

AIDETSM Five Fundamentals of Patient Communication

Tool 5: Building AIDET Awareness

Below is sample of how other organizations have helped to build awareness of AIDET throughout the organization, including to patients.

When You Invest Time
YOU MAKE PATIENTS FEEL WELCOME AND WANTED.
A Little Extra Time Adds Up To Lots of Patient Satisfaction

Your days are busy and we know it. But, when you spend a few extra seconds here and there, or a few extra minutes with a patient in their time of need, it is time well spent in terms of satisfying the patient who make our jobs possible.	:10 :10 :10 :10 :10 :30 :30 :30 :30 :60 :60 :60 :60 :60	Acknowledge... Greet customers through eye contact, a smile and a friendly hello. Introduce... Share your name and what you do to put patients at ease. Duration... Explain the timeframe of procedures, the anticipated duration of waits and update patients if the timing changes. Explanation... Explain procedures and processes to patients so they understand their care, questions you and other staff may ask and the like. Thank... Take time to thank patients for making St. Rose their choice and allowing you to care for them.
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 St. Rose Dominican Hospitals
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