



GOLDEN STATE ORTHOPEDICS & SPINE

PATIENT COMMUNICATIONS JOURNEY

ON THIS ROAD MAP WE EXPLAIN WHAT MESSAGES WE SEND TO YOU AND HOW WE SEND THEM.

BILLING AND STATEMENTS

OFFICE TEAM



You will receive a text through Phreesia for insurance information and updates prior to your first appointment.



OFFICE TEAM



You will receive monthly statements via postal mail.



OFFICE TEAM



We may contact you periodically about your account on the MedFusion Patient Portal.



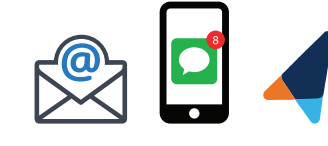
CLINIC TEAM



We text or email you appointment reminders 5, 3, and 1 day prior to your visit. Messages are sent by Phreesia.



CLINIC TEAM



Text or email invitation to complete a survey about your first visit. Message is sent by SocialClimb.



SURGERY SCHEDULING



We call you by phone to confirm your surgery date. Then we mail a letter to your home with a surgery packet.

JOINT SURGERY NAVIGATOR (HIPS & KNEES ONLY)



patient IQ

We call, email, or text a month before surgery. We also contact you after surgery once you're home to check in. We contact you by Patient IQ email or text about a month before your surgery.

DME (WHEN NEEDED)



If you need Durable Medical Equipment, you may receive a phone call to set up an appointment for a brace, or other equipment.



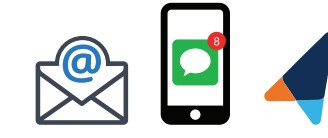
PHYSICAL THERAPY/ OCCUPATIONAL THERAPY



We text or email you PT/OT appointment reminders, forms and exercises.



CLINIC TEAM



Text or email invitation asking you to please review us. Message is sent by SocialClimb.



DOCTOR/CLINIC COMMUNICATION



Your doctor or clinic will email with important information and patient education now and in the future.

KEY

SURGICAL PATH - - - - -
NON-SURGICAL PATH - - - - -
EVERYONE'S PATH - - - - -

METHOD



EMAIL



PATIENT PORTAL



PHONE



SNAILMAIL



TEXT

TOOL

