

UpToDate™ Journeys Series Details

Series

Series	Series Overview
 General Discharge	<ul style="list-style-type: none">2 communications in first week post-dischargeIncludes 1 UpToDate Patient Engagement multimedia programPatient survey includedAvailable in English and SpanishAvailable in digital or IVR modalities
 Covid-19 Discharge	<ul style="list-style-type: none">9 calls over 2 weeks post dischargeFocus on covid specific symptomsIncludes 3 UpToDate Patient Engagement multimedia programsAvailable in IVR modality only
 Diabetes Discharge	<ul style="list-style-type: none">6 calls over two weeksIncludes 7 UpToDate Patient Engagement multimedia programsIncludes daily blood sugar check inPatient survey includedAvailable in IVR modality only
 Pneumonia	<ul style="list-style-type: none">15 communications delivered over 30 daysPartner series designed for circle-of-care includes 10 communicationsIncludes 3 UpToDate Patient Engagement multimedia programsPatient and circle-of-care surveys includedAvailable in English and SpanishAvailable in digital or IVR modalities
 Heart Failure	<ul style="list-style-type: none">30 communications over 30 days or 45 communications over 45 daysPartner series designed for circle-of-careIncludes 11 UpToDate Patient Engagement multimedia programsPatient and circle-of-care surveys includedAvailable in English and SpanishAvailable in digital or IVR modalities
 Acute Myocardial Infarction (AMI)	<ul style="list-style-type: none">15 communications over 30 days10 communications in 10 days designed for circle-of-careIncludes 5 UpToDate Patient Engagement multimedia programsPatient and circle-of-care surveys includedAvailable in English and SpanishAvailable in digital or IVR modalities
 Pregnancy	<ul style="list-style-type: none">Includes up to 33 digital communications delivered weekly from week 8 to week 40 of pregnancy25 multimedia programs availableRelatable content relevant for each trimesterAvailable in the digital modality only
 General Orthopedic	<ul style="list-style-type: none">4 communications in first week post-dischargeIncludes 1 UpToDate Patient Engagement multimedia programPatient survey includedAvailable in digital or IVR modalities

Series



Chronic Obstructive Pulmonary Disease (COPD)



Stroke



Behavioral Health



CPAP



Breastfeeding



Postpartum



Total Joint Replacement



Emergency Department

Series Overview

- 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

- 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

- 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

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

- Available in IVR modality only

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

- Available in digital or IVR modalities

- 6 communications delivered weekly
- 9 multimedia programs provided

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

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

- Available in digital or IVR modalities

- 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>

