

Foundations of The Sharp Experience

AIDET helps us create positive and meaningful experiences for those we serve and each other.

AIDET is an acronym that helps us remember the basics of how to communicate with respect and compassion. It also establishes trust, reduces anxiety and improves the perception of the experience. AIDET is not meant for you to sound like a robot. In fact, it's the opposite. It's a tool that helps you better connect with people, and it's important for both clinical and nonclinical team members. In some situations, you may not need to use every step of AIDET — and that's OK. Using any part of AIDET is helpful to connect with others and create a positively memorable experience.

AIDET for Caregivers

Step		Underlying Message	
A	Acknowledge Greet people with a smile. This is a great opportunity to show compassion, confirm the patient's identity, and verify pronunciation.	<i>"I see you as a person, not a number. You're important."</i>	
I	Introduce Introduce yourself by sharing your name and explaining how you will be involved in the patient's care. Share information about yourself and others on the care team that makes the patient feel more at ease.	<i>"You're in good hands."</i>	
D	Duration Discuss the duration of the procedure or any delays. Be honest. When people know what to expect, it increases compliance and understanding, ultimately making your job easier.	<i>"I anticipate your concerns and I respect your time."</i>	
E	Explanation Explain what's going to happen before any procedure begins. Invite them into the conversation by asking if they have any questions. By helping patients understand the process, you reduce their anxiety and increase satisfaction.	<i>"I want you to feel safe and understand what is going to happen."</i>	
T	Thank Thank patients for allowing you to care for them.	<i>"I appreciate the opportunity to care for you."</i>	