

AIDET Behaviors and Actions to Enhancing the Patient-Centered Experience

Acknowledge

Greet everyone with a smile and use their names if you know them. Use your positive attitude to create a lasting impression.

EXAMPLE:

- Good morning/afternoon/evening Mr. Martinez. We have been expecting you and were glad you are here.
- Good morning/afternoon/evening Mr. Martinez. Welcome to __Hospital. We want to make your visit as convenient as possible. Would you please take a moment to confirm your most current information?

Introduce

Introduce yourself to others politely. Tell them who you are and how you are going to help them today. Escort people where they need to go rather than pointing or giving directions.

- My name is Wendy and I will be conducting your test today. I am a certified ultra sonographer and I do about 7 of these procedures per day. I am part of your ----- hospital care team. Do you have any questions for me before I begin?
- Mr. Martinez you will be seeing Dr. Perrell today. She is an excellent physician. She is a very good at listening and answering patient questions. You are fortunate to have her as your doctor.
- Ms. Smith, Dr. Perrell would like you to have an x-ray in our radiology department. We have an excellent team of radiology technicians who use state of the art equipment, I am confident you will have a pleasant experience working with our radiology team.

Duration

Keep in touch to ease waiting times. Let people know if there is a delay and how long it will be. Use the HEART service recovery model when people become upset or when necessary.

Dr. Perrell had to attend an emergency. She was concerned about you and asked me to let you know that it may be 30 minutes before she can see you. Are you able to wait or would you like me to schedule you another appointment?

Explanation

Advise people what you are doing, how procedures work, and who should be contacted if they need assistance. Communicate any steps that the person may need to take to complete the process, Talk, listen to questions or concerns, and learn what information you need to pass along.

- Ms. Martinez , the test will take about 30 minutes. The first step is to have you drink this solution and then you will have to wait 20 minutes before we can take a blood sample from you. Would you like something to read while you wait?
- The procedure you are having today is called, and it will not be painful. First we will. . .