






## AIDET® for All Team Members

While AIDET may have been designed with caregivers in mind, it can be used in nonclinical and virtual situations, as well.

Step	Underlying Message	
<b>A</b> <b>Acknowledge</b> Acknowledge the person with a smile. This is a great opportunity to confirm you're meeting with the right person, verify pronunciations or just start the conversation on a good note.	<i>"I see you as a valued member of the Sharp team."</i>	
<b>I</b> <b>Introduce</b> Introduce yourself by sharing your name and explaining your role in the project. Share information about your experience or expertise.	<i>"I can help."</i>	
<b>D</b> <b>Duration</b> Discuss the expected duration of the project. Be honest. When people know what to expect, it increases compliance and shows you respect them.	<i>"I anticipate your concerns about timing."</i>	
<b>E</b> <b>Explanation</b> Explain what's going to happen throughout the project. Invite others into the conversation by asking if they have any questions. By helping those around you understand the process, you're ultimately making your job easier.	<i>"I want to share what's going to happen so you're informed."</i>	
<b>T</b> <b>Thank</b> Thank them for the opportunity to meet and work with them.	<i>"I'm glad to be here."</i>	

AIDET helps us deliver The Sharp Experience to our patients, their loved ones and each other.

AIDET has a positive influence on:

- Teamwork
- Patient compliance
- Patient satisfaction
- Clinical outcomes
- Perception of care
- Decreased anxiety

