LISTEN. ACTIVATE. BUILD TRUST.

Care Journey Tracker.

Help patients know what comes next.

Deliver resources and updates from preparation through recovery at home.

Surgical services | Care coordination | Patient experience | Operations

The need | The PatientEXP solution

Guidance at the right moment

Patients need different information as a visit approaches, care progresses and recovery begins. When instructions are hard to find, it can be unclear where to go, what to do next or who to contact.

Connect milestones to resources

PatientEXP can send care team resources and updates at defined milestones. Start with one surgical pathway and choose the message timing, resources and next steps for each stage.

The workflow | A surgical visit from preparation to recovery



The right resource at each step.

From preparation to home recovery.

The value | For patients and teams

For the patient

Know what to do, where to go and who to contact at each stage.

For the team

Reinforce instructions consistently and see which resource links patients access.

For the organization

Reuse the same journey structure across service lines with content tailored to each pathway.

> **HOW TO TELL IF IT IS WORKING**
>
> Track message delivery, resource link engagement and common patient questions by milestone. Review where patients still need clarification.

Resource examples | What to send at each milestone

Before the visit

Send a preparation video and a checklist with arrival time, location, parking and care team instructions.

During the visit

Share a confirmed recovery update and explain the next step before discharge.

After the visit

Send home care instructions, a recovery guide or video, follow-up details and the right number to call.

Get started | One pathway, clear milestones

1. Select a pathway and choose the moments when patients need guidance.
2. Define the trigger and owner for each message and approve the resources.
3. Test delivery and review patient questions and link engagement before expanding.

Illustrative surgical workflow. Each service line defines the milestones, content and timing that fit its patients.

Ready to map your first care journey?

Request a design session