

# Surgical Appointment Reminder System: Ensuring Outstanding Patient Care and Satisfaction

## Objective:

The goal is to reduce patient no-shows and cancellations by implementing a proactive and compassionate reminder system that ensures patients feel cared for, understood, and prepared for their surgery. By utilizing multiple communication channels (calls, texts, emails, and Epic messages), we aim to provide a seamless and personalized experience.



## First Reminder – 7 Days Before Surgery (Call + Text + Email)

### Call Script:

*"Hi [Patient Name], this is [Your Name] calling from [Hospital/Clinic Name]. I see that my wonderful team spoke with you earlier—fantastic! I'm here to check in on how you're feeling and to make sure everything is set for your surgery with Dr. [Surgeon's Name]."*

*"We understand that this is an important time for you, and Dr. [Surgeon's Name] and the entire team are here to provide the best care possible. Is there anything you need to discuss or any questions you have about the procedure?"*

*"We'll be sending additional reminders with prep instructions, so please keep an eye on your messages. Your health and well-being are our top priority. We're here for you and your family every step of the way. Thank you for choosing us!"*

### Text Message / Epic Message:

*"Hi [Patient Name], this is a friendly reminder that your surgery with Dr. [Surgeon's Name] is scheduled for [Surgery Date]. We'll be sending you important prep instructions soon. Feel free to reach out if you have any questions. We're here to support you. 🌸"*

## Second Reminder – 3 Days Before Surgery (Call + Text + Email)

### Call Script:

*"Hi [Patient Name], this is [Your Name] from [Hospital/Clinic Name]. I wanted to touch base regarding your surgery with Dr. [Surgeon's Name] on [Surgery Date]. We just wanted to make sure you're aware of the **prep instructions** that we'll be sending your way."*

*"If you have any questions or concerns, don't hesitate to ask. We're here to make sure you feel confident and fully prepared for your surgery. We want you to be as comfortable as possible."*

*"Dr. [Surgeon's Name] and the entire team are dedicated to providing you with exceptional care and ensuring a smooth procedure. We're here for you every step of the way!"*

### Text Message / Epic Message:

*"Hi [Patient Name], your surgery with Dr. [Surgeon's Name] is in 3 days! Please review the prep instructions we've sent, and let us know if you have any questions. We're here to assist and support you. 🌸❤️"*



## Third Reminder – Day Before Surgery (Call + Text + Email)

### Call Script:

*"Hello [Patient Name], this is [Your Name] from [Hospital/Clinic Name]. Your surgery with Dr. [Surgeon's Name] is tomorrow, and we want to ensure you're fully prepared and comfortable. I'm calling to go over your **prep instructions** and make sure everything is clear."*

*"Can you kindly repeat back to me what you understand about the instructions? This will help us ensure that we are on the same page and that everything is set for your procedure."*

*"Following these instructions is essential for a smooth surgery and recovery. If you have any questions or concerns, please don't hesitate to ask. We want you to feel confident and supported every step of the way."*

*"We're so grateful that you've entrusted us with your care, and Dr. [Surgeon's Name] and the entire team are committed to providing you with the best possible care. If there's anything we can do to assist, just let us know!"*

## Text Message / Epic Message:

*"Hi [Patient Name], this is a reminder that your surgery with Dr. [Surgeon's Name] is tomorrow. Please take a moment to review your prep instructions. Following them is crucial for the success of your surgery. Can you kindly reply back with your understanding of the instructions? If you have any questions, we're here to assist. Your health and comfort are our top priority. 🌸❤️"*

## Why This Process is Critical:

The step-by-step reminders and prep instructions ensure that:

- **Patients are well-informed** and ready for their procedure.
- **Miscommunication** is minimized by verifying understanding through repetition.
- **Surgery outcomes** are optimized by following prep instructions carefully.
- **Patient satisfaction** is maximized, as they feel heard, cared for, and supported.

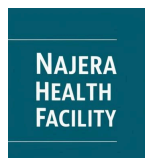
## Importance of Prep Instructions:

Following the prep instructions is essential to ensure:

- The **best possible outcome** for the surgery.
- **Safety and effectiveness** of the procedure.
- **Reducing risk** of complications during and after surgery.
- Helping **patients feel confident** and empowered in their care.

## Additional Communication Channels:

- **Epic System:** Use Epic messaging to send real-time updates and confirmations.
- **Text Message Reminders:** Personalized text reminders that are simple, clear, and concise.
- **Email Funnel:** Detailed information regarding prep instructions, surgery preparation, and post-care tips sent directly to the patient's inbox.



## Final Reminder – Morning of Surgery

### Epic Message + Text + Call (First Thing in the Morning):

*"Good morning, [Patient Name]! Just a quick reminder that your surgery with Dr. [Surgeon's Name] is today. We want to ensure everything goes smoothly. Please double-check your prep instructions one last time. Can you confirm that you're ready for surgery?"*

*If necessary, we can also offer you additional resources or support for you and your family during this time. 🌸❤️ We are committed to providing you with the highest level of care and are excited to help you through your surgery and recovery!"*

## **What You'll Gain from This System:**

- **Reduced no-shows and cancellations** by creating a proactive reminder system that engages patients at each step.
- **Increased patient compliance** with pre-surgery instructions, leading to better surgical outcomes.
- **Improved patient satisfaction** by making them feel heard, understood, and supported throughout the process.
- **Positive engagement** with the surgical team, reinforcing the excellence of Dr. [Surgeon's Name] and building trust in their care.

## **Conclusion: Raising the Bar on Patient Care Excellence**

By implementing this **comprehensive communication system**, you will elevate patient care to a new standard, ensuring patients feel not only informed and prepared but also valued and cared for. From the initial reminder to the final follow-up, every interaction reinforces your commitment to **exceptional patient care**.

For more insights and resources on improving patient communication and care, please visit [www.alenajera.com](http://www.alenajera.com). Let's continue to raise the bar together, providing **excellence in healthcare** at every step.

