

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 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

Over **1.5 years, 12% of patients** self-identified 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.

YES

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.

**Case Study
GLP-1 Cancellations**

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%

REACH RATE

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.

12%

**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.

