

AIDET

Improving Patient Experience

A

ACKNOWLEDGE

Verbally and non-verbally acknowledge the patient and any carers/family members.

Hello Steve!



I

INTRODUCE

Introduce yourself to the patient and carer/family.

Include your name, job title, expertise and purpose of visit.

I'm Sally



D

DURATION

Provide a time expectation for the activity / reason for the visit.

It will take...



E

EXPLANATION

Explain what is going to happen, in plain language that the patient can easily understand.

Inform the next steps of the process.

The steps will be...



T

THANK YOU

Thank the patient and family.

Thank you!

