

**AIDET:
The Five Fundamentals of Service**

“AIDET” is just an acronym for the Five Fundamentals of Service.

These are:

A	Acknowledge
I	Introduce
D	Duration
E	Explanation
T	Thank You

A stands for Acknowledge. This is the first opportunity to make a person real. Make eye contact. Make the patient feel that you expected them. Let the patient know that you know she is there.

I stands for Introduce. Tell the patient your name, title, and credentials, so she knows who will be caring for her. This is considered first generation I. The next generation I also includes an introduction that manages up – or positions positively – yourself, your skill set, experience, and certifications, as well as co-workers and other departments.

D stands for Duration. How long will the wait/test/procedure/visit take? How long until the results are available? How long before the doctor comes in?

E stands for Explanation. The explanation is the quality piece... the important part, because it connects back to clinical quality and patient safety. In the emergency department, there are three opportunities to explain or use key words to ensure patients are compliant with their care at the end of their visit. First, during a formal close with a

patient, the physician is essentially contracting with the patient to will be compliant with discharge instructions. Second, nurses can manage up physicians and reinforce expectations by offering information about what will happen next. The last opportunity to ensure patients are compliant with discharge instructions is during the discharge phone call.

T stands for Thank You. The point of a thank you is to show care and compassion for patients and their families who may be dealing with difficult situations when the patient goes home. Additionally, a thank you allows an opening for the patient to thank the staff for the care they have given her and to have a final moment to say goodbye.