

Introducing a PRO to Your Patient

A 30 second framing that sets expectations and lifts completion rates

Completion rates rise when patients know what is coming before they leave. Cover these three topics at episode setup. Keep it brief, warm, and clinical.

THE THREE THINGS TO COVER

- 1

Name it clinically
 Call it a short check-in survey that is part of their care, not extra paperwork. *"As part of your program, I'll send you a short check-in survey every two weeks."*
- 2

Connect it to their care
 Explain that their answers shape what you do next. *"Your answers help me see how you're progressing and adjust your program if something isn't working."*
- 3

Preview the cadence
 Set the rhythm and remove the pressure. *"It takes a few minutes on your phone. If you miss one, no problem: you'll get a reminder and can finish it whenever works for you."*

PUT IT TOGETHER: A SAMPLE INTRODUCTION

"As part of your program, I'll send you a short check-in survey every two weeks. It only takes a few minutes and asks how you're feeling: your pain, what you're able to do, how things are going overall. You can answer it on your phone wherever's convenient. These responses help me see how you're progressing and adjust your program if something isn't working. If you ever miss one, no problem, you'll get a reminder and can complete it whenever it works for you."

ADAPT TO THE PATIENT IN FRONT OF YOU

<p>THE ANXIOUS PATIENT Lead with reassurance. <i>"There are no wrong answers. It just tells me how you're really doing between visits."</i></p>	<p>THE SKEPTICAL PATIENT Make the payoff concrete. <i>"This is how I'll know if we need to change anything, so your time here counts."</i></p>	<p>THE RUSHED VISIT One sentence is enough. <i>"You'll get a quick survey by text every two weeks. It helps me track your progress."</i></p>
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THE FACTS, IF THEY ASK

How often	Every 14 days while the episode is active. Some Pathways programs add weekly measures.
How notified	By SMS (from 21097) or email (from noreply@medbridge.com). Max one message per episode per day.
Patient control	Text STOP to 21097 to pause, START to resume. Reminder time and type are adjustable in account settings.

Set the PRO at episode creation when you can. A baseline captured up front is what every later assessment is measured against.