

Many are probably familiar with the use of AIDET in the clinical arena. Most likely it is associated with patient satisfaction. But in this example, AIDET is just as effective in the financial realm. Simply by teaching the staff the impact of key words during patient interactions, an organization can also enjoy measurable financial improvement.

## Studer Group Five Fundamentals - AIDET<sup>SM</sup>

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