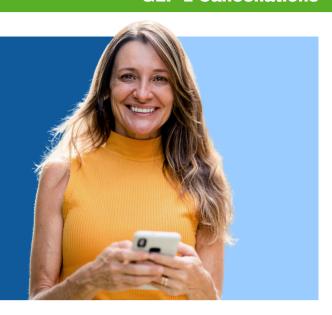


CASE STUDY: Text Messaging Reduces GLP-1 Impact on Surgery Cancellation Rates



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 selfservice 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

Over 1.5 years, 12% of patients selfidentified as taking a GLP-1. The timely SMS messages meant that over , or 2,184 procedures could proceed as originally planned.

Exceptional Reach

Using Dialog Health's texting platform, the ASC reached 96% of eligible patients.

An impressive 71% response rate

> With a median response time of 13 minutes, this facility's response rate highlights just how effective timely, targeted texting can be.

Improved Patient Satisfaction

With 12% of patients self-identifying as taking a GLP-1, the facility was able to intervene early and adjust pre-op instructions to avoid cancellations.





Dialog Health's self-service console improves outcomes and satisfaction for both patient and staff.

Thurs, Sept 15 at 9:30 AM

SURGERYCENTER: Hi Michelle, GLP-1 medication (Ozempic, Wegovy, etc) slow gastric emptying and must be discontinued it prior to surgery. Are you taking a GLP-1? Reply YES or NO.

YFS

SURGERYCENTER: If your

medication is daily, do not take the day of procedure. If your medication is weekly, hold for 7 days prior to procedure. Failing to stop this medication will result in the cancellation of your procedure.

The Conclusion

By identifying potential risks early and delivering clear, timely instructions through Dialog Health the facility improved patient preparedness and protected valuable OR time. With rising GLP-1 usage, proactive communication isn't just helpful, it's essential.

The Results

96%

96% of patients were opted-in to receive texts and were sent the GLP-1 message workflow

71%

RESPONSE RATE

71% of patients answered the text in a median time of 13 minutes.

OF PATIENTS SELF-IDENTIFIED AS TAKING A GLP-1

12% of patients replied YES and were instructed to stop their medication, avoiding 2,184 last-minute cancellations.

