

AIDET

The Five Fundamentals of Patient
and Customer Communication

AIDET: What is it?

- A powerful communication tool that provides a consistent framework for healthcare providers to communicate with patients, families and each other
- An initiative to increase patient satisfaction

AIDET

1. **A**cknowledgment
2. **I**ntroduction/Welcome
3. **D**uration/Time Expectation
4. **E**xplanation
5. **T**hank you

ACKNOWLEDGEMENT

- Smile and greet your patient/customer by name
- Make eye contact
- Stop whatever you are doing so your patient/customer knows they are important



INTRODUCTION, WELCOME

Introduce:

- Yourself
- Your skill set
- Your role in the patient's care

Attitude is everything. Create a lasting impression

“Good morning Mr. Jones. My name is Mary and I am here to assist you with your bed bath”.

DURATION, Expectation

- Give an estimate of the time expectation for the procedure, physician arrival, meal delivery
- Explain how long the patient should be expected to wait before getting the results of the test
- *“Mr. Jones, it should take about 15 minutes before your lunch tray is delivered”.*



EXPLANATION

- Explain step by step what will happen, in language that patients & family can understand
- When checking the patient's ID, explain why you are doing so
- Explain if the test or procedure will cause discomfort

“Do you have any questions I can answer for you?”



THANK YOU

- Exercise courtesy by using the words “Please” and “Thank You”
- Say, *“Thank you for the opportunity to care for you”*.
- Express, *“Thank you for choosing ----- Hospital,”* and for their cooperation when your service is complete



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Every patient deserves the respect and personal attention that AIDET ensures. Your role as a healthcare provider is vital!