

UpToDate™ Journeys Series Details

Series

Series Overview



General Discharge

- 2 communications in first week post-discharge
- Includes 1 UpToDate Patient Engagement multimedia program
- Patient survey included
- Available in English and Spanish
- Available in digital or IVR modalities



Covid-19 Discharge

- 9 calls over 2 weeks post discharge
- Focus on covid specific symptoms
- Includes 3 UpToDate Patient Engagement multimedia programs
- Available in IVR modality only



Diabetes Discharge

- 6 calls over two weeks
- Includes 7 UpToDate Patient Engagement multimedia programs
- Includes daily blood sugar check in
- Patient survey included
- Available in IVR modality only



Pneumonia

- 15 communications delivered over 30 days
- Partner series designed for circle-of-care includes 10 communications
- Includes 3 UpToDate Patient Engagement multimedia programs
- Patient and circle-of-care surveys included
- Available in English and Spanish
- Available in digital or IVR modalities



Heart Failure

- 30 communications over 30 days or 45 communications over 45 days
- Partner series designed for circle-of-care
- Includes 11 UpToDate Patient Engagement multimedia programs
- Patient and circle-of-care surveys included
- Available in English and Spanish
- Available in digital or IVR modalities



Acute Myocardial Infarction (AMI)

- 15 communications over 30 days
- 10 communications in 10 days designed for circle-of-care
- Includes 5 UpToDate Patient Engagement multimedia programs
- Patient and circle-of-care surveys included
- Available in English and Spanish
- Available in digital or IVR modalities



Pregnancy

- Includes up to 33 digital communications delivered weekly from week 8 to week 40 of pregnancy
- 25 multimedia programs available
- Relatable content relevant for each trimester
- Available in the digital modality only



General Orthopedic

- 4 communications in first week post-discharge
- Includes 1 UpToDate Patient Engagement multimedia program
- Patient survey included
- Available in digital or IVR modalities

Series

Series Overview



Chronic Obstructive Pulmonary Disease (COPD)

- 6 communications in first 2 weeks post-discharge
- Includes 1 UpToDate Patient Engagement multimedia program
- Partner series for circle-of-care includes 6 communications

- Patient and circle-of-care surveys included
- Available in digital or IVR with digital switch modalities



Stroke

- Communication format designed for those who have trouble speaking
- 5 communications in 2 weeks post-discharge
- Includes 2 UpToDate Patient Engagement multimedia programs

- Partner series for circle-of-care includes 5 communications
- Patient and circle-of-care surveys included
- Available in digital or IVR modalities



Behavioral Health

- 9 communications in 30 days post-discharge
- Partner series for circle-of-care includes 9 communications

- Patient and circle-of-care surveys included
- Available in digital or IVR modalities



CPAP

- 2 call series starting day after CPAP study
- Calls spaced 25 days apart

- Available in IVR modality only



Breastfeeding

- 12 communications delivered once per week for 12 weeks
- Includes 2 UpToDate Patient Engagement multimedia programs

- Available in digital or IVR modalities



Postpartum

- 6 communications delivered weekly
- 9 multimedia programs provided

- Focused on educational content, not clinical reporting
- Available in digital modality only



Total Joint Replacement

- 10 communications delivered over 90 days post-discharge
- Includes 3 UpToDate Patient Engagement multimedia programs

- Available in digital or IVR modalities



Emergency Department

- 1 communication shortly after discharge
- Addresses common points of confusion post discharge

- Includes 2 UpToDate Patient Engagement multimedia programs
- Patient survey included
- Available in digital or IVR modalities

¹All UpToDate Journeys series include custom client introduction and daily reporting on patient responses that care teams can use to follow up with patients.

UpToDate Journeys Series are available in either Digital or IVR modalities, or both. The Digital experience is initiated by email or text and delivers content through a webpage. The IVR experience is an interactive phone call, with multimedia content delivered via email or text.



For more information please visit <https://www.wolterskluwer.com/en/solutions/uptodate/enterprise/patient-engagement> or contact us at <https://www.wolterskluwer.com/en/solutions/uptodate/contact>