



GLP-1 Texts:

Is GLP-1 causing havoc on your surgeries and patient satisfaction, by creating more same-day cancellations?

With the rise of GLP-1 medications, facilities can send a text before surgery notifying patients with instructions. This is a crucial step towards reducing same-day cancellations due to patient non-compliance. Here are two examples of texts authored and sent by Dialog Health clients:

877-656-1132

Mon, Apr 11 at 1:30 PM

MainStreet Surgery: Certain medications can slow gastric emptying. Are you taking an oral or injectable GLP-1? Examples include Ozempic, Mounjaro, Rybelsus, Trulicity and Wegovy. Please reply YES or NO.

Yes

MainStreet Surgery: If your medication is daily, do not take it the day of your procedure. If your medication is weekly, do not take it one week prior to your procedure. Failing to stop this medication will result in the cancellation of your procedure.

949-555-5489

Tue, Apr 20 at 10:00 AM

MainStreetSurgery: Hi Alex, for your appointment on [April 28](#), if you are taking any of these medications listed below, you must withhold them for 7 days prior to your appointment or you risk cancellation by anesthesia on the day of. If you have any questions regarding this message, please call the endoscopy center at [877-666-1132](#):

Dulaglutide (Trulicity), Exenatide (Byetta, ER Bydureon BCise), Liraglutide (Victoza), Semaglutide (Ozempic SQ, Rybelsus (oral), Wegovy), Tirzepatide (Mounjaro), Lixisenatide (Adlyxin), Beinsaglutide (Benaglutide), Saxenda, Mounjaro or Zepbound (tirzepatide)

Contact Us To Learn More

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ASC reduces GLP-1 No-Gos with our easy-to-use, HIPAA-compliant texting platform.

96% Reach Rate**71% Resonpse Rate****12% Self-Identified**

Case Study Summary

Our automated SMS workflows and AnalyticsPRO help proactively identify patients at risk (like those on GLP-1s), send targeted instructions, and reduce costly cancellations. **In our GLP-1 case study – with a 96% reach rate and 71% response rate – 12% of patients were flagged early, preventing over 2,000 last-minute no-gos and keeping schedules full.** This is healthcare expertise in action—customized, measurable, and proven. Dialog Health knows healthcare and delivers real results you can't get with other texting platforms.

The Problem

GLP-1s like Ozempic and Wegovy are now widely used for managing type-2 diabetes and weight loss. But their popularity has revealed a pre-op risk: delayed gastric emptying. One ASC experienced a rise in same-day surgery cancellations when patients unknowingly stayed on these medications, prompting a revamp of their protocols and patient communication.

The Solution

The facility's care team introduced a simple but effective solution, via Dialog Health's self-service texting interface: a message sent 10 days before each procedure asked patients if they were taking a GLP-1 medication. Those who replied YES received clear, timely instructions: stop injectables 7 days before, or orals 24 hours before.

This proactive outreach gave patients the guidance they needed ahead of time, significantly reducing last-minute cancellations, anesthesia risks, and ultimately providing a smoother experience for staff and patients.

The Results

With a 96% reach rate and 71% response rate – 12% of patients self-identified as taking a GLP-1. Thanks to Dialog Health's timely SMS outreach, 2,184 procedures that would have been canceled were saved—protecting revenue, patient satisfaction, and valuable OR time.

- **Exceptional Reach**
Using Dialog Health's texting platform, the ASC **reached 96% of eligible patients.**
- **Impressive 71% response rate**
The Dialog Health SMS workflow achieved a **71% response rate with replies averaging 13 minutes**—dramatically faster and more reliable than phone or email outreach
- **Improved Patient Outcomes**
When 12% of patients self-identified as taking a GLP-1 – it triggered an automatic SMS with instructions—helping facilities prevent cancellations and keep schedules full.