

## IMPLEMENTATION OF AUTOMATED SMS MESSAGING TO IMPROVE PATIENT COMPLIANCE WITH MEDICAL DEVICE PRESCRIPTION

Patient nonadherence to recommended treatment regimens, including medical device prescription, is a significant barrier to effective medical treatment. Tracking medical device compliance is essential to improving patient adherence and outcomes, however monitoring such data in a reliable and efficient manner is challenging. A global medical device company recently implemented DTX to monitor patient compliance for their Bone Growth Stimulator (BGS), a device used to help promote spinal fusion.

Prior to the use of DTX, there was no efficient way to collect data on BGS treatment adherence. Once patients were set up with their device, minimal follow-up was conducted regarding device usage. Physicians did not have a reliable way of remotely monitoring treatment or assessing if and how device compliance affected recovery status. In addition, the Company was unable to easily assess (1) patients' understanding and compliance with device usage and (2) the performance of device representatives/fitters.



### RESULTS

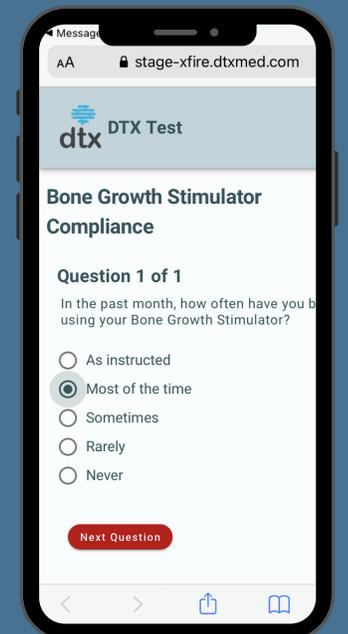
- ↑ Increase patient compliance.
- ↑ Increase remote treatment monitoring.
- ↑ Increase knowledge of device efficacy and usage implications.
- ↑ Increase understanding of device-related operational processes.
- ↑ Increase capture rate of patient issues.
- ↑ Faster response time to patient issues.

## IMPLEMENTATION OF AUTOMATED SMS MESSAGING TO IMPROVE PATIENT COMPLIANCE WITH MEDICAL DEVICE PRESCRIPTION

With DTX, the Company can intuitively aggregate data on patient compliance. Patients are sent an automated SMS survey one day after device set-up to evaluate understanding of usage requirements and satisfaction with the set-up process. Patients then receive automated SMS surveys every few weeks to assess compliance and potential issues. These surveys also capture clinical outcome information (e.g., pain and functional status) allowing physicians to determine the impact of device usage on recovery. Physicians and/or Company representatives are immediately alerted of any patient issues via automated emails and texts, potentially improving the capture rate and response time for these issues. All data is regularly viewed and analyzed in DTX's real-time Web Dashboard.

Participating physicians believe that use of DTX will empower patients to take a more active role in their recovery process which in turn will increase treatment adherence. Patients can now remotely share device and clinical data, providing physicians with a holistic view of treatment progress and enabling them to optimize treatment and improve outcomes. The Company expects that DTX will provide insight on (1) device-related patient satisfaction and employee performance and (2) device efficacy in relation to usage and recovery status.

Scan QR code to register and try the survey!



### easy as 1 - 2 - 3 for patients and providers



#### 1. User Creates Questions

Question sets are created through an easy-to-use interface and can be adjusted for any clinical scenario.



#### 2. Patient Receives Text

Patient is sent secure link via text message which, when clicked, opens a secure website in the patient's browser.



#### 3. Data is Captured

Patient answers questions in a HIPAA-compliant manner and users can easily view responses through a live dashboard.