

## Foundations of The Sharp Experience

### Writing Your Personal AIDET Script

Create your own AIDET script by answering the prompts below.

#### Acknowledge

- How can you greet someone to help them feel more at ease?

#### Introduce

- Share your name and title. How long have you been doing your work?
- Introduce anyone else on the team that will be involved. Position them in a positive light by sharing their relevant attributes or skills.
- This may feel awkward at first. Remember, you're not bragging – you're making the other person more comfortable as they learn to trust you.

#### Duration

- How long does the process typically take?
- Are there any delays that need to be shared?

#### Explanation

- In easy-to-understand language, explain what is going to happen. What details do they need to know?
- Who can they contact for further assistance?
- Follow up with a question to clarify their understanding.

## Thank

- How can you genuinely express gratitude?

## Sample AIDET Scripts

Feeling stuck as you write your own AIDET script? Check out the following for some inspiration.

### As an ultrasound tech in an outpatient care setting:

**A** “Good morning, Mrs. Lopez. Welcome to Sharp Rees-Stealy.”

**I** “My name is Susan and I will be conducting your test today. I am a certified ultrasound technician and I do about five of these procedures a day. Do you have any questions for me?”

**D** “I’m going to ask you a few questions before we get started. This may take a few minutes.”

**E** “The first step is to .... And then we’ll.... Do you have any questions for me?”

**T** “Thank you for choosing Sharp. It’s been a pleasure to care for you today.”

### As a team member in an internal, virtual meeting:

**A** “Hi Chris.”

**I** “I’m Eve. I’ve been with Sharp for three months, and I’ve been in supply chain management for eight years.”

**D** “Right now, it looks like we will receive the shipment in two months.”

**E** “I’m going to reach out to my contact at the company and then I’ll update you. I’ll email you an update every other week. Do you have any questions for me?”

**T** “Thanks for taking the time to meet with me today.”

### As a nurse in a hospital unit:

**A** “Hello, Mr. Allen - and family! How are you doing today?”

**I** “I’m Dan, and I’m a lead on this floor. I’ve asked my coworker Jennifer to come see you in a bit. She’s a respiratory therapist and she’s one of the best. You are in good hands with her.”

**D** “She will come by this afternoon. She’ll work with you for about twenty minutes.”

**E** “I’ve already let her know about your care plan. I’ll check in with you before I leave for the day to see how the session went. Is there anything else I can help you with? I have the time.”

**T** “Thank you!”