Post-Operative Instructions & Information

Maura Diehl RN, CPAN
Lehigh Valley Health Network, Maura.Diehl@lvhn.org

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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