**Background**

- Patients require clear, concise, and accurate information to optimally prepare for medical procedures and health promoting activities.
- When receiving instructions from multiple sources, patients indicate the information provided needs to be consistent.
- Studies demonstrate patients receive information from doctors and hospitals via various technologies including email, texts, and apps.

**Purpose**

The purpose of this project is to decrease the number of outpatient cardiovascular procedures delayed or cancelled by improving and standardizing communication.

**Methods**

- Evidence-based practice project
- Phase one of involved:
  - Cardiovascular patients were asked questions during post-op calls done by the CVSSU staff.
  - Phase 2 future state involves standardizing pre-procedure instruction between cardiologists’ offices and hospital.

**Results**

- Demographics
  - 27 of males and 21 females
  - Ages 52 to 94 (mean = 73)
- Methods of communication
  - Most female patients used MyChart
  - Overall, this sample preferred email and texts as the preferred way to get info

**Discussion**

Despite a significant number of the patients being geriatric, most preferred communication using technology rather than phone calls.

**Implications for Practice**

- Phase 2 involves a meeting between the management team and the Cardiology groups to update and standardize education.
- Identify the impact of these initiatives on number of cancelled and delayed cases.

**Acknowledgments**

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**References available upon request.**