

AIDET BEHAVIORS AND ACTIONS FOR CLINICS

Acknowledge

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

Example:

- “Good morning/afternoon/evening Mr. Martinez. Welcome to __. We want to make your visit as convenient as possible. Would you please take a moment to confirm your most current information?”
- “I’m (name), the (role) for (department name). It is our goal to make sure you receive the “best possible” care.”
- “I just want to update you that we are running (on schedule ~ or ~ behind schedule by # of minutes). Someone will be back to update you and your family at least every hour.”
- “Are you comfortable?”
- “If you should need them, the nearest restrooms and drinking fountain are just (location).”
- “Mr. /Ms. please let us know if you need anything while you wait, and thank you for choosing our (department name) for your care.”

Introduce

Technician: 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 _____ and I do about # of these procedures per day. I am part of your ----- 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 has your doctor.”
- “Ms. Smith, Dr. Perrell would like you to have an x-ray in our radiology department. She chose our department because we have an excellent team of _____, who uses state of the art equipment.”

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. What can I do to make you more comfortable?”

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. .

Thank You

Be sure to schedule the next appointment or confirm this is the last visit. Please let the patient know if you will be calling to follow-up at home.

- “Mr. /Ms it was my pleasure taking care of you (or meeting you).”
- “Thank you for choosing ____, please drive carefully and we will see you at your next appointment,”
- “Thank you for entrusting our health to us.”
- “Thanks for enduring the long waits today... your health is important to us.”

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