

UAB Transforms Bariatric Surgery Care Journeys with SeamlessMD

Key Results:

- ↓ **80%** in daily staff phone calls (30 → 6)
- ✓ **71%** of patients avoided calls
- ↓ **15 min / patient** saved in chart review time
- ✓ **Real-time visibility** into process bottlenecks, timelines, and dropouts

Streamlining Complex Journeys Amid Rising Demand

Across the country, the journey to bariatric surgery is a long and arduous process. Patients must complete individualized requirements based on insurance coverage and health status, often involving multiple clearances and touchpoints across different clinical teams. For many programs, this complexity creates challenges: patients can lose motivation with their progress, coordinators struggle to keep patients engaged with the necessary milestones, and bariatric programs lack visibility into where patients drop off or get delayed in the process.

At University of Alabama at Birmingham (UAB) Medicine – a flagship academic medical center serving the Southeastern United States – these challenges are particularly important to address. Despite the rising popularity of weight-loss medicines,

bariatric surgery remains the most effective treatment for class III obesity, and surgical programs nationwide face increasing pressure to care for those patients while still delivering an outstanding patient experience. UAB recognized the opportunity for SeamlessMD's patient engagement technology to play a significant role in transforming the process of helping patients get to surgery.

Building on Proven Digital Care Success Across UAB

UAB's surgery programs had already been leveraging SeamlessMD across clinical areas such as colorectal, thoracic, and gynecologic oncology surgery – integrated with the EHR and aligned with Enhanced Recovery After Surgery protocols – to enhance engagement and outcomes. SeamlessMD's scalability – built on rapid deployment, deep EHR integration, and strong clinical evidence – laid a solid foundation for expanding into bariatrics.

"SeamlessMD allows us to keep patients updated in real time on which bariatric surgery requirements they've completed and which items are still pending—reducing confusion, delays, and unnecessary follow-up."



Kristy Corey,
Manager of the Weight Loss Clinic, UAB

Accelerating Bariatric Surgery with SeamlessMD

To tackle these challenges, UAB's bariatric surgery program launched two digital care journeys:

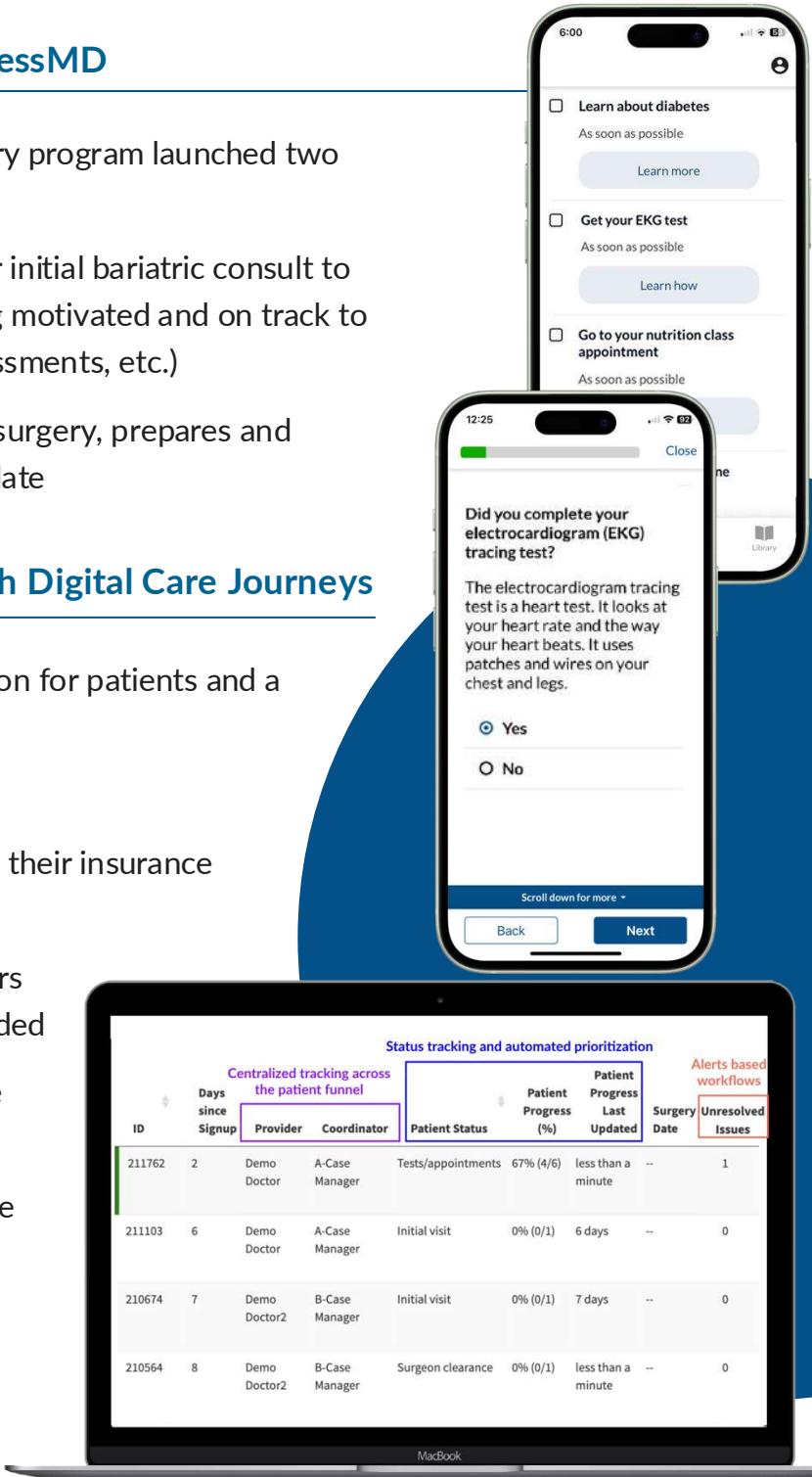
- 1) **Getting to Surgery:** guides patients from their initial bariatric consult to being scheduled for surgery, including staying motivated and on track to meet insurance requirements (e.g. tests, assessments, etc.)
- 2) **Pre-Operative Preparation:** once cleared for surgery, prepares and optimizes patients leading up to the surgery date

Empowering Patients and Care Teams with Digital Care Journeys

SeamlessMD functions as both a virtual companion for patients and a workflow tool for the bariatric care team.

For patients, SeamlessMD provides:

- A personalized, step-by-step to-do list tailored to their insurance requirements and health status
- An education library of resources and reminders that explain why each clearance or step is needed
- Real-time visibility into “where they are” in the process, reducing uncertainty and anxiety
- A simple way to notify the team when tasks are completed or when they need help
- Reminders, tasks, education and guidance on preparing for surgery



For care teams, SeamlessMD delivers:

- A shared dashboard accessible by both the Weight Loss Medicine Clinic and Department of Surgery, ensuring alignment across teams
- Centralized tracking of each patient's progress, replacing manual tracking spreadsheets
- Alerts when a patient completes an item or signals a need for assistance
- Operational insights into bottlenecks and patient funnel metrics, enabling proactive interventions

This combination translates to patients feeling more supported and in control, while staff spend less time chasing information and more time helping patients move forward in their journey.

"SeamlessMD has completely changed how we guide patients through their journey to bariatric surgery. Patients are empowered to be engaged through easy and convenient access to information and education. Our team has been able to streamline our workflow and improve both the efficiency of the bariatric surgery process and quality of the patient experience."



**Christina Lundeen, BSN, RN,
Bariatric surgery Clinical Care Coordinator, UAB**

The Results: Improved Operational Efficiency and Elevated Patient Experience

Results from the UAB bariatrics program are compelling:

↓ 80% in daily staff phone calls

15 minutes saved on chart review per patient

5 minutes saved per patient message on education and progress

For the first time, UAB gains insight into:



Patient dropout rates
and timing



Average time-to-surgery and
time spent in each phase
leading up to surgery



Which test, appointments,
and/or requirements create
bottlenecks and delay
progression

Projected Impact & Next Steps

While immediate improvements focus on efficiency, UAB expects downstream benefits: improved retention, shortened time to surgery, and sustained surgical throughput within a competitive weight-loss landscape.

"SeamlessMD enables our patients to be active participants in their care. With the app they are able to track their progress, get help when they need it, and understand at all times where they are in the journey."



**Richard Stahl, MD
Director, Bariatric Surgery, UAB**