

AIDETSM Five Fundamentals of Patient Communication

Tool 12:

EXAMPLES OF DEPARTMENT-SPECIFIC COMMUNICATION TOOLS

Example 1: This communication example demonstrates how an organization begins the AIDET process even before the patient meets the staff. This poster effectively manages up the staff by identifying the training and certification requirements.

Our Staff is Highly Skilled

- ▶▶ Registered with the State of Illinois - Illinois Department of Nuclear Safety
- ▶▶ Radiology Technologists have passed their American Registry of Radiological Technologist testing
- ▶▶ Maintain 24 hours of continuing education by participating in off-site programs and at-home study courses requiring testing
- ▶▶ Mandatory Hospital education and competency testing
 - ▶▶ IV Starts and Sterile Techniques
 - ▶▶ Age-Specific Standards
 - ▶▶ Patient Safety Skills
 - ▶▶ Hazardous Waste and Fire Safety
 - ▶▶ Environmental Safety
 - ▶▶ Medical Equipment Competencies
 - ▶▶ Emergency Preparedness Plans
 - ▶▶ Infection Control-Employee Health
 - ▶▶ HIPAA Guidelines
- ▶▶ Active Members in the American Society of Radiological Technologists
- ▶▶ All proudly participate in Customer Service Excellence

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Example 2: This communication example reminds staff to use AIDET and manage communication and time expectations.

Do You Know What She Said?

If a patient picked up the phone to tell a friend or family member about the care they were receiving, would they ever make statements such as these?

She just stared at me and said, "It's hospital policy."

My son was scared and he said, "It won't hurt a bit." It did. I wish he would have told him that there would be some pain. He is more afraid now.

She was rather huffy and said, "It will have to wait, we're short staffed." You know, I felt like saying, "That's not my problem." But, I just wanted to know if the wait would be ten minutes or an hour.

He said, "It's just a routine procedure." Well, it's not routine for me.

I asked him twice and he just shrugged his shoulders and said, "I don't know." That's okay, but he didn't even attempt to find an answer for us.

Customer Satisfaction Tips?

- Do you speak plainly or in sophisticated medicalese?
- What does your tone of voice say?
- Is your body language speaking a different language than your mouth?

As a team we work hard to satisfy customers. Thoughtfully communicating with patients, visitors and one another is a great satisfier. So, go out there and communicate with customer-friendly vocabulary and gestures!

St. Rose is #1

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Example 3: This communication example extends AIDET even after the patient has received his or her care. Many departments and organizations provide patients with a card saying “thank you” and giving them a list of people who took care of them. In most cases, these are personally signed by the staff and include a phone number where patients can call post-visit or discharge with a question.

**We are proud to give you
very good care!**



Thank you for choosing Valley West Community Hospital,

Your Diagnostic Imaging Team

Royanne - Secretary

If you have any questions about your care please call

555-567-9845