

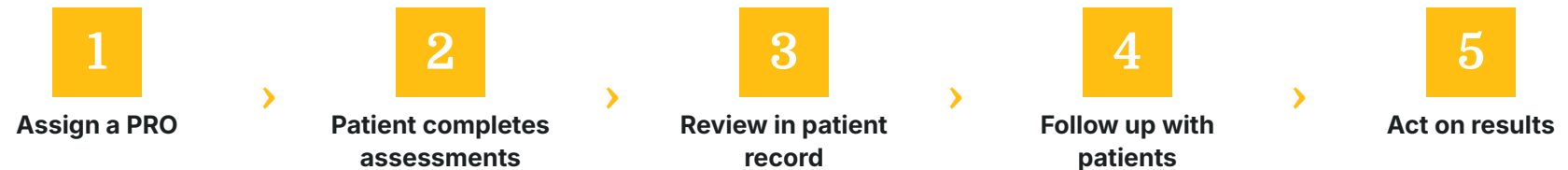
Working With Patient-Reported Outcomes

Assigning, Reviewing, and Acting on PROs in Medbridge

WHO THIS IS FOR

Clinicians (PT, OT, SLP, RN) using Medbridge to manage Home Exercise Program (HEP) and Pathways episodes to review patient progress over time. Patient-Reported Outcomes (PROs), also called Outcomes, are validated questionnaires that measure how a patient is doing in their recovery program over time.

WORKFLOW OVERVIEW



QUICK REFERENCE

Time to complete	About 1 minute to assign a PRO; results review is ongoing throughout the episode
Who is involved	Clinicians on the patient's care team — primary PT/OT/SLP, plus any added collaborators
When this happens	At episode creation (recommended) or any time during an active episode
Result	Patient receives an assessment every 14 days; results appear in the patient record

Assign a PRO to an HEP Episode

Set the Patient Outcome on the HEP episode so a baseline is captured and assessments begin on cadence. **The PRO is automatically built into Pathways episodes of care.**

- From the patient record, locate the **Episode details** card and select **Edit episode**.
- Confirm at least one **Treatment category** — required before saving.
- Under **Patient outcome**, select the measure that fits the condition (for example, PROMIS for general function, or KOOS JR / HOOS JR for joint replacement).
- Verify the **Care team**, **Location**, and **Discipline** so results route to the right people for reporting.
- Select **Save**. The first assessment is delivered with the patient's next scheduled communication.

TIP: Set the PRO at episode creation whenever possible — this captures a baseline against which all future assessments are measured.

× Add new episode

4 phases 4 weeks Preview

+ More suggestions Search other pathways

Pick patient outcome

None

Ad None

PROMIS Physical Function & Pain Interference

PROMIS Upper Extremity + Pain Interference

PROMIS Upper Extremity

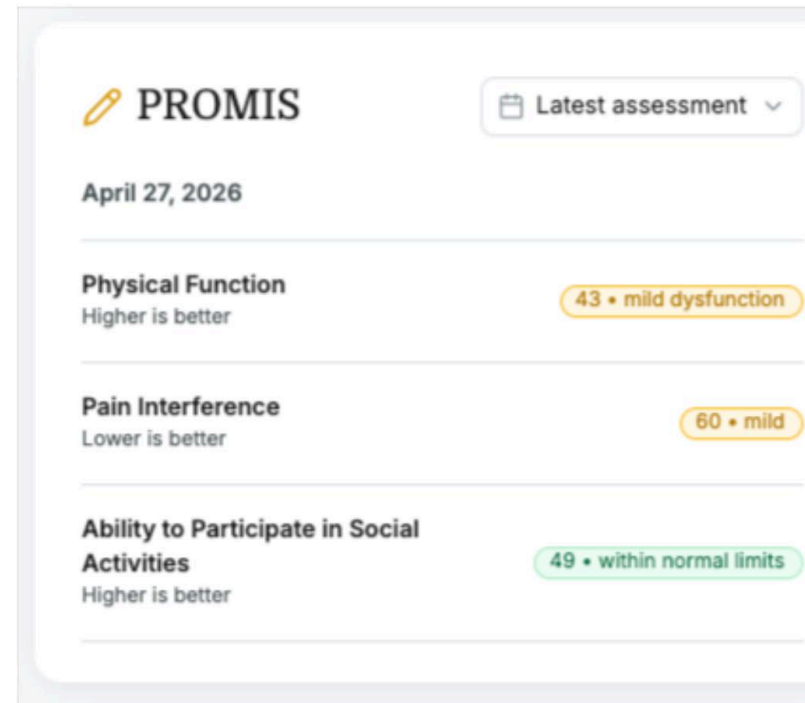
PROMIS Physical Function

Review Results in the Patient Record

The Outcomes card on the Overview tab shows the latest score and the trend across previous assessments for this patient. If this section is blank, prompt the patient to go in and complete the assessment on their mobile device during the visit.

- Open the patient record and stay on the **Overview** tab.
- Scroll to the **Outcomes** card to see the latest result and trendline. The card appears only when a PRO is assigned.
- Review **Program feedback** for items the patient flagged as painful, difficult, too easy, or skipped.
- Read the **Weekly check-in** for the patient's own context on progress and challenges.
- Cross-reference the **Adherence** card — a flat outcome trend may reflect low engagement rather than a true plateau.

TIP: If you don't see the Outcomes card, no PRO has been assigned. Use the *Edit episode* button to add a Patient outcome.

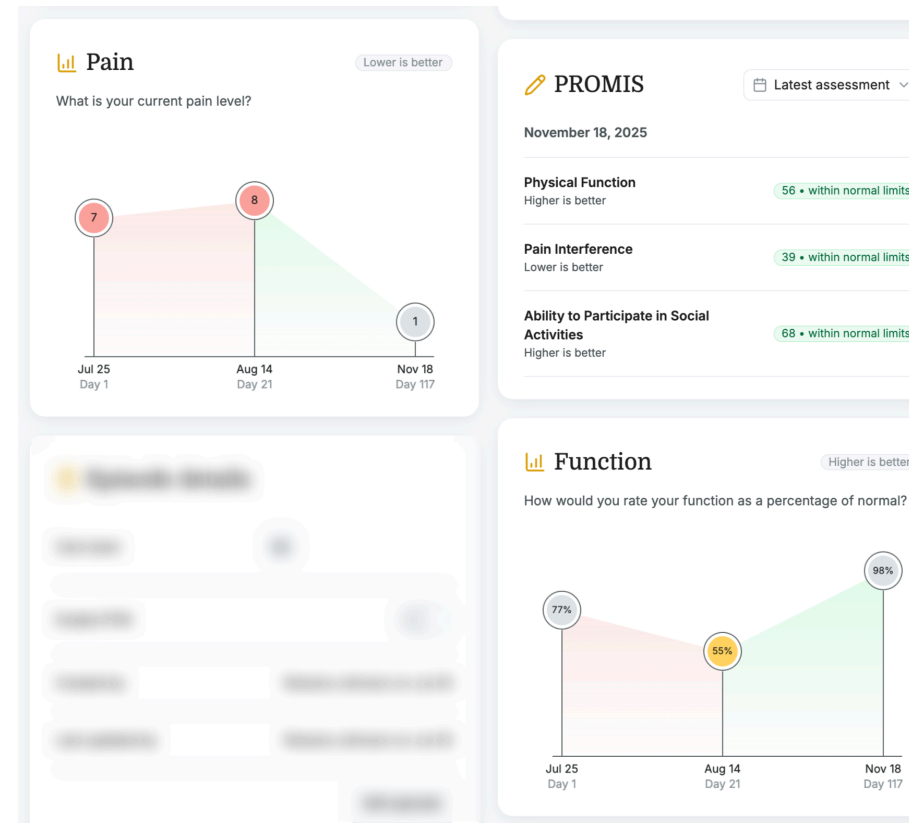


Follow Up With Patients on PROs

At each follow-up visit, take a moment to check on PRO completion and review trends together with the patient.

- Open the patient profile to review **outcomes data** and **engagement data** before or during the visit.
- Identify whether there's a **missing assessment** or if additional data is needed to support care decisions or authorization.
- If a PRO is outstanding, have the patient **scan a QR code** to complete it on their phone before they leave.
- Review the patient's **PRO trajectory**, whether they've met MCID, and engagement data to inform your care plan.

TIP: Briefly review PRO trends with the patient at the visit. Showing them their own progress turns the PRO into a motivational tool, not paperwork.



Engage Patients in Their Outcomes

The single biggest lever for PRO completion isn't asking more often, instead it's how you frame the ask. When patients see PROs as part of their care rather than paperwork, completion follows.

WHAT THE PATIENT EXPERIENCES

Before talking to patients about PROs, it helps to know exactly what they'll see and when:

CADENCE Every 14 days. Patients receive a PRO assessment every two weeks while the episode is active. Some Pathways programs add weekly measures.	HOW THEY'RE NOTIFIED SMS or email. Texts come from 21097 and emails from noreply@medbridge.com . Max one message per episode per day.	PATIENT CONTROLS Opt out anytime. Patients can text STOP to 21097 to pause SMS, or START to opt back in. They can also adjust reminder time and types in account settings.
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FRAME PROs AS PART OF CARE, NOT PAPERWORK

A few small wording shifts make a big difference in how patients respond:

- **Use "we" language.** Try "We track your progress together so we can adjust your plan" instead of "You'll need to fill out this survey."
- **Emphasize the personal benefit.** "This helps me see what's working and what we should change" makes the value clear and direct.
- **Avoid institutional language.** "The organization requires this" or "This is for compliance" tends to undermine motivation.

SHOW PATIENTS THEIR OWN DATA

Briefly walk through their score and trend together at visits. Seeing their own progress turns the PRO from a chore into a motivational tool.

Try: *"Your pain interference dropped from 60 to 52 over the last month — that's real progress. Let's keep going on what's working."*

TRUST THE EXPERIENCE IS SIMPLE

PROs are mobile-first, take a few minutes, and require no login or account. Don't apologize for the burden — surface the value instead.

Try: *"You'll get a quick check-in by text every couple of weeks. Just tap the link, answer a few questions, done."*

PUTTING IT TOGETHER — A SAMPLE SCRIPT

Use this script at episode setup to set expectations about the assessments, why they matter, and how often the patient will receive them.

"As part of your program, I'll be sending 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 you can complete it whenever it works for you."