



Patient and Practice Experience

What is coflexConnect?

coflexConnect is a concierge program that provides education and personalized support to patients suffering from lumbar spinal stenosis who are considering surgery with the **coflex** device.

How does it work?

The coflexConnect Patient Experience:

- Provides patients with additional education on the **coflex**[®] device by trained **coflexConnect** Care Coordinators
- Educates patients on the benefits verification process for surgery with the **coflex** device
- Supports patients via peer coaching from post-operative **coflex** patients (**coflex** Patient Ambassadors)

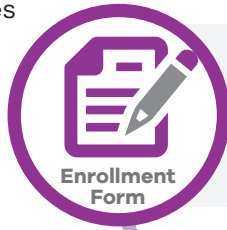
The coflexConnect Practice Experience:

- All patients who are prescribed **coflex** surgery should be offered the **coflexConnect** program

Program Flow Chart

PRACTICE

Surgeon prescribes coflex and the surgeon/practice staff present the coflexConnect program to the patient.



If the patient is interested and completes the coflexConnect Enrollment Form, the practice staff submits the form to coflexConnect via fax. The patient can also be directed to coflexsolution.com to complete an online form and enroll in coflexConnect.

coflexConnect CARE COORDINATOR

calls patient within one business day of enrollment form receipt and provides ongoing support via phone and email



coflexConnect PATIENT AMBASSADOR

supports patient by sharing experiences



PATIENT
receives guided experience

Participate in coflexConnect:

- Schedule a practice on-boarding with your Surgalign representative and relevant practice staff
- Present the coflexConnect program to all patients who are recommended for the coflex device and gauge their interest in participation
- To enroll in the program, a patient must complete the coflexConnect Enrollment Form. The patient can complete this form at your practice which can then be faxed to the coflexConnect program at (858) 205-6654, or he/she can enroll online at coflexsolution.com/coflexconnect/

As a result:

- Your patients will be on their way to a personalized experience

For more information, contact:

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