Second Door

The Cost of Poor Navigation

Most patients don't follow the best-practice MSK pathway—leading to unnecessary imaging, medications, and surgeries that drive up costs.

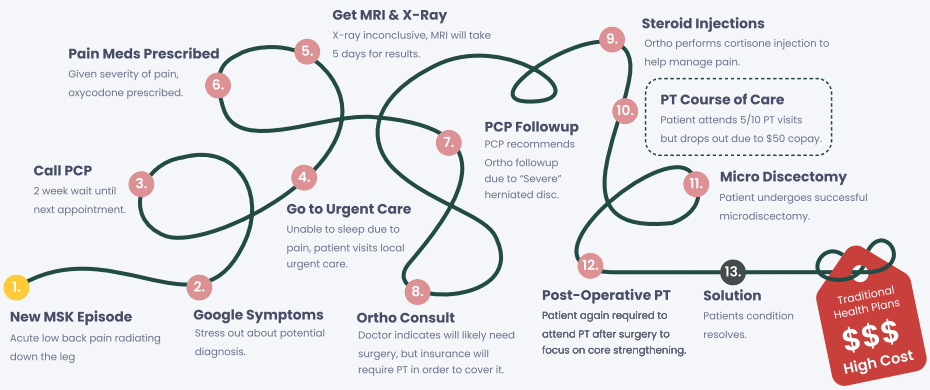
The Traditional Care Journey

Unfortunately, **90% of the time**[2], patients do not follow the ideal care pathway. This can lead to:

Long Waits & Uncertainty
Patients delay care, search for answers online, and face extended wait times for visits.

Unnecessary Interventions
MRIs, steroid injections, and pain medications often come before conservative care.

Higher Costs & Worse Outcomes
The system drives patients toward surgery, increasing claims costs and prolonging recovery.



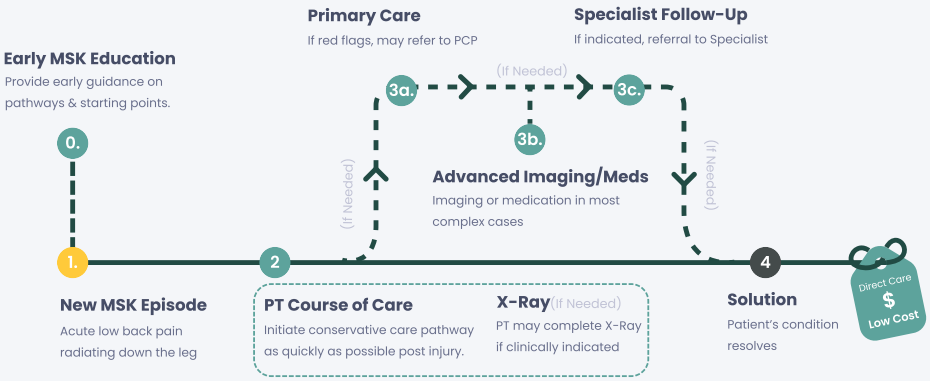
The Second Door Journey

Second Door Health connects employers with a hybrid MSK provider network that ensures employees get the right care at the right time—driving better outcomes at a lower cost.

Direct Access to PT
Patients start with conservative care, reducing total medical costs by 75%[1].

Fewer Medications & Imaging
87% less likely to be prescribed opioids3, 28% lower probability of high-cost imaging[4].

Better Outcomes, Lower Spend
Employers save an average of $2,736 per patient when PT is the first intervention[5].



1. APTQI Study on Low Back Pain Intervention, 2017; 2. Outpatient Physical Therapy Services by People With Musculoskeletal Conditions, 2017; 3. Physical Therapy as the First Point of Care to Treat Low Back Pain: An Instrumental Variables Approach to Estimate Impact on Opioid Prescription, 2018; 4. Observational retrospective study of the association of initial healthcare provider for new-onset low back pain with early and long-term opioid use, 2019; 5. Primary care referral of patients with low back pain to physical therapy, 2012.