Increased number of surgical delays, cancellations, and lowered Press Ganey patient satisfaction scores due to patients receiving conflicting information regarding arrival times, NPO information, directions to the center, and additional pre-operative instructions.

To identify present pre-operative instructions given and formulate a solution to address issues causing cancellations and delays; thereby decreasing patient's stress and dissatisfaction day of surgery with end results to improve throughput.

Research questionnaire formulated with 50 patients polled. Data tabulated and presented to administration, anesthesia team, and scheduling offices. Pre-operative surgical brochures formulated utilizing ERAS protocol, peri-anesthesia evidenced based practice, and research data information. Brochure included latest NPO protocol, text messaging system, and day of surgery flow, health care team, and educational plan. This information garnered from patient questionnaire and requests.

Post brochure implementation research questionnaire revealed 97% improvement in decreased cancellation and delays with throughput improvement noted. Surgeons, patients, scheduling office expressed satisfaction with new pre-operative instructions and brochure.

Collaboration of peri-anesthesia staff, anesthesiologists, and scheduling staff provided a brochure to give patient in the surgeon's office and day of surgery enabling patients to have decrease stress, surgical day education, and complete perioperative instructions. Improvement noted day of surgery with patient intake, less delays, less cancellations, and increase perioperative efficiency and effectiveness.