

# THE PATIENT JOURNEY

## KNEE REPLACEMENT

### EXAMPLE TASK, NEEDS & TOUCHPOINTS

STAGE: COMMIT TO SURGERY

#### TASK

Choose which physician will perform my surgery

#### NEEDS

- Physician can accommodate my desired surgery date or time frame
- Feel comfortable with the physician's bedside manner
- Confident in physician's reputation to perform surgery
- Sets clear expectations for surgery & recovery
- Puts me at ease about surgery & recovery

#### TOUCHPOINTS

Nurse Navigators, Medical support staff, orthopedists, books & websites about knee replacement, physician review sites, financial professionals (insurance reps, billing clerks, etc.), friends/family who have undergone similar surgery, loved ones & patient communities

