

**McLaren Print System Order**

Order No: 45269  
Order Date: 2019-05-09  
User: Hannah Ireland  
Phone: 810-342-1057

Ship Location: MMG Administration  
G3235 Beecher Rd  
Flint, MI 48532

Brochures  
Quantity: 160  
Paragon Dept No: 90010  
Dept Name: Admin/Patient Experience  
Company Number: 810

Order Total Price: 96.00

Item Number: MM-351  
Item Description: AIDET - HalfSheet  
Revision Date: 1/2017  
Print:  
Paper:  
Size:  
Fold:  
Finish:  
Drill:  
Misc Info: SS; Half-sheet,5 Mil Lamination 1/8" edge seal

## AIDET<sup>®</sup> helps us to better serve our patients

**A – Acknowledge:** Greet the patient by name, make eye contact and smile to make them feel welcome.

**I – Introduce:** Introduce yourself by name and offer a personal commitment to provide excellent care. Remember to manage up.

**D – Duration:** Give the patient a specific time expectation of how long they will be waiting.

**E – Explanation:** Explain what you are doing and/or what to expect next.

Spec Info: **T – Thank you:** Thank the patient and show appreciation.