

The TrueKnee service promise

TrueKnee aims to restore your knee's native anatomy through personalized planning, a defined surgical technique, data-informed care, a structured recovery protocol, and personal concierge support.

Our commitment: a clear plan, an understood next step, and personal support through the journey.

01 PLANNING

A plan that starts with you.

Your goals, questions and existing imaging inform a conversation with your surgeon about the options appropriate for your knee.

02 SURGICAL TECHNIQUE

A clear explanation of the approach.

Your surgeon explains how the proposed technique aims to restore native anatomy, its alternatives and its limitations. Treatment decisions remain with you and your surgeon.

03 DATA

Progress that is recorded and discussed.

Your existing questionnaires and reported progress support follow-up conversations. We reuse saved information where possible. Any research participation has its own permission process.

04 RECOVERY PROTOCOL

Know what comes next.

Education, preparation steps, questionnaires and follow-up are organized in one timeline, alongside your clinical team's instructions. Your next steps and agreed contacts are made clear.

05 CONCIERGE SERVICE

A person to help you follow through.

Your named Guide helps with practical arrangements, access to information and questions for your practice. We identify the next step and who is responsible for follow-up.

What you can expect from us

Clear explanations, respect for your choices, and honest updates when a step is delayed or unavailable. We will distinguish a requested appointment from a confirmed one, and a sent message from a completed conversation.

What we agree before you enroll

Your included services and costs; service start and end dates; your Guide and backup arrangements; contact channels, service hours and expected response times; and the clinical and after-hours contact routes.

The boundaries of this promise

Your Guide provides non-clinical coordination. Medical advice, image interpretation and treatment decisions belong to your clinical team. Guide messaging is not an emergency service. We promise a clear process and agreed support, not a particular clinical result.

Personalized 3D knee models

This service remains in development and is not a guaranteed inclusion today. Once available for suitable existing images, a specific model must be reviewed by the surgeon before patient release; unsupported cases require a clear explanation and next step.