



Good morning, Emma



Surgery waitlist

COMPLETE



Preparing for surgery



Learn about my procedure



My Care Plans



Medication Cessation Reminder

NEW



Surgery Admission Reminder



# Patient Journey Support

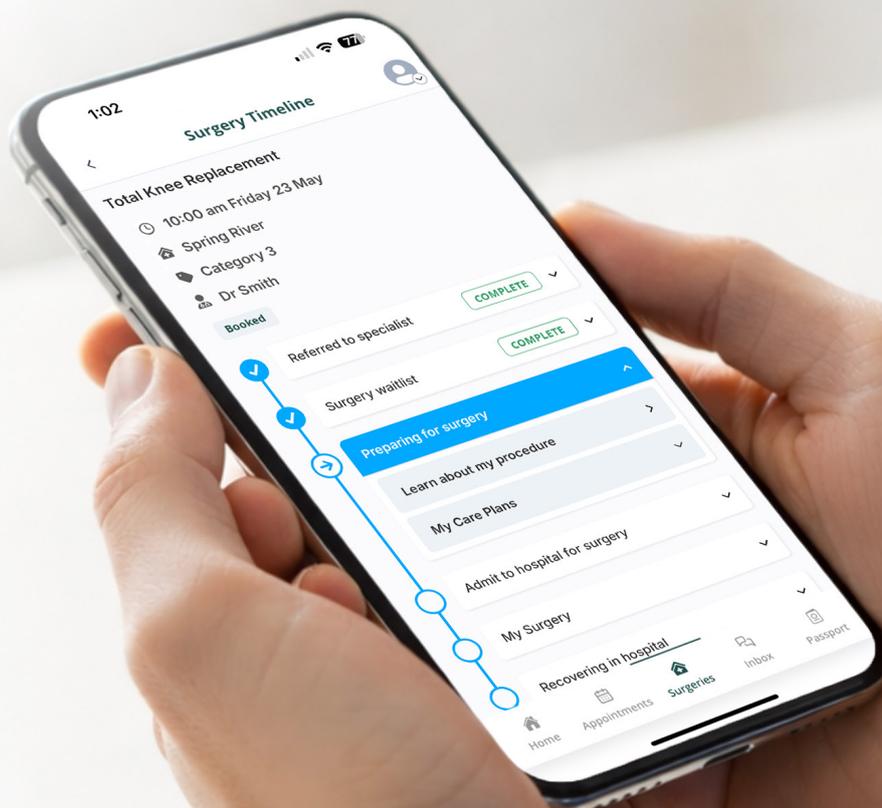
PERIOPERATIVE CARE



**Five Faces**

Powered by DX5

# Make perioperative care easier to *deliver*, easier to *experience*.



# Redesigning the surgical experience

Surgery is one of the most critical and resource-intensive parts of the healthcare system.

Yet for many patients, the experience is still fragmented and difficult to navigate. Between appointments, there is often limited visibility, minimal support, and a heavy reliance on patients to remember what to do and when.

The result is a perioperative pathway built on fragile handoffs, where preventable issues emerge late, on the day of surgery.

Patients arrive unprepared. Procedures are delayed or cancelled. Staff spend valuable time chasing forms, answering avoidable calls, and managing uncertainty.

## A better journey delivers real system benefits

Redesigning perioperative care through consistent, connected digital support can help health services:

- Reduce cancellations, no-shows and re-admissions
- Improve theatre readiness and utilisation
- Increase elective surgery throughput
- Reduce administrative burden and data errors
- Improve patient confidence, preparation and satisfaction

Patient Journey Support enables health services to support patients earlier, communicate more consistently, and improve flow across the full surgical journey.

# Make every step connected.

For patients, surgery doesn't begin on the day of admission.

It begins the moment they are placed on a waitlist, and the weeks or months that follow are critical for preparation, communication, and readiness.

Guide patients through every step, with consistent digital support before, during and after surgery.

## Pre-operative

- Appointments and updates
- Alerts, reminders and notifications
- Journey navigator with milestones
- Health optimisation plans
- Personalised education and journey guidance
- Secure messaging with care teams

## Day of surgery

- Arrival, parking and navigation guidance
- Reminders
- Smart forms and digital consent
- Emergency notifications

## Post-operative

- Patient Reported Experience Measures survey (PREMs)
- Personalised recovery care plans
- Recovery monitoring and education reminders
- Track Patient Reported Outcome Measures (PROMs)

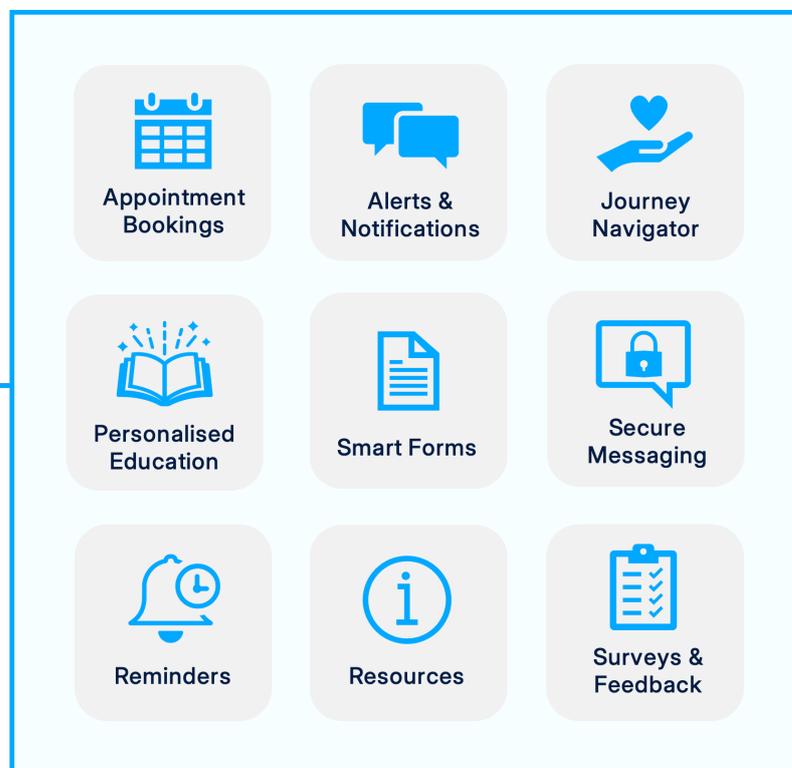
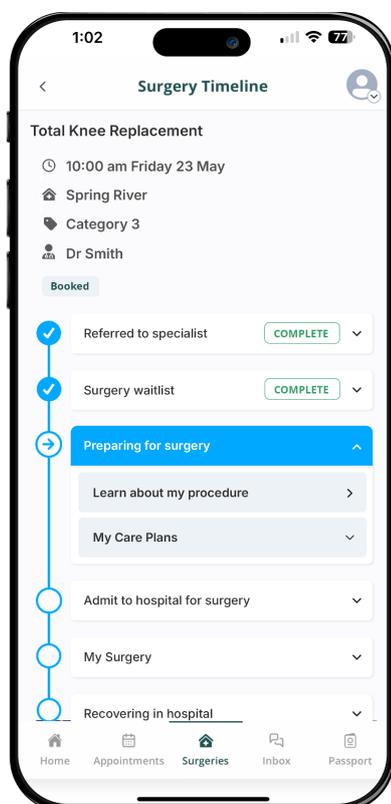
# Make preparation clear and coordination easy.

Give patients the guidance they need, and give perioperative teams the visibility to coordinate care with confidence.

## PATIENT HUB

Patients gain a single place to manage their perioperative journey:

- ✓ Clear visibility of upcoming milestones, appointments and next steps
- ✓ Alerts, reminders and notifications
- ✓ Procedure-specific education, reminders, digital forms and consent delivered at the right time
- ✓ Designed to support all patients, including those with accessibility and multi-lingual needs

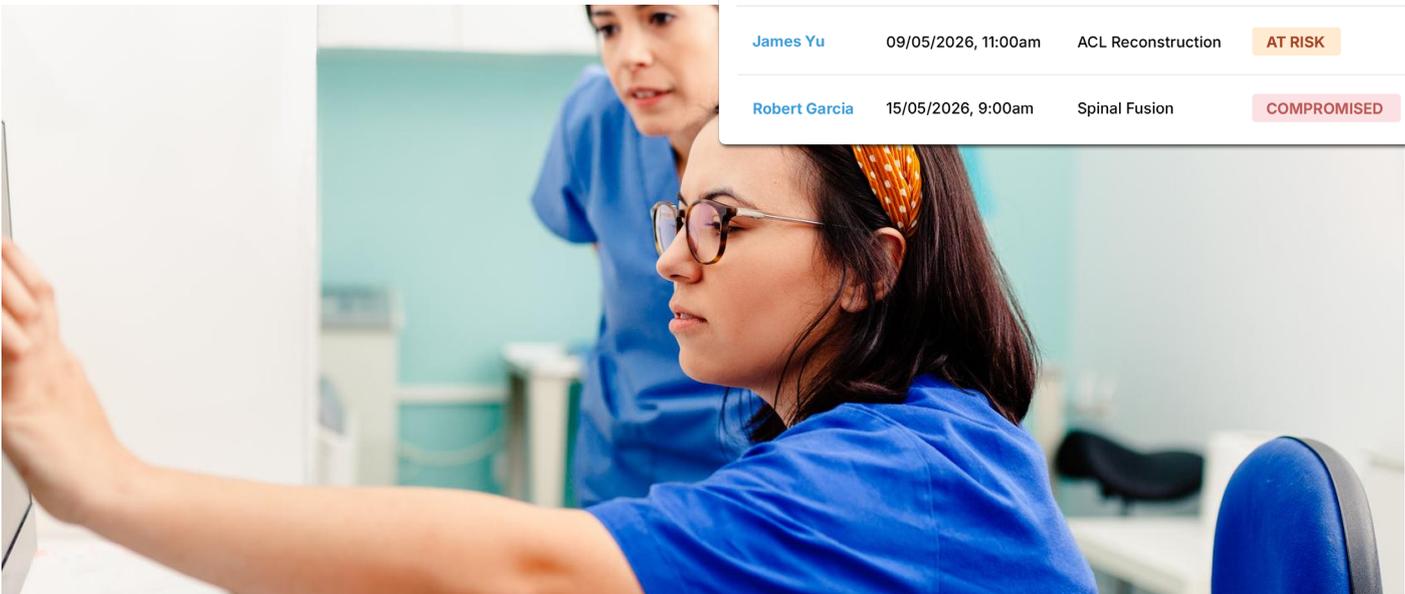


## PERIOPERATIVE CARE

### STAFF HUB

Staff gain real-time visibility into the surgical journey, with tools to coordinate readiness, communication and follow-up across patients and pathways.

- ✓ Communicate securely with individual patients or patient groups
- ✓ Create and share digital forms, consent steps and education resources
- ✓ Initiate tasks, reminders and workflow-based preparation activities
- ✓ Monitor patient readiness and recovery through dashboards to support safer, more efficient care
- ✓ Support smoother perioperative coordination with less manual admin



Chris Smith	05/05/2026, 10:00am	Prostatectomy	READY
James Yu	09/05/2026, 11:00am	ACL Reconstruction	AT RISK
Robert Garcia	15/05/2026, 9:00am	Spinal Fusion	COMPROMISED

### Configurable journeys, designed for real perioperative care

Because no two surgical services run the same, the solution can be configured at any level – from a consistent hospital-wide surgical journey, to procedure-specific pathways, and even clinician-level requirements.

This allows health services to scale best-practice journeys while supporting the nuances of local teams and surgical specialties.

# Make surgical journey innovation supportive and scalable.

The DX5 Platform is the configurable technology foundation that powers all our solutions, making them a consistent set. It provides the building blocks for consistent digital patient experiences. The DX5 Platform enables:



**A consistent approach** to solving patient experience pain points



**Easy integration** to existing systems, such as your eMR, PAS and others



Flexibility to choose only the **modular capabilities** you need and add more later



**Self-configuration** to add new locations and surgical journeys



**Seamless scalability** across departments and districts for lower TCO



**Accessible, multilingual** journeys that support patients of all abilities

## Designed with perioperative insight

This initiative is led by Dr Cory Williams (PhD), Five Faces' Research & Clinical Lead, with over 14 years' experience across surgical and perioperative services.



Dr Cory Williams



Ground Level, 154 Melbourne Street  
South Brisbane QLD 4101 Australia  
[connect@fivefaces.com.au](mailto:connect@fivefaces.com.au)  
1300 550 267 | +61 7 2139 6116