

Post-Operative Instructions & Information

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Post-Operative Instructions & Information

Perioperative Services

Lehigh Valley Health Network, Allentown, Pennsylvania

Background

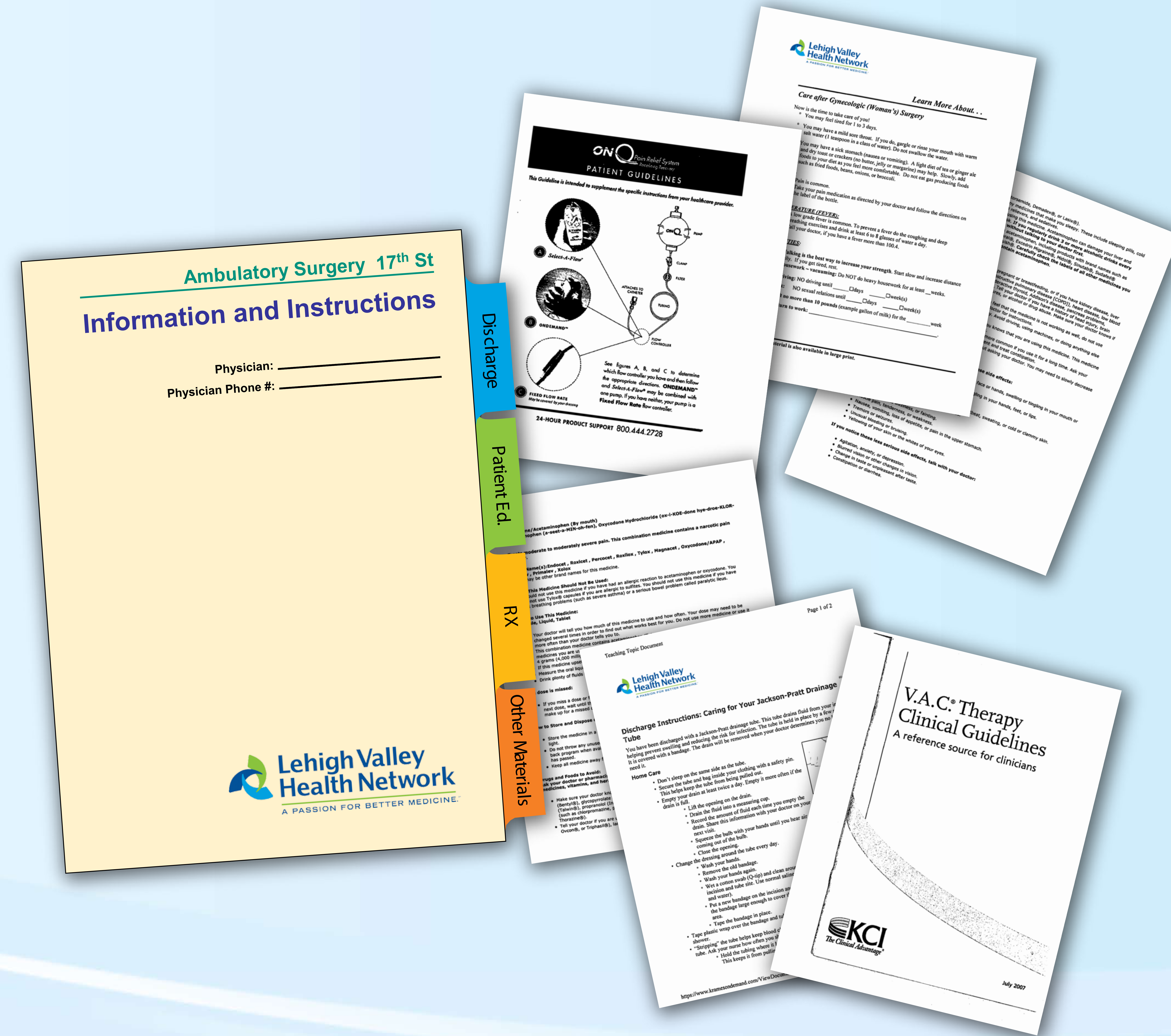
- Improve process of providing discharge instructions
- Patients unaware of importance of discharge paperwork

Objectives

- Overcome challenges
- Organize discharge paperwork
- Cost-effective process

Outcome

- Positive impact on discharge teaching
- Utilization of “scripting” terminology
- Improve patient satisfaction



Patient Satisfaction

