Purpose: In the past, patients arrived to the main registration area to check in for surgery where they would be registered in the hospital computer. They would wait for their blood to be drawn and then wait to transfer to the preoperative holding area. This caused delays in surgery start times and caused patients to move about our department for services. Leadership wanted a faster, more concise process to decrease wait times and increase patient satisfaction.

Description: A new system was put in place for patients when they arrived preoperatively. The ‘registration area’ was renamed the ‘reception area’. On arrival, the patient and family are immediately escorted to the preoperative holding area and registered in the computer there by staff from the registration area. At this time the nurse places the patient on monitors and starts an intravenous. The preoperative blood work is drawn from this site, if possible, requiring only one needle puncture. The patient can be assessed by the preoperative nurse during this time. Anesthesia providers are able to perform their assessments after the IV is started. Any further work-up can be discussed at this time. Patients are then seen by surgical staff for consent.

Outcome: Registration in the preoperative area offers additional time for nursing to perform patient assessments. Utilization of staff in the preoperative area provides a more lean service to the hospital. Patients and families are brought to one place and the preoperative services are brought to the patient, increasing patient satisfaction.