

(E028) SFHFT Orthopaedic Service 12
Month Follow Up

Florence

**ORTHOPAEDIC SCORE
READING, ONCE ONLY
WEEK 46 @ 12:00**
Hi, it's Flo. Have you
completed your
orthopaedic score
questionnaire? If yes, text
DONE followed by your
score e.g. DONE 20; and if
no, text FORGOT

**4 DAYS LATER IF NO
REPLY (UP TO 4
REMINDERS)**
Hi, just checking if you
have completed your
orthopaedic joint
questionnaire. Text back
DONE then your score e.g.
DONE 20 and if not text
FORGOT. Thanks, Flo

**CONFIRMATION
MESSAGE (KEYWORD
"DONE")**
Thank you. Your clinician
will review your result and
contact you by text about
your outcome. Flo

**CONFIRMATION
MESSAGE (KEYWORD
"FORGOT")**
Remember it is important
to complete your
orthopaedic score
questionnaire. Please
comply ASAP and text
DONE followed by your
score to 64711. Thanks,
Flo

**X-RAY APPOINTMENT
READING, ONCE ONLY
WEEK 46 @ 12:30**
Hello, it's Flo. Have you
had your follow-up X-ray of
your joint replacement
done yet? If yes, text #1
followed by the date, eg.
#1 23 03 15. If no, text #2

**4 DAYS LATER IF NO
REPLY (UP TO 4
REMINDERS)**
Hi, it's Flo again. Please
tell us if you have had your
follow-up X-ray? When
done text #1 followed by
the date, eg. #1 23 03 15.
If not, text #2

**CONFIRMATION
MESSAGE - X-RAY
ATTENDED**
Thank you. Your Clinician
will review the results. Flo.

**X-RAY NOT ATTENDED
MESSAGE**
Remember it is important
to have your follow-up
x-ray. Please comply
ASAP and text #1 followed
by the date to 64711 when
done. Thanks, Flo

**X-RAY APPOINTMENT
REMINDER, ONCE ONLY
WEEK 43-46 @ 12:00**
Hello, it's Flo. Just a quick
reminder that your X-ray
appointment is due
regarding your joint
replacement. Please
attend within the next 3
weeks. Thank You.

**ORTHOPAEDIC SCORE
REMINDER, ONCE ONLY
WEEK 45-46 @ 12:30**
Please complete the joint
score questionnaire which
can be found in your Flo
information pack. Make a
note of your total score.
Thanks Flo.

**FLO EVALUATION
REMINDER, ONCE ONLY
WEEK 48-49 @ 12:00**
Hi, Just a reminder to ask
you to complete the Flo
evaluation form and return
it to the Orthopaedic team
in the SAE found in your
information pack. Thanks
Flo