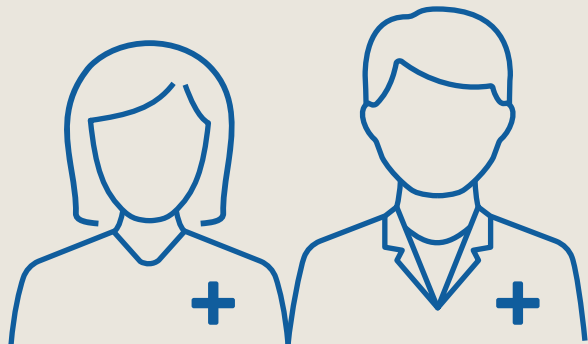


# A Valuable Partner through the Care Continuum



## Before Surgery

USAP's in-network strategy means that **95 percent** of our commercial patients are **cared for in-network**, giving peace of mind to patients, surgeons, and health systems.

Each USAP practice is governed and run by **locally elected physicians** who live in the communities they serve.

USAP plays a significant role in **enabling procedure scheduling**.

**Dedicated USAP Patient Advocacy teams** help patients navigate insurance, eligibility, and clinical questions ahead of their procedure.



## The Day of Surgery

USAP clinicians work with surgeons to create **personalized OR care plans** to improve patient outcomes.

During surgery, USAP clinicians administer the **appropriate type of anesthesia** while continually monitoring the patient's heart, respiration, and blood pressure.

USAP captures dozens of de-identified clinical quality metrics for each of the over **2.4 million cases** we handle each year, allowing us to develop peri-operative, operative, and post-op clinical protocols that lead to safer, more efficient care.



## Post Surgery

USAP clinicians work closely with surgeons and other clinical team members to ensure a **smooth recovery and discharge experience**, including **continued patient monitoring** and development of customized pain management plans.

USAP surveys the more than **2 million patients** we care for each year to continually enhance the patient experience.

Once USAP receives claims processed by the insurance company, we **communicate with patients** in an easy-to-understand format, showing insurance coverage and any remaining patient responsibility.

In 2022, over **96% of patients** rated their experience with USAP as "good" or "great".