

Improving Infection Control by Texting Patients Before and After Surgery

Real Engagement. Real Results.



AUTOMATED SMS WORKFLOWS DESIGNED FOR INFECTION CONTROL

PRE-OP PREP

Wed, Nov 10 at 1:30 PM

HEALTH: Hi Sue - this is a reminder to shower tonight and cleanse your body with the CHG wipes provided. This step is important to help reduce the risk of surgical infection.

Reply DONE once completed or HELP if you have questions.

Done

PRE-SURGERY NIGHT

Wed, Nov 10 at 1:30 PM

HEALTH: Hi Sue - please remember to sleep on clean sheets and use a clean towel after showering tonight. Maintaining a clean environment helps lower infection risk before your procedure.

Please reply QUESTIONS if you need a call for additional questions.

POST-OP CHECK-IN

Wed, Nov 10 at 1:30 PM

HEALTH: Hi Sue -we're checking on your incision site. Are you experiencing oozing, redness, swelling, or pain at the incision site?

Reply NO if none apply or YES if you're experiencing symptoms so our care team can follow up.

NO

Dialog Health doesn't just send texts—we give facilities the self-service tools to design and manage their own infection-prevention workflows.

With our easy-to-use console, teams decide which patient responses require follow-up and which messages run hands-free—reducing staff burden while maintaining clinical confidence.

Contact Us To Learn More

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Infection Control Starts with the Right Message—Delivered at the Right Time



PATIENT ENGAGEMENT COMMUNICATION

Pre- & Post-Op Infection Prevention Texts – deliver timely hygiene instructions, surgical prep reminders, and post-discharge check-ins to reinforce infection-control protocols and patient adherence.



PRE-PROCEDURE PREVENTION REMINDERS

Evidence-Based Prep Nudges – prompt patients to complete CHG bathing, sleep on clean linens, and follow environmental hygiene steps proven to reduce surgical site infection risk.



POST-OP INCISION MONITORING

Automated Recovery Check-Ins – collect structured patient responses on incision site symptoms such as redness, swelling, or drainage to support early identification of potential infections.



FOLLOW-UP & ESCALATION WORKFLOWS

Targeted Alerts for Clinical Review – route only concerning patient responses to staff for follow-up, while routine confirmations and reminders run fully automated—reducing burden without sacrificing oversight.

SMARTER MESSAGING

AUTOMATED TWO-WAY TEXTING

Reach members instantly, drive action, and improve engagement—without adding staff or an app.

TRACKABLE SHORT LINKS & FORMS

Trackable short links make it easy for members to take action—view benefits, schedule care, or complete surveys.

DYNAMIC TAGS & MULTI-LANGUAGE

Dynamic tags enable automated, personalized texts—customized by name, and 130+ languages translated instantly from English in your dashboard.

AD HOC & GROUP MESSAGE

Send ad-hoc or group messages instantly—whether it's to one member or thousands.

ANALYTICSPRO – REAL TIME DATA

Real-time delivery reports, engagement metrics, trackable links, and historical SMS data – provide actionable insights for leadership.

Form Name	Submission Date	Person	Person ID	Mobile	Carrier
Emergency Contact Form	09-20-2025 10:01 AM	Garnette Philliskirk	5f0aab65-bd96...	(555)-555-3745	nTelos
Emergency Contact Form	09-14-2025 9:35 AM	Thorndike Jozwiak	d3746000-3800...	(555)-555-8268	nTelos
Emergency Contact Form	09-20-2025 10:01 AM	Ronda Wragg	723a2300-232b...	(555)-555-3036	nTelos
Emergency Contact Form	09-20-2025 10:01 AM	Cece Caltun	e7583c81-4aaa...	(555)-555-5935	nTelos
Emergency Contact Form	09-20-2025 10:01 AM	Brandea Duckinfield	89a8a962-788d...	(555)-555-5868	nTelos
Patient Intake Form	09-20-2025 10:01 AM	Alverta Cozby	ab66e993-978b...	(555)-555-8538	nTelos
Patient Intake Form	09-14-2025 9:35 AM	Collie Allread	0a61604-9240...	(555)-555-8290	nTelos
Emergency Contact Form	09-14-2025 9:35 AM	Shari Sextie	bd541167-9a72...	(555)-555-8079	nTelos
Patient Intake Form	09-14-2025 9:35 AM	Luke Mintoff	a1c6dd99-6a95...	(555)-555-9393	nTelos