

A.I.D.E.T Student Agreement

The Benefits of using A.I.D.E.T:

- Improves patient and customer perception of their care and the service they receive
- Helps reduce anxiety, improving outcomes
- Builds customer and employee loyalty
- Ensures all service providers are delivering consistent empathy, concern and appreciation
- Improves teamwork

What is A.I.D.E.T?

Acknowledge

Identify

Duration

Explanation

Thank you

How to use A.I.D.E.T:

-Acknowledge: knock before entering, acknowledge patient/person by name, acknowledge everyone in the room with eye contact, a smile, and a "hello", take the initiative to make eye contact, smile, and say "hello" in the hallways

-Introduce: Provide your name and role on the team, validate the name of the person, tell him/her if you have any special skills and how long you have been doing what you're doing, manage up (talk about yourself, coworkers, departments or company in a positive way)

-Duration: Say how long you will be working with the person, how long the delay will be, how long the process will take, how long the person will be on hold.

-Explanation: Use words the patient/person will understand, say what you're about to do before you do it and why, say what will happen and what to expect, always offer and opportunity to ask questions after you explain something

-Thank you: Show appreciation, provide a positive closing, and ask what other questions the patient/person has, ask "what more can I do for you before you leave?"

Example Script:

A	Acknowledge	Good Morning, how are you doing _____?
I	Introduce	"My name is _____ and I will be your _____ today. I am a part of an entire team who will help you through your rehabilitation here at Mary Free Bed. I have been a _____ for _____ years and enjoy being part of the _____ team. I am going to take very good care of you this morning."
D	Duration	"I need about 20 minutes to complete your history and assessment. Do you have any questions for me before we begin?"
E	Explanation	"I'm going to ask you several questions which are part of the admission process. This will help me plan your care and next steps for me and other members of our team."
T	Thank You	"Thank you for your patience in answering my questions. I believe you may have already met _____, your _____. He/She is amazing to work with and we are glad you are here for your rehabilitation care."

Name: _____

Signature: _____

Date Signed: _____