

Journey Guide — Pilot Report

Dr Yale Fillingham, MD

Summary insights over first four months

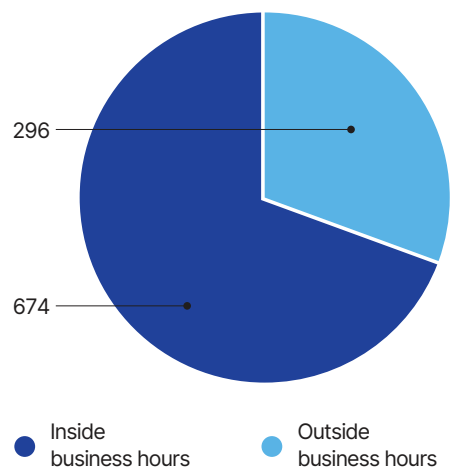
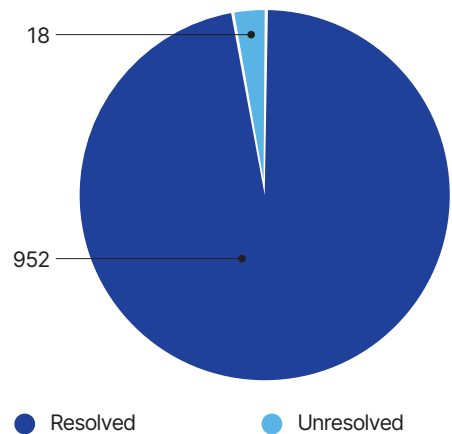
Strong month-on-month patient registrations, total 184 patients

- + Opt-in rate of 51%, only 1 patient opted-out of surgical care pathway
- + 970 patient queries processed by the Journey Guide, 31% outside work hours
- + Over 98% of patient questions were resolved by Journey Guide, with an average response time of around 3s
- + Patients are consistently engaging once opted in, with sustained communication
- + Managed 'frequent flyers' - 12 patients had over 30 messages each

Metric (14 Oct 2025 — 14 Feb 2026)	Value
Patients registered	184
Opted out	<1%
Care pathway messages sent	776
Patient queries + answers	970 + 970 (100% response rate)
Resolved queries	952 (98%)
Patient queries outside business hours	296 (31%)
Average response time	~3 seconds
Care pathway value	\$5,888 ¹
Patient Q&A value	\$1,293 ²
Estimated staff time saved on queries	65 hours

[1] Care navigation for all 184 patients delivered by human staff required to review patient records and send out 48 messages per journey, estimated at 2 minutes per message and costed at \$20 per hour

[2] Answering a patient query by human staff estimated at 4 minutes time, costed at \$20 per hour



"It ensures patients always receive the same clear, consistent guidance – based on our own team's knowledge and protocols. That level of trust is invaluable."



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