

AIDET® Guidelines and Key Words



Why and How

AIDET® is an acronym that stands for **A**cknowledge, **I**ntroduce, **D**uration, **E**xplanation, and **T**hank You. AIDET® is a communication framework that:

- Improves patient/customer perception of care/service
- Helps reduce patient/customer anxiety (thus improving outcomes)
- Builds customer loyalty
- Ensures that all service providers are delivering consistent measures of empathy, concern, and appreciation.

Advantages of AIDET®

Decreased + Increased =
Anxiety Compliance
Improved clinical outcomes and increased patient and staff/provider satisfaction

At FHN, we ALWAYS...			Key Words	
			Clinical Example	Non-Clinical (food service) Example
A	Acknowledge <i>WHY: Conveys courtesy and respect.</i>	<ul style="list-style-type: none"> • Knock before entering a room. • Acknowledge the patient by name. • Give your full attention to your customer – make eye contact and smile, and acknowledge everyone in the room (patient, friends, families). • Make your patients, families, and coworkers feel that you've expected them – that you know them and you're happy to assist them. 	Good morning, Mrs. Beeke. (Make eye contact, smile, and acknowledge everyone in the room - friends/family).	Good Morning, Mrs. Beeke. May I come in to deliver your meal?
I	Introduce <i>WHY: Decreases anxiety.</i>	<ul style="list-style-type: none"> • Introduce yourself, using your name, your role, and your department. • Talk positively about your skill set; your certification, licensure, years of experience, number of procedures you've done, special training. Assure your customer that <i>you</i> are the <i>right person</i> to assist them. • Talk positively about others – your coworkers, other departments, and FHN 	<p>Hello, Mr. Clark, My name is Jackie and I am your nurse today. I have been a nurse for 20 years and have worked at FHN Memorial Hospital for over 8 years. I have done this procedure thousands of times and I get further training every year.</p> <p>Hello, Mr. Clark, My name is Sam, I am your nurse today. I am part of a very experienced care team that will make sure this procedure goes as planned. We do hundreds of these procedures every month.</p>	My name is Angela. I am from Food & Nutrition Services and I'll be helping you with your meal today. I have worked at FHN for 20 years.
D	Duration <i>WHY: Increase compliance.</i>	<ul style="list-style-type: none"> • Talk about time. Give the specific duration for tests/tasks/services, and identify/communicate next steps. • When you are unable to provide a specific time, give a time when you will update the patient on progress. 	This procedure will take about 10 minutes to perform and then about an hour for the results.	It will only take me a few minutes to set up your tray for you. Someone else will check in later to clear your tray when you are finished.
E	Explanation <i>WHY: Shows our commitment to quality.</i>	<ul style="list-style-type: none"> • Explain what will happen step by step – why you are doing this, what will happen, and what the customer should expect. • Invite and answer any questions. • Provide a way for the customer to contact you, such as a call button or phone number. • Use language the patient/customer will understand – no jargon. 	Let me explain some more about this procedure (why the procedure is necessary, what will happen, what should be expected, if there will be any side effects); invite and answer questions.	I see you ordered the meatloaf with broccoli, macaroni and cheese, and an unsweetened iced tea. Is that correct? Our meatloaf is delicious and I hope you enjoy it. What questions do you have for me about your meal? What else can I do for you to make your day better?
T	Thank You <i>WHY: Increases customer loyalty.</i>	<ul style="list-style-type: none"> • Show appreciation. <ul style="list-style-type: none"> - "Thank you for coming in today." • Ask if there's anything you can do before leaving. <ul style="list-style-type: none"> - "What else can I do for you?" 	Thank you for choosing FHN; Thank you for waiting; Thank you for your patience; Thank you for coming in... What else can I do for you today?	I hope you enjoy your meal. Thank you for your time; Thank you for choosing FHN... What else can I do for you before I leave?