

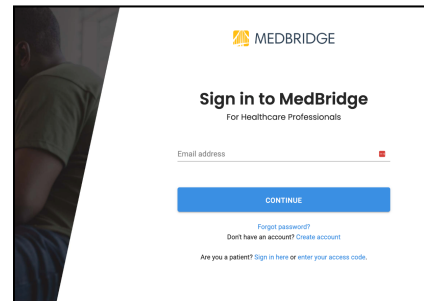
# MedBridge Pathways: Quick Start Guide

Pathways is MedBridge's new digital care platform that is purpose-built to keep therapy at the forefront of care. It can help you deliver superior patient outcomes across the musculoskeletal care spectrum. In this guide, we'll walk you through each step of the process so you know how to assign a Pathway and what your patients can expect.

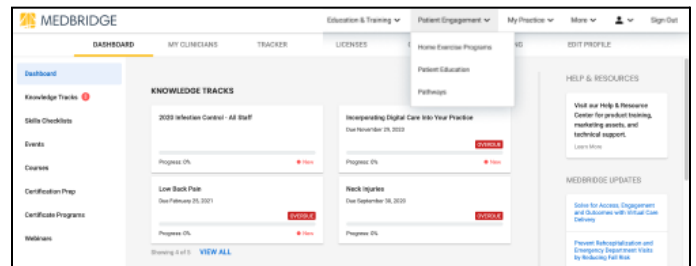
## Clinician Workflow

Follow the steps below to assign a Pathway to your patient using MedBridge.

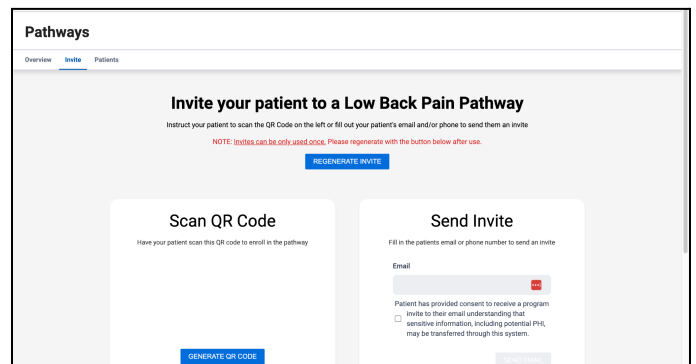
1. To assign a Pathway to your patient, log in to MedBridge. Note that you'll need to launch MedBridge in a browser window, not in Epic.



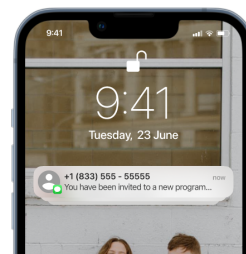
2. Hover over the Patient Engagement tab and select Pathways.



3. Enter your patient's email or phone number, and select **Send Invite**. Alternatively, your patient can scan the QR code with their smartphone's camera.



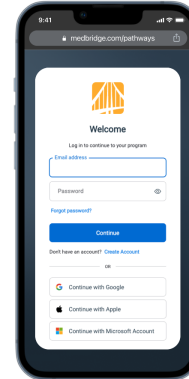
4. Your patient will immediately receive an email or text message and can tap the link within it to set up their account.



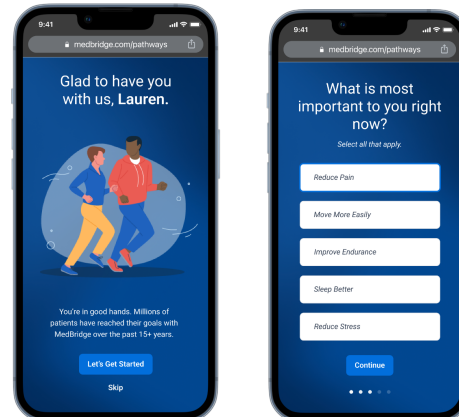
## Patient Set Up

Below are the steps your patient will follow when they first set up their account. Familiarize yourself with these steps so you can help them through the process if needed.

1. When a patient first clicks the link in their email or text message, they'll be prompted to create an account. They can enter in an email address and a password, or sign in using their Google, Apple, or Microsoft account.



2. After creating their account, your patient will be provided a survey to capture their baseline information, including their current level of pain and function.



3. Once they have completed this survey, they can start reviewing their exercises, educational content, and logging their activity.
4. Encourage your patients to complete their exercises 4 times a week and log all their activity. They can also find educational resources to help them understand their condition better.

## Tips for Getting Patients Started

As you know, getting patients to use new technology for their care can be challenging. Here are a few tips we recommend to help them get up and running.

- Have your patient **complete the account setup and initial survey during the eval**. That way, you can answer any questions right away. If your patient isn't able to login, they may need to give you a call once they get home, where it can be more difficult to help them get started.
- If your patient is hesitant about a self-managed program, there are a few things you can say to help them get motivated to participate. Feel free to adapt these phrases to fit you and your patients' communication styles:
  - Based on what we learned today, I think **this new program will be great for you and your specific needs**. <sup>(1) (2) (3)</sup>
  - Research shows that **someone like you can do just as well, or better, with a digital program** compared to in-person care. <sup>(4) (5) (6)</sup>
  - Your progress is tracked along the way - **if you have questions or difficulties, you can send me a message**, just like you normally would. <sup>(7) (8)</sup>
  - **Instead of spending time driving to the clinic**, you can use that time to work on your recovery at home. <sup>(9) (10)</sup>
  - If we decide it's not a good fit for you, **we can switch to working in-person instead**.
- If your patient needs some assistance getting started, you can provide them with a handout that walks them through how to get started. Check out the [MedBridge Help Center](#) to download this as a PDF.

## Example Script:

Consider saying a version of the following script when you're introducing Pathways to your patient:

"Thank you for coming into therapy today. Based on your assessment and examination, I feel you are a great candidate for a new program that allows you to manage your progress without needing to come back into the clinic.

The program is through an app called MedBridge and will give you step by step exercises and instructions on what to do. I have reviewed and approved these exercises and it is the same program you would do if you came into the clinic. We will monitor your progress and you can send a message to me anytime you need.

If you are interested, I can get you started by sending an email or text, or you can scan a QR code. From there you will follow the prompts. Remember you will be able to message me at any time with questions or concerns."