

# EMPLOYEE COMMITMENT TO OUR PATIENTS "AIDET" STANDARDS

At Sharp Rees-Stealy, we are committed to providing the best place for patients to receive care. Every member of our team strives to make sure the patients experience with us is very good. We are dedicated to providing care and service that consistently exceeds expectations.

Sharp Rees-Stealy values and has endorsed "AIDET" as a standardized practice and foundation that sets the service standard for every patient, every time. It is crucial for every employee to care for our patients with the following five fundamentals in mind:

## **Acknowledgement**

*Acknowledge patients on arrival*

## **Introduction**

*Introduce yourself*

## **Duration/Time Expectations**

*Communicate wait times with patient & family members*

## **Explanation**

*Explain any procedures or processes to be experienced*

## **Thank You**

*Thank the patient & family for choosing Sharp Rees-Stealy and ask if there is anything else you can do for them.*

I understand that using "AIDET" with every patient, every time is a standard of my performance and part of my evaluation.

\_\_\_\_\_  
Employee Number

\_\_\_\_\_  
Employee E-Signature

\_\_\_\_\_  
Date

**Please email to [SRSONboarding@sharp.com](mailto:SRSONboarding@sharp.com)**