



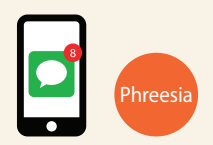
# GOLDEN STATE ORTHOPEDICS & SPINE

## PATIENT COMMUNICATIONS JOURNEY

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

### BILLING AND STATEMENTS

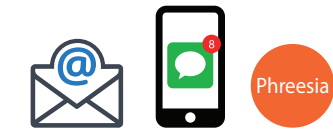
#### OFFICE TEAM



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



#### 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



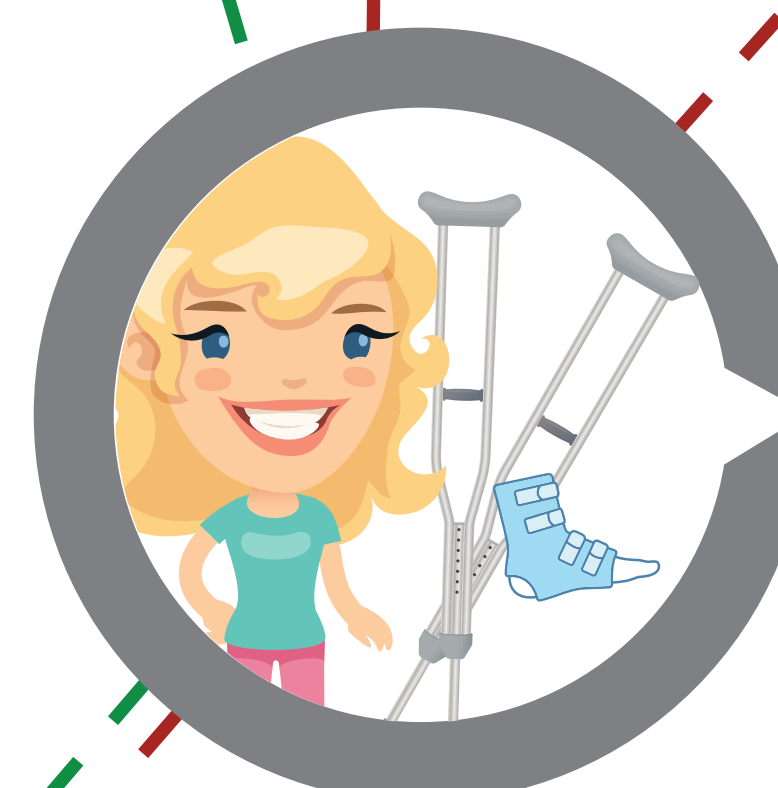
We call you by phone to confirm your surgery date. Then we mail a letter to your home with a surgery packet.

#### 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.

#### 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.



### KEY

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

#### METHOD



EMAIL



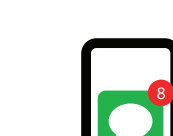
PATIENT PORTAL



PHONE



SNAILMAIL



TEXT

#### TOOL

