

Why use AIDET® ?

Delivering excellent customer service and quality patient care is an expectation at SMC. All students are expected to adhere to SMC's Standards and Values. Using AIDET® consistently is an expectation. AIDET® is an evidence-based communication tool that has been shown to reduce patient anxiety and thus enhance the ability of the patient to participate in their care.

Acknowledge

Key Message: Make a great first impression. Shows respect and establishes trust.

- Before entering patient room, always knock and ask permission to enter
- Acknowledge the patient/customer by their preferred name.
- Show a positive attitude with a smile and body language. Make eye contact. Sit if possible.
- Acknowledge everyone in the room and ask for permission to include family/visitors as you talk.
- Place patients/customers at ease and make them feel comfortable.

Introduce

Key Message: Reduce patient/customer anxiety

- Name, job title, department and your role in the patient's care.
- Certification, training, skills and experience. It's okay to talk yourself up!
- Manage up yourself, your coworkers, other departments, and physicians.
- Talk up the hospital! Puts patients/families at ease with being here.
- Example: "Good morning Mr. Jones. My name is Sue and I am a PT student from Smith University assisting your therapist today."

Duration

Key Message: Manages expectations. Demonstrates respect for the patient's time and need for information

- How long to wait before a test, procedure, exam, see physician, results
- How long will the wait time be approximately (use specific time increments)?
- Inform patients/customers about any delays; Update them regularly
- Ask: "May I get you anything while you are waiting?"
- Example: "I'm going to explain the procedure to you. The procedure will take about 30 minutes and then you will be ready to go back to your room."

Explanation

Key Message: Explain the care plan and listen to the patient's story

- Explain purpose of the task, test, or procedure and why you are doing it in words the patient can understand. Explain the role of any staff involved. Maintain patient confidentiality.
- Will there be pain or discomfort involved?
- Clarify their understanding by asking for their input and questions.
- Next steps: Make sure they know what comes next and where they are going.
- Example: "I will perform an assessment on you and then I'll sit with you to discuss the plan of care for the day and what you can expect. I will also write information on the communication board. Please ask me any questions you have about your care."

Thank You

Key Message: You are appreciated

- Provide a positive closing to the interaction
 - “It was nice to see you again.”
 - “I’m very glad we were able to take care of you today.”
 - “Again, my name is Kim and it was a genuine pleasure to work with you today.”
- Thank patients for cooperating with you, answering their questions, working with you.
- Thank the patient for trusting us with their care.
- Ask customers for any final questions or concerns. “Is there anything else I can do for you? I have time.”

AIDET TIPS

- Your behavior must match the message
- Non-verbal communicate with more honesty than words. People will walk away with the message they see versus the message they hear 100% of the time
- If you are going to write or document on the computer when the patient is talking, tell them so

YOUR PERSONAL AIDET WORKSHEET

Name: _____

A = Acknowledge

How can you:

- Show a positive attitude?
- Make patients/customers feel you are happy to see them?
- Put patients at ease and make them feel comfortable?
- Ask permission to enter a room?

I = Introduce

How can you introduce yourself?

Name/Title:

Years of experience (role or with SMC):

Special training

How can you manage up yourself, coworkers, physician, and hospital?

D = Duration

How can you communicate:

- How long the process, test, procedure, etc. will take?
- When results will be back?
- Delays in treatments/care?

E = Explanation

How can you:

- Help patients, family members, other customers understand what they can expect?
- Inform the patient about the plan of care in words the patient understands?
- Maintain patient confidentiality?

T = Thank You

How can you:

- Let patients/customers know you appreciate them and have enjoyed working with them?
- Thank the family for coming to SMC and for entrusting SMC with the care of their loved one?