

Following your recovery, you will be asked to provide feedback on your Diamond Care experience to help us make further improvements to ensure that we are providing the best care and customer service possible. By making your surgical process less intimidating, our goal is to bring you the assurance and comfort you need to make a full recovery as quickly as possible.

To learn more about Diamond Care and orthopedic surgery at AHN, call **412.DOCTORS (362.8677)**.



Allegheny
Health Network

Diamond Care
Orthopedic Surgery



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Diamond Care Orthopedic Surgery

Forget what you know or have heard about orthopedic surgeries of the past. Diamond Care is a different approach designed to remove the stress and confusion from your surgical experience by providing a new level of personalized service to your knee and hip replacement.

As a comprehensive and coordinated approach to orthopedic surgery offered in all Allegheny Health Network (AHN) hospitals, Diamond Care provides personal attention centered on you and your family.

It offers three main benefits:

- Improved patient outcome
- An outstanding patient experience
- Lower cost of care

To help achieve these benefits, you will be assigned a Diamond Care Navigator who will guide you throughout your surgical experience. Your Navigator will work with you from the day you and your doctor decide that surgery will be performed, through surgery and recovery, to your transition back home and any additional outpatient services you may need.

You will receive the same high-quality medical care always provided by AHN doctors and facilities. What's different is the level of personal service delivered by your Diamond Care Navigator before, during and after surgery. It's part of our ongoing commitment to continually evaluate and enhance your entire experience at AHN.

Improved patient outcomes

The Orthopedic Institute at AHN continues to offer innovative surgeries and minimally invasive procedures that result in less postoperative pain and faster recovery than standard surgery. Through pre-operative testing, we learn about your general health condition and any chronic health issues that you may have. We work closely with you, your surgeon and your clinicians to ensure that you are in the best possible health to reduce the risk of complications, to have the best possible medical outcome and to determine the appropriate length of your inpatient stay.

Outstanding patient experience

Having a positive experience throughout your surgery and recovery is an important part of a good patient outcome. Your Diamond Care Navigator will work with you to help you understand all aspects of your procedure. You will receive a welcome kit and be invited to attend educational sessions about your procedure. During your hospital stay, you will be in a dedicated joint replacement room with caregivers dedicated to working with orthopedic patients. Following your surgery, your Diamond Care Navigator will ensure that you receive all the necessary follow-up care and that you understand your therapy needs.

Lower cost of care

Working with orthopedic surgeons and clinical representatives throughout AHN, we have standardized the products and best-practice clinical processes used in your surgery. Doing so has enabled us to provide high-quality care at a reduced cost. As a result, you will experience reduced out-of-pocket expenses for your surgery without compromising the quality of the care you receive. In fact, through the efforts of your Diamond Care Navigator, your experience will be the best it's ever been.

Your Diamond Care Navigator

By providing outstanding patient care coordination and services, Diamond Care Navigators strive to make your patient experience the best possible. They will assist you and your family by:

- Providing education about the upcoming procedure
- Welcoming you and your family on the day of the surgery and making sure that everyone gets to the right location and is informed and comfortable
- Answering questions before, during and after the procedure
- Making follow-up calls after you leave the hospital
- Providing guidance on insurance questions
- Making sure that you are aware of your options and that you receive the medical, emotional and logistical support you need