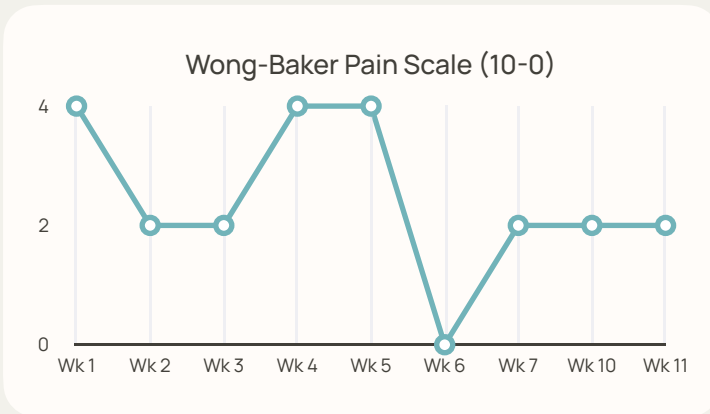
75%

Satisfaction
(0-10)

9

Direct
Savings*

73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

"The program was simple, effective, and far more convenient than going to a clinic—I felt real results almost immediately."

Adrianna restores mobility and keeps up with her classroom with flexible, supportive virtual PT

“After a long hiking trip, my Achilles, knees, and chronic back issues flared up. With school starting and 27 students relying on me, I had no time for clinic visits—but I still needed help.”



Why did you choose virtual physical therapy?

Convenience

“With school just starting and long workdays, I couldn’t fit clinic visits into my schedule. Virtual PT let me get care without disrupting my classroom.”

Clinician Support

“My PT was amazing—always checking in, responding quickly, and adjusting my plan when needed. It felt like he was right there with me the whole time.”

Ease of Use

“I did everything on my phone without any issues. If something came up, my PT updated my plan by the next day—it was all very easy to use.”

Adrianna’s engagement & outcomes

Episode Length
(Weeks)

11

Completed
Sessions

41

Pain
Reduction

100%

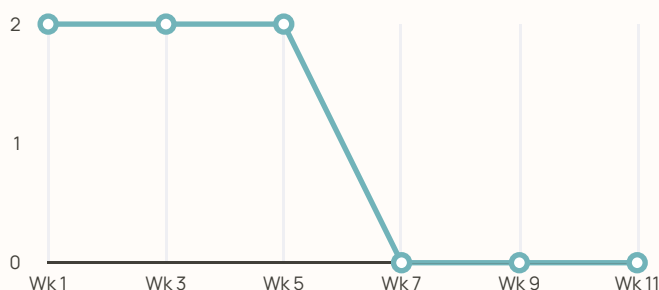
Satisfaction
(0-10)

10

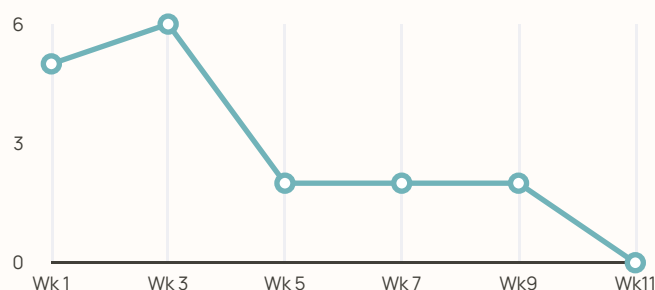
Direct
Savings*

73%

Wong-Baker Pain Scale (10-0)



Oswestry (50-0)



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“I’d absolutely recommend LainaHealth. It was flexible, supportive, and very responsive. My PT stayed on top of everything, adjusted my plan as needed, and made the experience feel personal.”

Brent returns to pain-free movement and sport with personalized virtual PT

“After shifting to working from home, long hours at my desk led to worsening back and shoulder pain. It began affecting my running, workouts, and time playing with my daughter, and I knew I needed a more consistent approach.”



Why did you choose virtual physical therapy?

Convenience

“Breaking exercises into short sessions between meetings or after my daughter went to sleep made it realistic to stay consistent.”

Therapist Support

“My PT genuinely listened to my input and adjusted my plan around what I was feeling. It never felt prescriptive—it felt collaborative.”

Education Beyond Exercises

“The biggest improvement came from identifying what I was doing wrong day-to-day—like my deadlift form—not just the exercises themselves.”

Brent’s engagement & outcomes

Episode Length
(Weeks)

13

Completed
Sessions

73

Pain
Reduction

100%

Disability
Reduction

100%

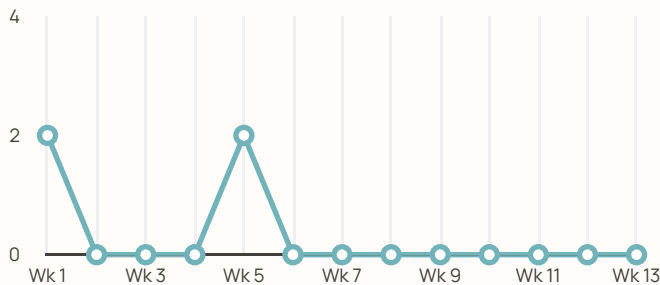
Satisfaction
(0-10)

10

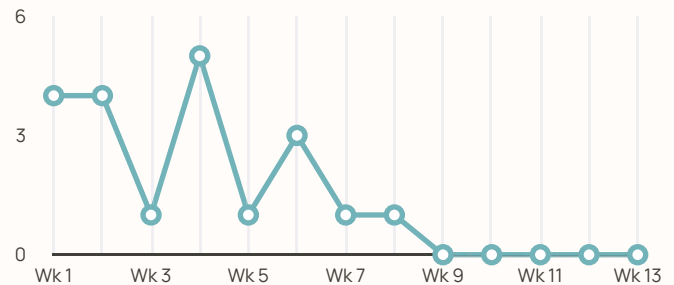
Direct
Savings*

73%

Wong-Baker Pain Scale (10-0)



Oswestry (50-0)



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“Once I committed to consistency, the results followed. The combination of PT guidance and flexibility made it work for my lifestyle.”

61, Rotator Cuff Tear

Susie rebuilds strength and range of motion after a fall with virtual PT

“After my fall, I developed shoulder pain that turned out to be a small rotator cuff tear. Because it affected my dominant arm and wasn’t improving, I decided I needed a structured PT plan I could do from home.”



Why did you choose virtual physical therapy?

Convenience

“I love being able to do it from the comfort of my home, in my timeframe. I can do it without scheduling my whole life around appointments.”

Therapist Support

“My PT was always encouraging and always available for guidance, especially during moments when I felt discouraged.”

Accountability

“You guys held me accountable. The program kept me consistent, and I know consistency is what got me feeling better.”

Susie’s engagement & outcomes

Episode Length
(Weeks)

13

Completed
Sessions

45

Pain
Reduction

50%

Disability
Reduction

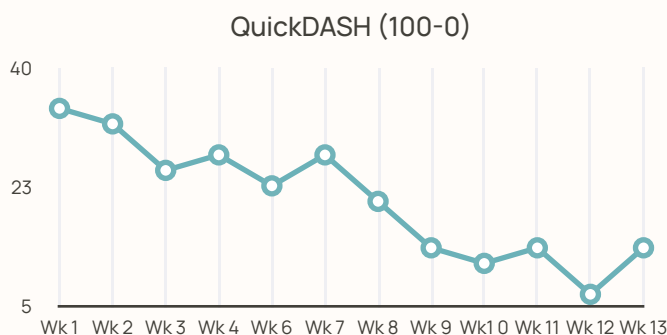
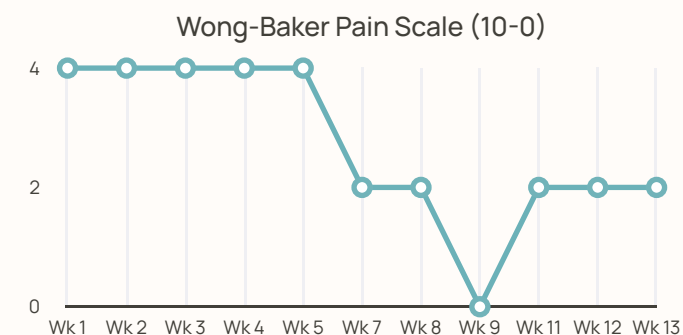
60%

Satisfaction
(0-10)

9

Direct
Savings*

73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“I absolutely recommend it. The convenience is huge, and it keeps me on track. Traditional PT makes you schedule your life around appointments—this lets me stay consistent on my own time.”

Joe, a Clinical Lab Scientist and New Parent, regains strength after chronic tennis elbow

“After years of repetitive lab work and carrying my newborn, I developed tennis elbow that made gripping and lifting difficult. Traditional PT was hard to sustain, delaying treatment until symptoms worsened.”



Why did you choose virtual physical therapy?

Convenience

“Being able to do everything at home made it possible to stay consistent. Showing up regularly was what made the biggest difference.”

Accountability & Reminders

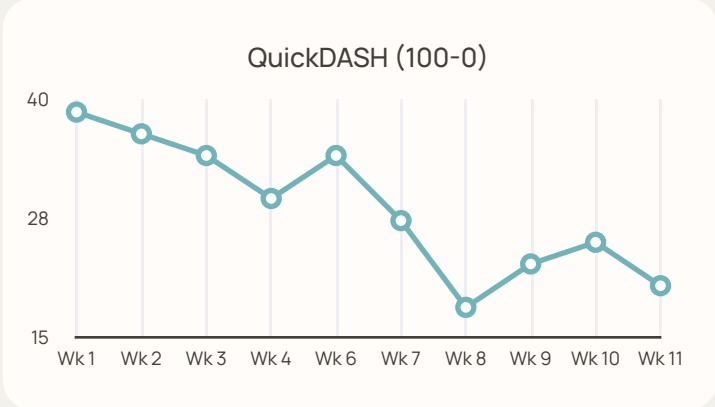
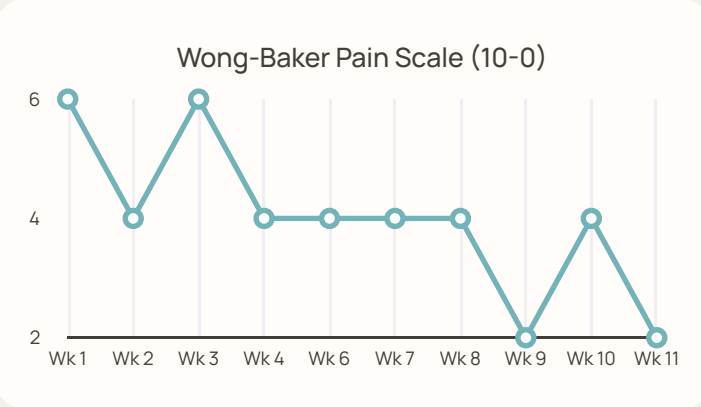
“The SMS reminders were huge for me and pushed me to stay on track throughout my recovery.”

Therapist Connection

“My PT really listened. He took all my concerns seriously, ran the appropriate tests, and adjusted my plan as we went.”

Joe’s engagement & outcomes

Episode Length (Weeks)	Completed Sessions	Pain Reduction	Disability Reduction	Satisfaction (0-10)	Direct Savings*
11.5	30	67%	47%	10	73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“At first, I wasn’t sure it would work. But once I committed to it, the consistency paid off. The pain decreased, my function improved, and I could grip things again. It really helped.”

At 70 and still working, Cathy finds relief and flexibility with virtual PT

“I was dealing with recurring sciatica and balance issues that disrupted my daily life. As a full-time professional at age 70, I didn’t have the time or flexibility to attend in-person appointments—making traditional PT impractical and unsustainable.”



Why did you choose virtual physical therapy?

Accessibility

“I didn’t have to leave work or spend 45 minutes getting to a clinic. Instead, I could complete my care plan, on my own time, right at home.”

Clinician Support

“My PT was compassionate and truly interested in my progress. We built a personal connection, which made the whole experience even better.”

Ease of Use

“The technology was simple to use and the exercises were easy to follow and tailored to my needs and progress.”

Cathy’s engagement & outcomes

Episode Length
(Weeks)

5

Completed
Sessions

15

Pain
Reduction

67%

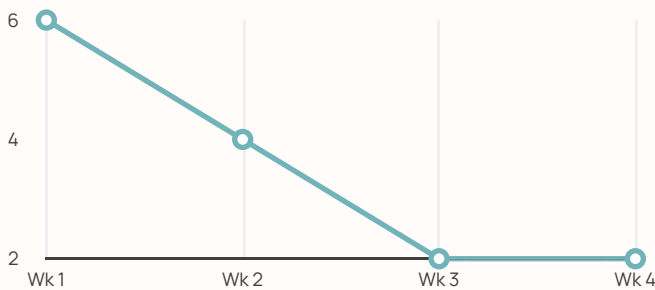
Satisfaction
(0-10)

9

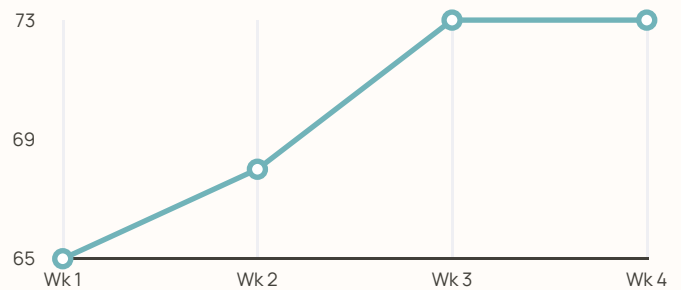
Direct
Savings*

82%

Wong-Baker Pain Scale (10-0)



HOOS JR (0-100)



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode.
Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“No one has time for appointments anymore. This fit into my life perfectly—and I would recommend them to anyone.”

Cole recovers from whiplash and wrist pain after car accident with virtual PT

“After a car accident, I had severe whiplash and wrist pain. My neck was stiff and painful, and I struggled to turn my head. Working 12-hour night shifts, I couldn’t imagine fitting in traditional PT.”



Why did you choose virtual physical therapy?

Convenience

“I could log in after long shifts and get my therapy done in minutes instead of spending hours driving to a clinic.”

Flexibility

“The program worked around my 5 p.m. to 5 a.m. graveyard schedule—it was something I could actually stick to.”

Therapist Connection

“My PT was great. He answered my questions, adjusted things when I was short on time, and made it easy to stay on track.”

Cole’s engagement & outcomes

Episode Length
(Weeks)

12

Completed
Sessions

25

Pain
Reduction

100%

Disability
Reduction

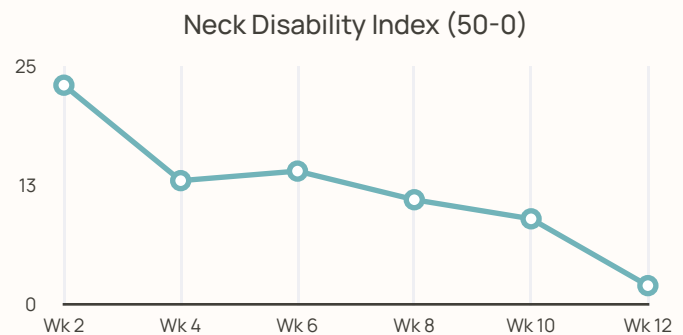
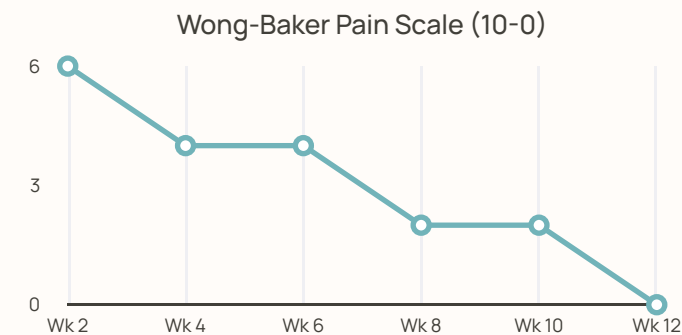
91%

Satisfaction
(0-10)

10

Direct
Savings*

73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“It was super flexible, user-friendly, and fit my schedule when in-person PT would have been impossible. I’d definitely recommend it.”

Danielle finds relief and support managing severe hand pain with virtual PT

“I was dealing with severe hand swelling, constant nerve pain, and the fear of losing function in my hands altogether. I never knew from one day to the next whether I’d be able to work, type, or even grip something.”



Why did you choose virtual physical therapy?

Convenience

“Sessions only took 20 minutes and I could do them at home instead of spending hours traveling to and from a clinic.”

Therapist Support

“My PT went above and beyond—he suggested questions to ask my doctors, and gave me exercise modifications when I couldn’t hold weights.”

Ease of Use

“The technology was simple, stress-free, and the videos were clear and easy to follow.”

Danielle’s engagement & outcomes

Episode Length
(Weeks)

11

Completed
Sessions

63

Pain
Reduction

60%

Disability
Reduction

35%

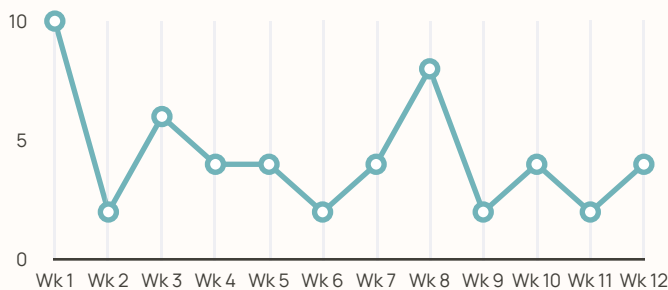
Satisfaction
(0-10)

10

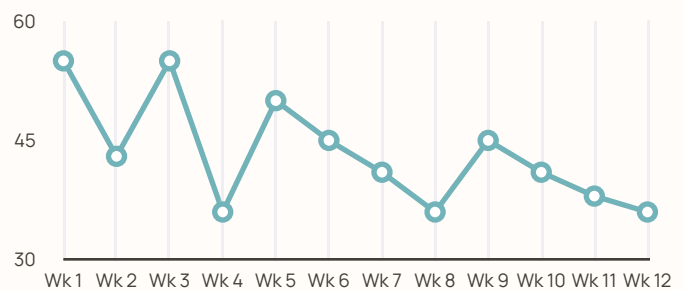
Direct
Savings*

73%

Wong-Baker Pain Scale (10-0)



Quick DASH (100-0)



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“It worked like a gem for my condition. The program was easy to use, supportive, and saved me so much time compared to traditional PT.”

Elizabeth's journey to regaining mobility from chronic back pain

"I struggled with chronic back pain that limited my ability to hike, enjoy outdoor activities, and perform daily tasks comfortably. Attending traditional physical therapy was challenging due to scheduling constraints, commuting inconveniences, and the rigidity of in-person appointments."



Why did you choose virtual physical therapy?

Convenience

"I didn't have to worry about commuting to appointments, and I could complete my exercises anytime it suited my schedule."

Therapist Connection

"My therapist regularly checked in, listened carefully, and modified exercises whenever necessary."

Ease of Use

"I had control over my recovery and could directly contribute to improving my own health."

Elizabeth's engagement & outcomes

Episode Length
(Weeks)

13

Completed
Sessions

64

Pain
Reduction

50%

Disability
Reduction

50%

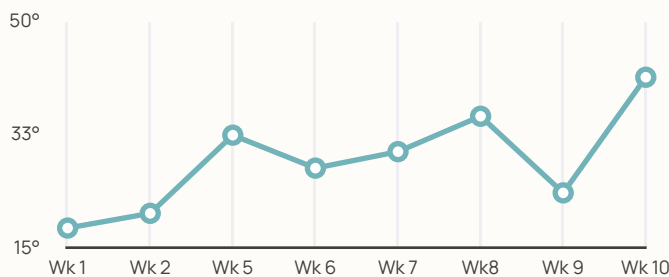
Satisfaction
(0-10)

9

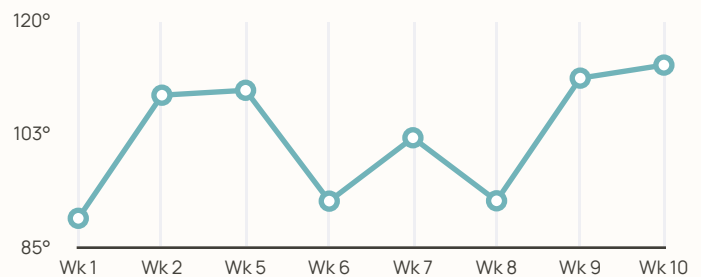
Direct
Savings*

64%

Lumbar Extension (15°-70°)



Lumbar Flexion (38°-120°)



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

"I would definitely recommend LainaHealth. The combination of flexibility and personal engagement made a real difference for me."

James finds lasting relief from military-related chronic back pain

"Before virtual physical therapy, I struggled with chronic back pain for years from my time in the army, carrying heavy gear and performing strenuous tasks. Traditional treatments like chiropractic care and steroid injections provided temporary relief but didn't deliver lasting results."



Why did you choose virtual physical therapy?

Convenience

"I didn't have to worry about traveling to appointments, and I could complete exercises anytime, even while traveling or managing other responsibilities."

Personalized

"My therapist adjusted my exercises whenever I had pain or felt ready to progress. The personalized attention helped me achieve the best results I've had in years."

Ease of Use

"I'm not very tech-savvy, but the virtual PT platform was straightforward and easy to navigate, which made the process enjoyable and stress-free."

James's engagement & outcomes

Episode Length (Weeks)

20

Completed Sessions

108

Pain Reduction

100%

Disability Reduction

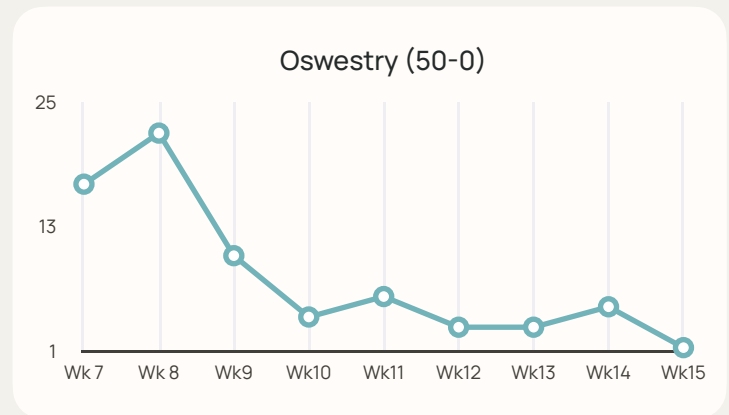
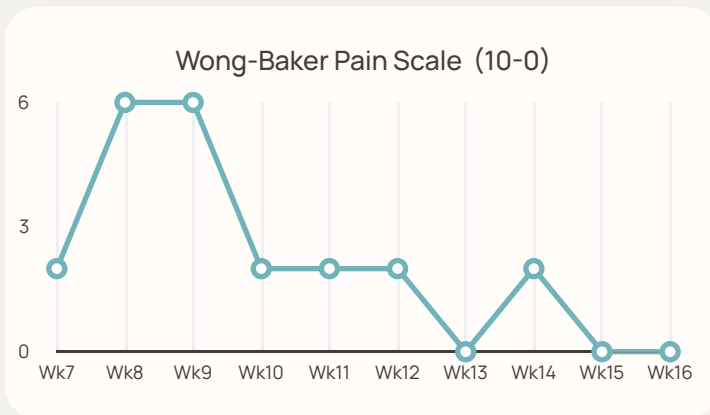
95%

Satisfaction (0-10)

9

Direct Savings*

55%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

"I would absolutely recommend LainaHealth to anyone struggling with chronic pain—it's effective, flexible, and fits easily into your daily life."

Joe rebuilds strength and returns to work after shoulder surgery with virtual physical therapy

“I received a full reverse shoulder replacement after years of heavy labor and a sudden injury that left me unable to lift my arm or even pull up my own clothes.”



Why did you choose virtual physical therapy?

Accessibility

“I wasn’t chained to appointments or stuck inside. I did therapy on my time –from the truck or even the beach. It gave me my independence back.”

Therapist Connection

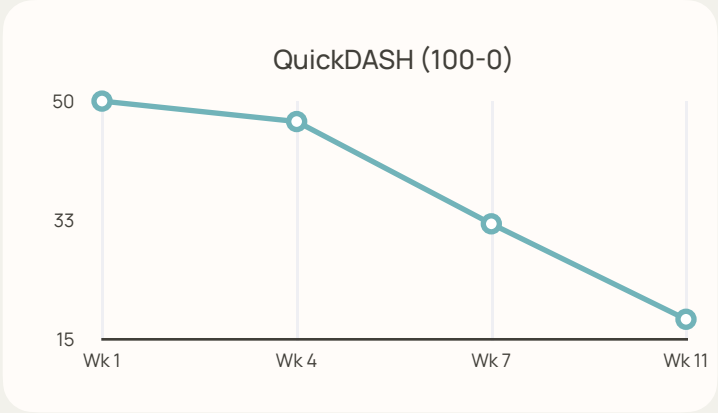
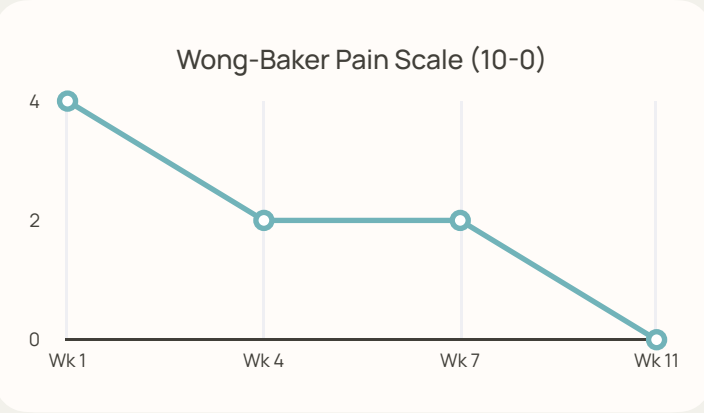
“My PT was the best. He adjusted my plan as I healed, messaged me often, and even hopped on a visit I mistakenly scheduled early.

Convenience

“I’ve done in-person PT before, and this was way more convenient. I could heal without giving up time with my family or putting life on hold.”

Joe’s engagement & outcomes

Episode Length (Weeks)	Completed Sessions	Pain Reduction	Disability Reduction	Satisfaction (0-10)	Direct Savings*
11	43	100%	69%	10	75%



*Savings based on a \$1,800 national average cost for post-operative shoulder (rotator cuff) physical therapy episode. Source: Better Care - Physical Therapy Costs Guide - April 2025

How was your experience with LainaHealth?

“LainaHealth let me heal on my own terms. I got great care, constant support from my therapist, and the freedom to live my life while getting better.”

Julie completes her post-op rehab with flexible, convenient virtual PT

“After my knee replacement, I knew I needed structured PT—but with my teaching schedule, I didn’t know how I’d ever make in-person appointments work. Virtual PT made it possible for me to stay consistent and actually follow through with my recovery.”



Why did you choose virtual physical therapy?

Convenience

“As a high school Spanish teacher and parent, my schedule is nonstop. Being able to do therapy at home whenever I had a window made all the difference.”

Therapist Support

“My therapist was knowledgeable, always on time, checked in regularly, and guided me through my exercises whenever I needed.”

Ease of Use

“The platform was intuitive—messaging was easy, exercises were clear, and tracking worked well. Access was simple.”

Julie’s engagement & outcomes

Episode Length
(Weeks)

12

Completed
Sessions

42

Pain
Reduction

100%

Disability
Reduction

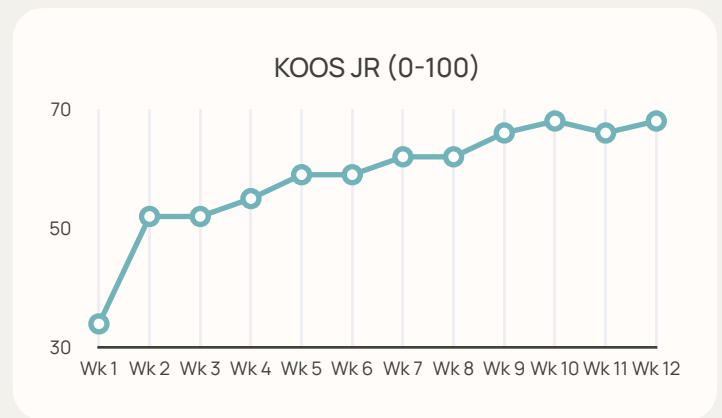
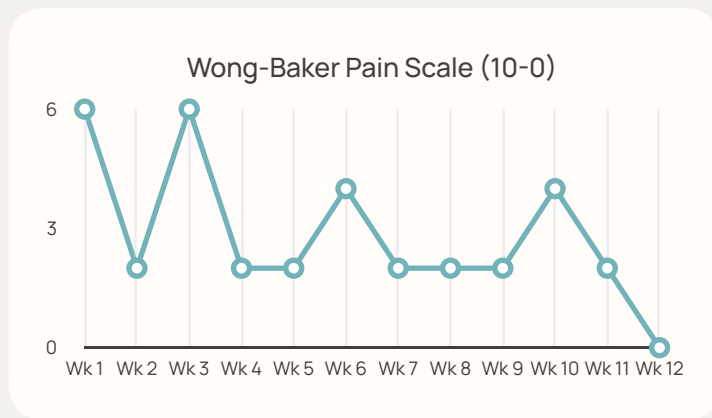
52%

Satisfaction
(0-10)

10

Direct
Savings*

78%



*Savings based on a \$2,091 national average cost for post-operative physical therapy after total knee arthroplasty (90-day episode).
Source: M. Yayac et al., Formal Physical Therapy Following Total Hip and Knee Arthroplasty, The Journal of Arthroplasty, 2020.

How was your experience with LainaHealth?

“I really liked it. I don’t know when I could have consistently driven to a clinic. My PT responded quickly whenever I had questions and guided me through everything. For my busy life, virtual PT was ideal.”

Lois walks pain-free again after virtual PT resolves chronic hip pain and sciatica

"I used to walk with a limp and struggle just getting into my car. Now I can walk pain-free—even uphill—and I've gone over a month without a single flare-up."



Why did you choose virtual physical therapy?

Convenience

"I liked the idea of not having to get in the car and drive. I could do it in the morning or at night—whatever worked best for my day."

Accountability

"I really liked the reminders. There were days I almost forgot, then I'd get that message and run into my room to get it done. It kept me on track."

Therapist Support

"My therapist checked in regularly and made helpful changes—he adjusted exercises as I progressed."

Lois's engagement & outcomes

Episode Length
(Weeks)

12

Completed
Sessions

79

Pain
Reduction

100%

Disability
Reduction

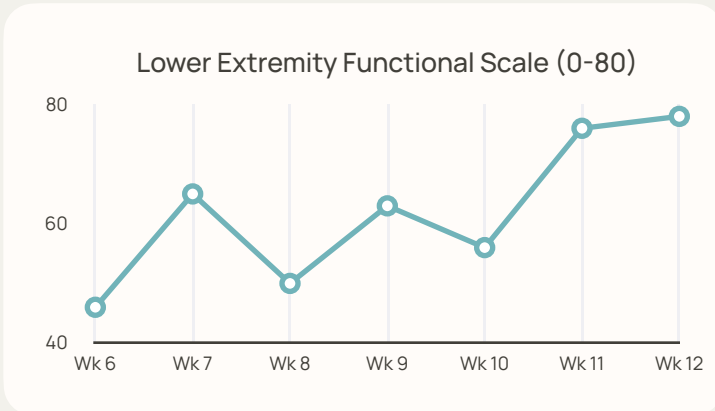
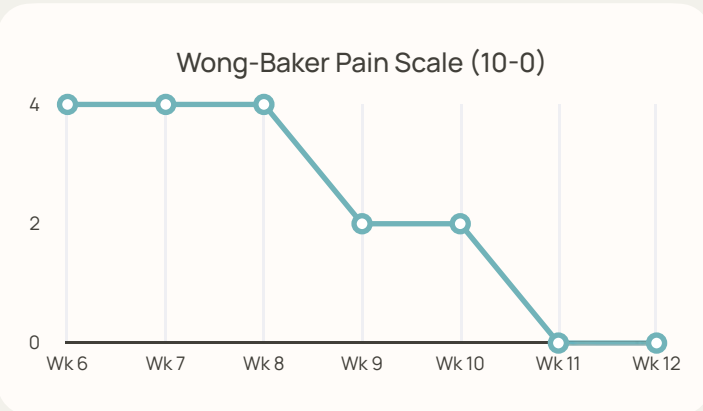
100%

Satisfaction
(0-10)

10

Direct
Savings*

73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

"It was my first time trying virtual PT, and honestly, it couldn't have been easier. No driving, no stress—just real support and a routine that worked around my life."

62, Tennis Elbow

Nel finds relief from tennis elbow with flexible, supportive virtual PT

"I lived with months of stubborn elbow pain from a Pilates injury. Daily tasks were frustrating, and I hesitated to try traditional PT due to inconvenience—until my doctor suggested LainaHealth's virtual program."



Why did you choose virtual physical therapy?

Therapist Support

"My PT always checked in, encouraged me, and adjusted things when needed. It felt like someone was walking alongside me the whole way."

Flexibility

"I could do my program whenever it fit my day—even late at night. That freedom made it easy to stay consistent."

Ease of Use

"I'm not great with technology, but the platform was simple and intuitive. I quickly felt comfortable using it on my own."

Nel's engagement & outcomes

Episode Length
(Weeks)

12

Completed
Sessions

37

Pain
Reduction

100%

Disability
Reduction

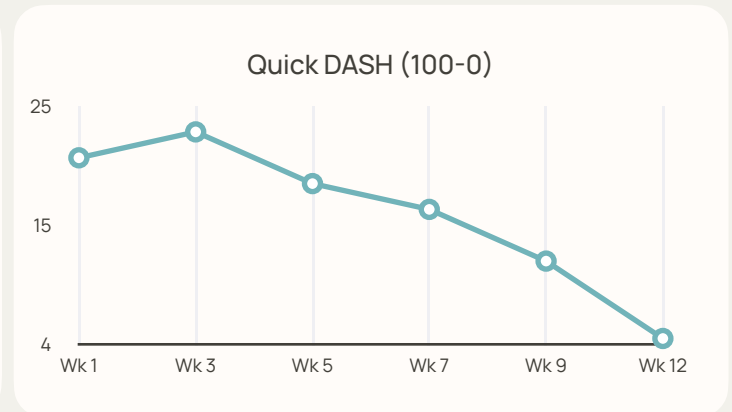
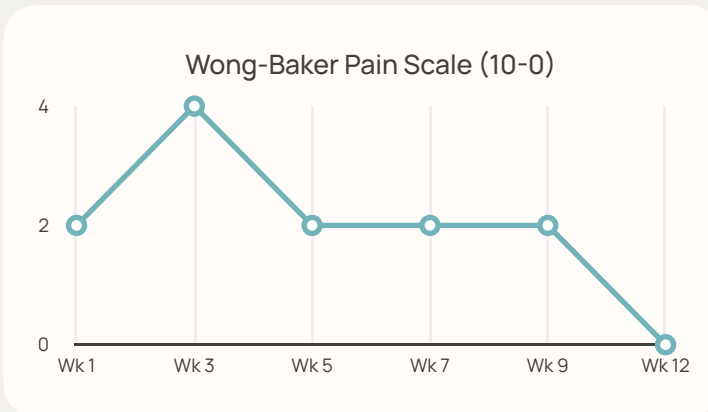
78%

Satisfaction
(0-10)

10

Direct
Savings*

73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode.
Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with virtual LainaHealth?

"I would definitely recommend LainaHealth. The communication, flexibility, and support made all the difference."

Nga Do overcomes chronic knee pain and regains full mobility with virtual PT

“I struggled with constant knee pain that made daily activities difficult, spent thousands unsuccessfully on acupuncture and chiropractic care, and avoided traditional PT due to transportation challenges and frequent \$20 co-pays.”



Why did you choose virtual physical therapy?

Convenience

“I never had to worry about driving to appointments or fitting clinic visits into my schedule—it was all done from my home.”

No Cost

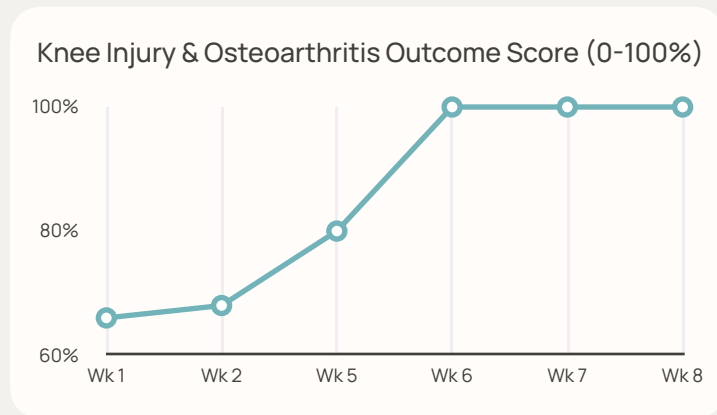
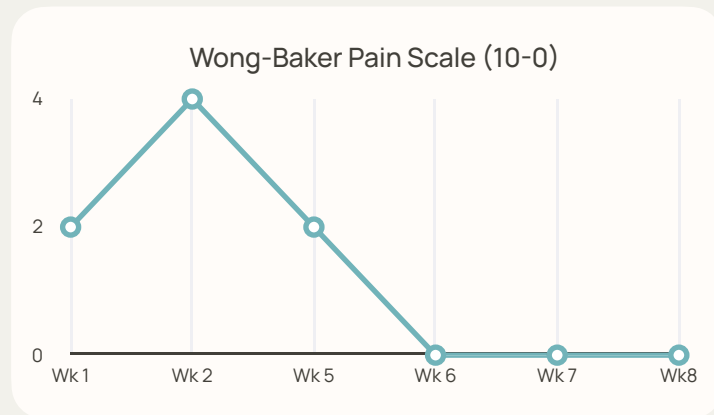
“My HMO covered the entire cost, so I didn’t have to pay anything out of pocket for my treatment.”

Flexibility

“I could schedule visits with my PT at times that worked best for me, and my exercises seamlessly fit into my daily routine.”

Nga’s engagement & outcomes

Episode Length (Weeks)	Completed Sessions	Pain Reduction	Disability Reduction	Satisfaction (0-10)	Direct Savings*
12	52	100%	100%	10	73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“I don’t even know how to turn on my TV, but I could easily do virtual physical therapy with LainaHealth.”

How Nick overcame chronic hand pain with virtual physical therapy

"Before virtual physical therapy, I was experiencing significant pain and soreness in my hand, limiting my daily activities. Traditional physical therapy was difficult because I don't drive, and coordinating rides was challenging."



Why did you choose virtual physical therapy?

Convenience

"I could perform my exercises whenever it suited me, without relying on transportation or adhering to a rigid clinic schedule."

Accessibility

"It eliminated the hassle of organizing rides to therapy appointments, allowing me greater independence and flexibility."

Therapist Connection

"My therapist was very responsive and supportive, regularly checking in and promptly replying to my messages."

Nick's engagement & outcomes

Episode Length (Weeks)

12

Completed Sessions

82

Pain Reduction

50%

Disability Reduction

60%

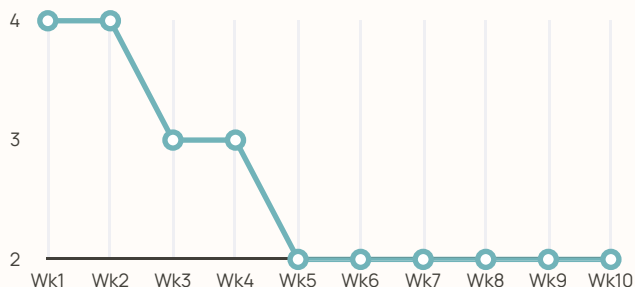
Satisfaction (0-10)

10

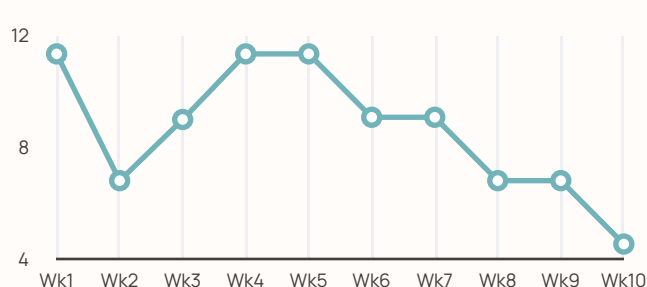
Direct Savings*

73%

Wong-Baker Pain Scale (10-0)



Quick Disabilities of Arm, Shoulder & Hand (100-0)



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

"I would highly recommend LainaHealth to anyone who values flexibility, convenience, and direct communication with their therapist."

Rita restores shoulder mobility and strength with virtual PT

“For two years I dealt with chronic shoulder pain and tightness that limited my range of motion. It radiated into my neck and made everyday movements uncomfortable.”



Why did you choose virtual physical therapy?

Convenience

“I could do my sessions at home without the hassle of traveling to a clinic or rearranging my schedule. I could even do them while traveling.”

Therapist Connection

“Having the same PT throughout was ideal. He explained my goals clearly, checked in with me, and adjusted my program when needed.”

Accountability

“The daily reminders kept me on track. I really appreciated the nudges to stay consistent, which made a big difference in my progress.”

Rita’s engagement & outcomes

Episode Length
(Weeks)

12

Completed
Sessions

54

Pain
Reduction

67%

Disability
Reduction

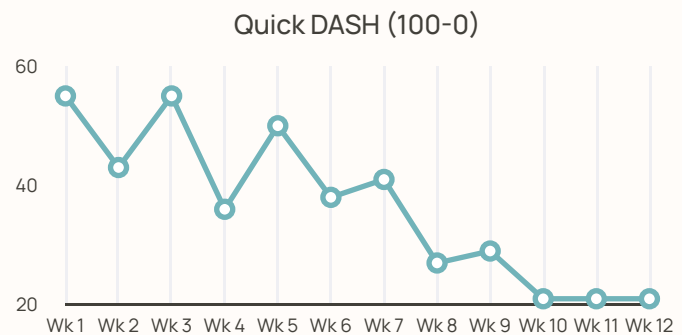
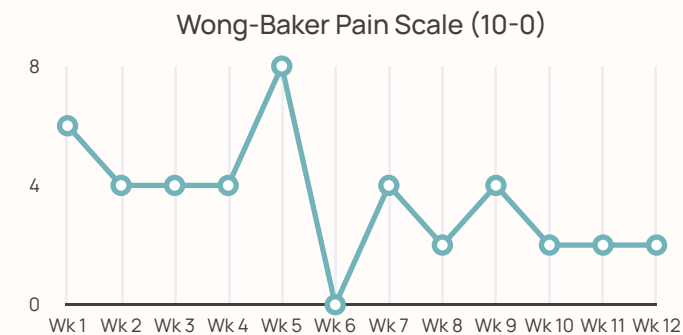
63%

Satisfaction
(0-10)

9

Direct
Savings*

73%



*Savings based on a \$1,665 national average cost for a non-operative physical therapy episode. Source: Peterson Health Technology Institute, Virtual Musculoskeletal Solutions, June 2024.

How was your experience with LainaHealth?

“It was super convenient, easy to follow, and I saw results quickly. I loved having one PT the whole time & the flexibility to check in whenever needed.”