

Patient communication and education

This workflow automates patient communication and education from initial consultation through post-operative care, delivering personalized educational content and maintaining consistent touchpoints to improve patient satisfaction and treatment outcomes.

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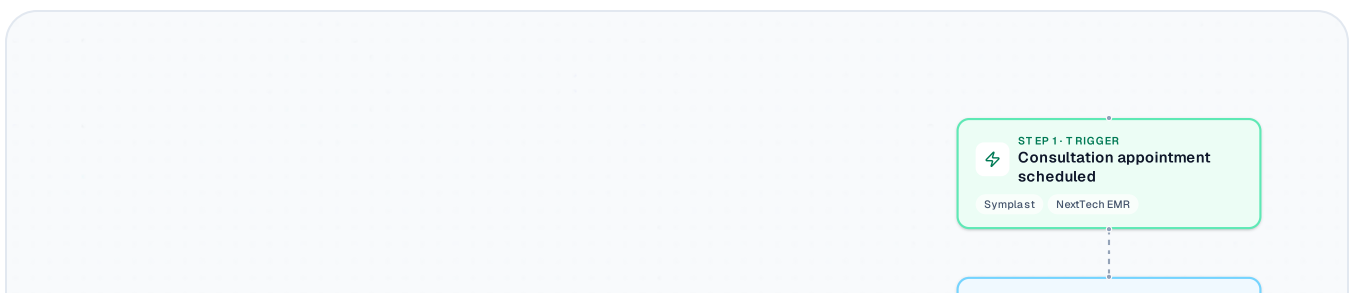


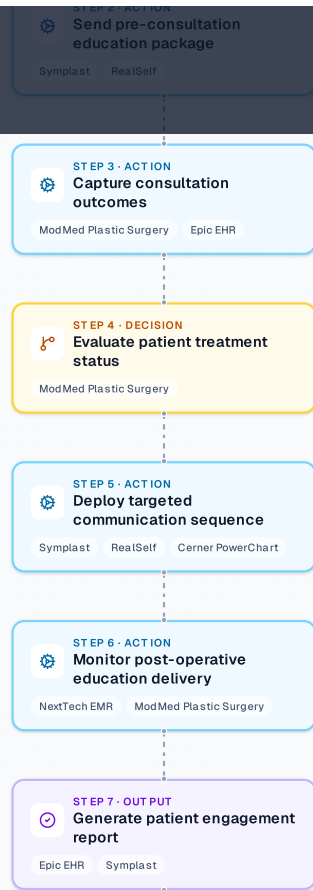
WORKFLOW TRIGGER

Patient schedules consultation appointment in practice management system

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Consultation appointment scheduled

A new patient books a consultation appointment for cosmetic surgery through the online scheduling system. Patient data including contact information and procedure interest is captured.

2

 ACTION

Send pre-consultation education package

Automatically sends personalized educational materials about the requested procedure, preparation instructions, and what to expect during consultation. Content is tailored based on procedure type and patient demographics.

Symplast

RealSelf

3

 ACTION

Capture consultation outcomes

After consultation, surgeon inputs treatment recommendations, procedure details, and patient readiness assessment into the EHR system. This triggers the next phase of patient communication.

ModMed Plastic Surgery

Epic EHR

4

 DECISION

Evaluate patient treatment status

System checks if patient has scheduled surgery, needs additional consultation, or requires follow-up education. Workflow branches based on patient's current status and engagement level.

ModMed Plastic Surgery

5

 ACTION

Deploy targeted communication sequence

AI Business OS

Sends appropriate follow-up communications including pre-operative instructions for scheduled patients, additional educational content for undecided patients, or alternative treatment options for those not proceeding. Timing and content are automatically personalized.

Symplast

RealSelf

Cerner PowerChart

6

 ACTION

Monitor post-operative education delivery

For patients who undergo surgery, automatically delivers post-operative care instructions, recovery timeline expectations, and schedules follow-up communication checkpoints. Tracks patient engagement with educational materials.

NextTech EMR

ModMed Plastic Surgery

7

 OUTPUT

Generate patient engagement report

Compiles comprehensive report showing patient communication history, educational content engagement rates, treatment progression, and satisfaction scores. Updates patient records with communication preferences and outcomes.

Epic EHR

Symplast



Outputs

- Personalized patient education materials delivered
- Automated post-operative care instruction sequences
- Patient engagement and satisfaction tracking reports



Key Metrics

- Patient education content engagement rate
- Consultation-to-surgery conversion rate
- Post-operative patient satisfaction scores



Tools & Integrations

- Symplast
- NextTech EMR
- ModMed Plastic Surgery
- Epic EHR
- RealSelf
- Cerner PowerChart

AI Business OS

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