

# AIDET<sup>®</sup>

The main goal of AIDET<sup>®</sup> is to improve clinical outcomes and increase the experience for patients, providers, and employees.

**A**cknowledge: Greet the patient by name, make eye contact, and smile.

**I**ntroduce: Introduce yourself by name and role.

**D**uration: Provide a specific time for delay, next steps, and/or to receive a return call.

**E**xplanation: Explain the process, what you are doing and/or what to expect next.

**T**hank you: Thank the patient and show appreciation.

**MANAGING UP:** Speak positively and communicate confidence in yourself, co-workers, providers, your department, and/or our company.

**THE PROMISE:** Make a personal commitment and/or take responsibility of a task or request.

AIDET<sup>®</sup> is a registered trademark of Huron Consulting group (f/k/a Studer Group). All licensed use of this trademark by McLaren Health Care Corporation, its subsidiaries or assignees is in compliance with such trademark.