

# AIDET & Keywords: (Teamwork, Safety, Privacy, Comfort, Excellent)

## MANAGING UP SCENARIOS

**Managing up others is simply creating a positive impression of others before the patient or family meets them.**

**Managing Up Coworkers:** “Hello, Mr. Ortiz. Justin is going to be your ----- today. He is reviewing your health information now and will be with you shortly. Justin is an excellent ----- . I hear such nice compliments about him from our patients.”

**Managing Up Physicians:** “Mr. Ortiz, I see Dr. Brown is your physician. She is one of our finest physicians. You will be pleased with the care you receive from Dr. Brown.”

**Managing Up Other Departments:** “Hello, Mr. Ortiz. I see this afternoon you will be going \_\_\_\_\_ department. \_\_\_\_\_ department has state-of-the-art technology and an excellent staff. They are aware you will be having a procedure this afternoon and are prepared for you. Our goal is for you to receive “excellent care while you are here.”

## MANAGE UP SELF

When you manage up yourself, you put patients and their families at ease by telling them your job title, years of experience, certification or licensure, special training you have completed, and/or the number of procedures you have completed. “Good Morning, Mrs. Clark. My name is Sarah and I am part of your care team here at \_\_\_\_ I am a \_\_\_\_\_ and will be overseeing your treatment this morning. I have been a \_\_\_\_\_ for over 5 years and go back for recertification and training every year. I am specially certified. My goal is provide you with excellent care today. If you have questions Mrs. Clark, please feel free to ask.

## MANAGING UP

**Positively position others.**

The benefits are:

- Patients feel better about their next caregiver and experience
- Patients feel more at ease about the coordination of their care
- Coworkers give a head start for you to gain patient confidence!

## AIDET

**A**cknowledge (increases sense of safety)

**I**ntroduction (decreases anxiety)

**D**uration (increases compliance)

**E**xplanation (increases quality of care)

**T**hank You (increases patient loyalty)

## HEART= SERVICE RECOVERY

**H**ear the person’s concerns without interrupting and focus on needs.

**E**mpathize, show understanding = goodwill and building of trust.

**A**pologize and express regret. Take responsibility and work to resolve it

**R**espond with an action by letting the person know you’re going to meet their needs. Explain & explore options. Find a solution

**T**ell your manager or the appropriate person/department for further action as needed.

### ***Patient Experience Pledge:***

*Always Provide*

*Timely and Friendly*

*Outstanding Service*

*Every Person, Every Time!*



We Empower  
Consciousness®

[wperrell@wppec.com](mailto:wperrell@wppec.com)

[www.wppec.com](http://www.wppec.com)

