



AIDET is a communication technique that reminds us of the fundamental elements patients and family members need to decrease their anxiety and build trust with us as caregivers. AIDET stands for:

- Acknowledge - Acknowledge the patient/family member with eye contact and saying hello.
- Introduction – Share your name, what you do at Unity Point Health/job title and your experience or credentials.
- Duration – Tell how long something will take.
- Explanation – Explain, in order, what will happen in language the patient will be comfortable with (no medical jargon).
- Thank You - Thank them for choosing Unity Point Health.

**Please review these AIDET techniques and incorporate them into your work every day.**

## **AIDET Techniques**

**ACKNOWLEDGES** the customer:

- Knocks or asks permission to enter room (if applicable)
- Smiles, makes eye contact and greets in a pleasant manner

**INTRODUCES** self:

- States name and role

I'm Mickey Mouse and I work in the Laboratory. I am here to draw blood.

**DURATION:**

- Gives the customer a time expectation
- Keeps the customer informed as to the amount of time the process will take
- Lets the customer know if there is a wait time; gives time expectation of wait (For Outpatients in the Waiting Room)

**EXPLANATION:**

- Keeps the customer informed by explaining all parts of the process as you go along
- Assists the customer in having clear expectations of what will be occurring

**THANKS the customer:**

- Thank you Mrs. Smith (add your own special touch here)
- Asks if there is anything else he or she can do for the customer before ending the interaction

***AIDET Non-Verbal Communication Reminders***

- Make eye contact
- Respect customer's personal space (as possible)
- Listen to what the customer says; allow for silence; do not interrupt with own thoughts
- Ensure body language is relaxed, open and non-threatening
- Display a calm manner