

**AIDET<sup>SM</sup>**

**Five Fundamentals  
of Patient  
Communication**

# Objectives: Today you will...

- ▶ Learn how to use the Five Fundamentals of Service (AIDET) to communicate more effectively and consistently with patients and families
- ▶ Learn the importance of a first impression
- ▶ Create your own AIDET
- ▶ Begin Using AIDET immediately

# Five Fundamentals of Service

<b>A</b>	Acknowledge
<b>I</b>	Introduce
<b>D</b>	Duration
<b>E</b>	Explanation
<b>T</b>	Thank You

# Key Words

- ▶ Key words are those phrases and sentences that we use to connect the patient and their family back to the quality of care and service we provide
- ▶ Patients are distracted, frightened, and many times in pain
- ▶ Patients are looking to connect with us
- ▶ Key Words unlock the door to great service

# A

# Acknowledge

In person, with your body:

- ▶ Smile!
- ▶ Make eye contact
- ▶ Use open body language

*Make patient feel special*

# I

# Introduce

<b>Begin With</b>	<b>Next Level “Manage Up”</b>
<ul style="list-style-type: none"><li>▶ Name</li><li>▶ Department</li></ul>	<ul style="list-style-type: none"><li>▶ Self, Skill Set, Experience</li><li>▶ Co-workers</li><li>▶ Other Departments</li><li>▶ Care team</li></ul>

# Managing up- Taking “I” to the next level

What is managing up?

- Managing up is positioning others in a positive light
- It is a form of communication that lets patients and families know they are in good hands

# Managing up vs. Managing down

- ▶ “You are in good hands”
- ▶ “He is my doctor too!”
- ▶ “The food is excellent here”
- ▶ “David will take great care of you”
- ▶ “Crystal is a great nurse”

- ▶ “We are short staffed”
- ▶ “I’m sorry, we are really busy”
- ▶ “They never tell us”
- ▶ “That’s not my job”
- ▶ “They are always late”
- ▶ “That’s our policy/We’ve always done it that way”



# Advantages of Managing Up Self, Skill Set, Experience And Certifications

- ▼ Decrease anxiety
- ▼ Improved patient experience
- ▼ Increase compliance
- ▼ Improved clinical outcome
- ▼ Patient feels safe

# Advantages of Managing Up Coworkers

- ▶ Patient feels better about their next care giver
- ▶ The patient feels more at ease with the handoff, thus their coordination of care
- ▶ Coworker has a head start in winning confidence

# D

## Duration: how long?

- ▶ How long will it take to complete the activity, procedure, or appointment?
- ▶ How long will the patient need to wait before they see their physician, get test completed...?
- ▶ When should they expect you to return to finish their visit or treatment, give discharge instruction, finish registration...?

# E

# Explanation

- ▶ What will happen and what should patient expect?
- ▶ Why are we doing this?
- ▶ What questions do you have?
- ▶ **USE UNDERSTANDABLE LANGUAGE**

# T

# Thank You

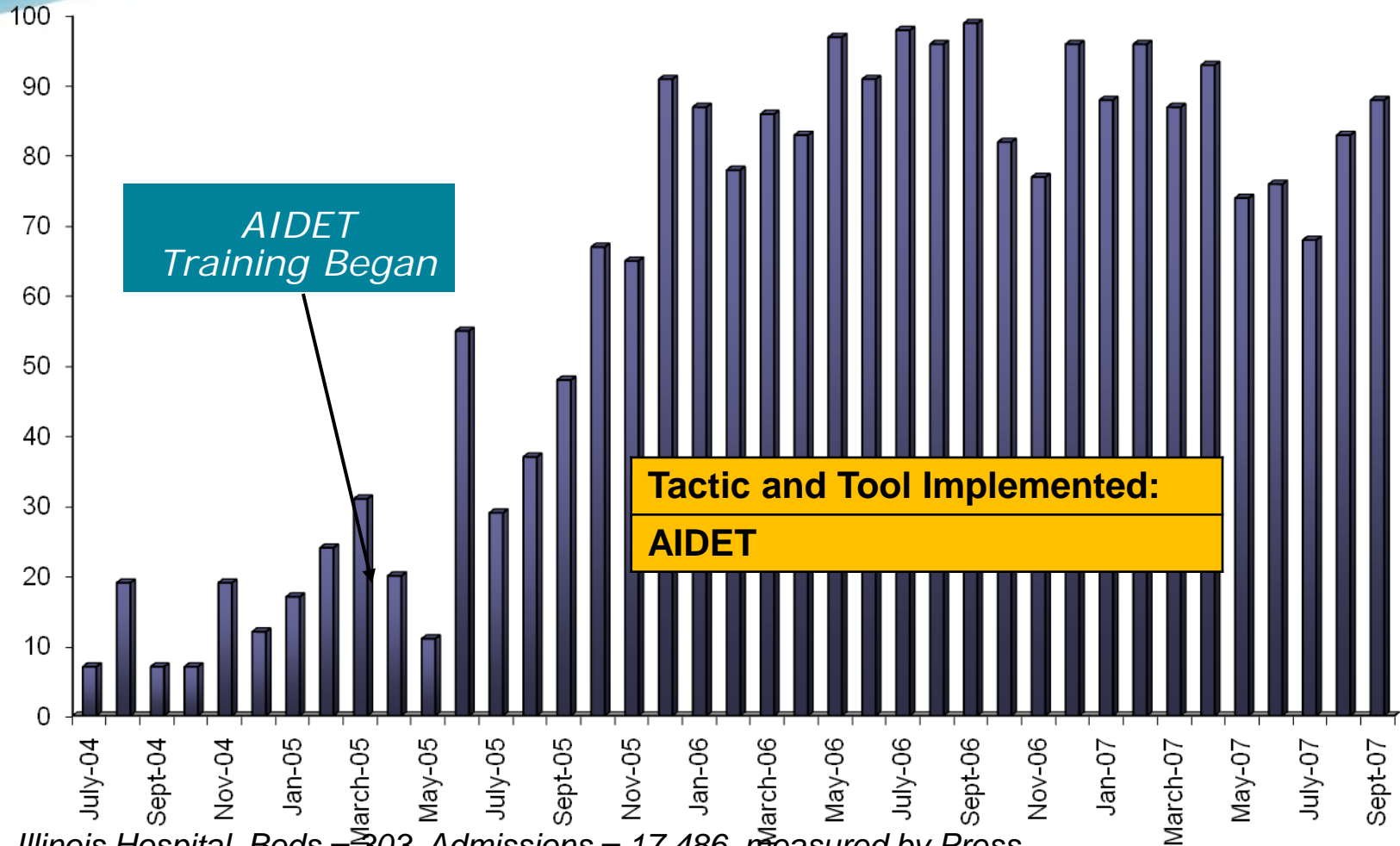
- ▶ Thank them for allowing you to care for them
- ▶ Thank them for choosing your facility
- ▶ Thank them for their cooperation

# Advantages of AIDET

- ▼ Decrease anxiety with increased compliance



# Outcome - Outpatient Satisfaction



Source: Illinois Hospital, Beds = 303, Admissions = 17,486, measured by Press Ganey Associates, Inc.

# Example – Patient Registration

A

Greeting; eye contact; smile - acknowledge the patient by addressing them by name.

I

Hi, I'm Tina. I will be registering you today for your visit with us. The staff caring for you today are excellent and they will take very good care of you.

D

It will take about 5 minutes to complete the registration and have you sign the necessary paperwork.

E

I will be using the computer and asking several important questions to complete your registration. If I need to repeat the questions, please let me know.

T

Thanks for choosing us for your care today .



# Example – Clinical

A

Greet patient. Good morning Mr. Smith, how are you feeling today?

I

My name is Sue. I am clinical assistant and taking care of you today. I have been working here at the cancer center for 2 years. I will take very good care of you today....

D

I will be getting you ready to see the doctor. It should take about 10-15 minutes.

E

I will be checking your blood pressure and temperature and drawing some blood from you.

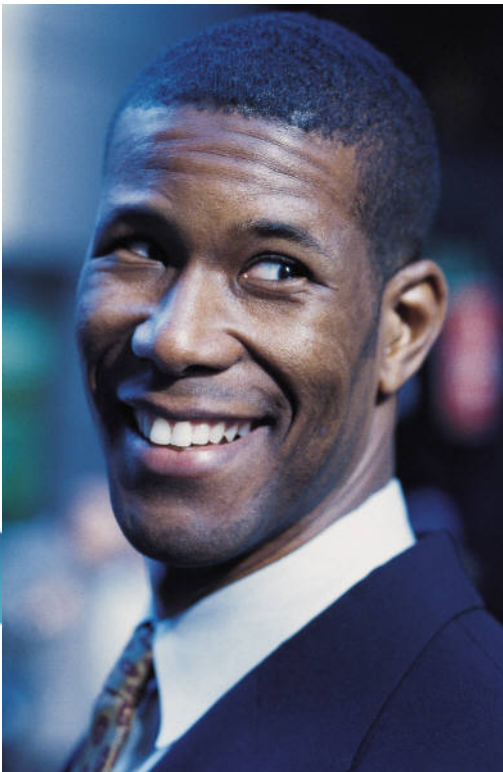
T

Thank you for coming in today. Do you have any questions for me?

# Be Courteous And Attentive

- ▶ **Polite, friendly and courteous behavior makes a good first impression**
- ▶ **You only have one chance to make that first impression**
- ▶ **ALWAYS make it your very best**

- ▶ 10 feet-eye contact and a smile
- ▶ 5 feet –speak/acknowledge, “Good Morning”



*Never Underestimate  
the Difference You  
Can Make*

*~ Quint Studer ~*