

# Your Check-In Surveys

A few minutes every two weeks helps your care team see how you really feel between visits — so they can adjust your program, catch issues early, and help you recover faster.

## HOW THESE CHECK-INS HELP YOU

### PERSONALIZED CARE

Your team sees how you really feel.

They get a clearer picture between visits – not just what shows up in the clinic.

### REAL PROGRESS

Proof you're getting better.

Numbers don't lie. See your improvement over time, even when it feels slow.

### BETTER CONVERSATIONS

Things you might not bring up.

Surfaces pain, sleep issues, or worry about re-injury that's easy to skip in person.

### STRONGER RECOVERY

Faster, more durable results.

Patients who stay engaged in their care recover faster and are less likely to relapse.

## WHAT TO EXPECT

### HOW OFTEN

Every 2 weeks

While your program is active

### HOW LONG

A few minutes

On your phone, tablet, or computer

### HOW IT ARRIVES

Text or email

From 21097 or noreply@medbridge.com

## HOW TO COMPLETE A CHECK-IN

1

Tap the link in your text or email

When you get a reminder, just tap the link to open your check-in. No login or password needed.

2

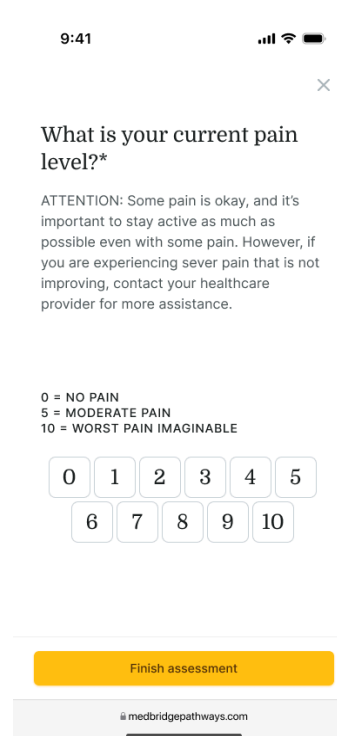
Answer a few short questions

Most check-ins ask about how you're feeling, your pain level, and what you can do day-to-day. Answer honestly — there are no wrong answers.

3

Submit and you're done

Your responses go straight to your care team. They'll use them to track your progress and adjust your program if anything isn't working.



9:41

What is your current pain level?\*

ATTENTION: Some pain is okay, and it's important to stay active as much as possible even with some pain. However, if you are experiencing severe pain that is not improving, contact your healthcare provider for more assistance.

0 = NO PAIN  
5 = MODERATE PAIN  
10 = WORST PAIN IMAGINABLE

0 1 2 3 4 5  
6 7 8 9 10

Finish assessment

@medbridgepathways.com

## WHAT YOUR CHECK-IN MIGHT ASK

Every program is a little different, but here are some questions you might see when you tap into a check-in:

### PAIN

What is your current pain level?

*Answer on a 0–10 scale (0 = no pain, 10 = worst pain)*

### FUNCTION

How much has pain interfered with your daily activities this past week?

*Choose what best matches your experience*

### DAILY LIFE

Are you able to do the things you usually do — work, hobbies, family time?

*Helps your team understand your full picture*

## TIPS FOR GETTING THE MOST OUT OF YOUR CHECK-INS

- ✓ **Answer based on the past few days**, not just how you feel right this minute. Your care team is looking for patterns.
- ✓ **Be honest if something hurts more.** Higher scores aren't bad news — they tell your team where you need extra support.
- ✓ **Don't worry about ups and downs.** Recovery isn't always a straight line. A tougher week is normal and useful information.
- ✓ **Send a message if anything's off.** If exercises hurt, feel too easy, or you're confused — reach out through the app.

### WHAT IF I'M NOT IMPROVING?

Your scores are a conversation, not a grade.

If your check-ins show you're struggling or things aren't getting better, that's exactly when these surveys matter most. Your care team will see it and reach out — that's the whole point.

You don't need to wait for them. If you're worried at any time, send a message through the app or call your provider's office.

## QUICK ANSWERS

### MISSED ONE?

I forgot to fill it out.

No worries — you'll get a reminder, and you can complete it whenever it works for you. There's no penalty for missing one.

### WANT TO OPT OUT?

Can I turn off the texts?

Yes — text STOP to 21097 anytime to pause text reminders. Text START to turn them back on. You can also adjust reminder times in your account settings.

### PRIVACY

Who sees my answers?

Only your care team. Your responses are private health information and are protected the same way as the rest of your medical record.

### NEED HELP?

I have a question or concern.

Message your care team directly through the Medbridge app — they're here to help. For urgent medical concerns, contact your doctor's office.