

Ten-minute Tools

Tools to inspire a service culture through insight, discussion and action



AIDET | Acknowledge and Introduce...

INSIGHT

Our members and patients feel less anxious when they are addressed politely and know who is serving them. There are many ways to greet and introduce yourself, depending on the circumstances and your role. Most introductions should include a greeting (using Mr., Ms. or Mrs.), your name and your role.

DISCUSSION

How do you and your team introduce yourselves to our members and patients?

What greetings are appropriate for your team?

If your team has not identified a professional introduction, try the following sample introduction:

“Good morning, Mrs. Wee, (may I call you Mrs. Wee? Is there another way you would like me to address you?) I’m Ann Adams and I’m the medical assistant working with Dr. Roscoe today; please follow me to the exam room.”

EXERCISE

During the day, introduce yourself to every member and patient, including a greeting, your name and your role (if appropriate).

See if you notice a difference.

Bring your experience back to the team and discuss what worked.



This document supports Building Trust and Confidence, an evidence-based communication practice that helps to reduce patient and member anxiety, resulting in improved patient care, health outcomes, referrals/hand-offs, and patient and staff satisfaction.

For tools, training and resources on this and other evidence-based practices that help to improve the patient and member experience, please visit the National Service Quality website at: <http://kpnet.kp.org/qrrm/service2/index.html>.

Ten-minute Tools

Tools to inspire a service culture through insight, discussion and action



AIDET | ...Duration, Explanation and Thank You

INSIGHT

Words have tremendous power. By communicating and managing patient and member expectations, we can help to reduce anxiety and gain trust, which in turn, can help improve outcomes and increase satisfaction. The final three steps of AIDET help to manage expectations, keep patients and members informed about the care experience and ensure we are meeting their needs.

Duration: Give patients and members an estimate of the time it will take to complete the procedure (whether registering, completing a diagnostic test, waiting for the doctor or starting an IV).

Explanation: Keep patients and members informed by explaining all tasks, processes and procedures (avoid medical jargon). Help patients and members to have clear expectations of what will be happening, and when. Ask if you can answer any questions or provide additional information to make the experience easier.

Thank You: Thank patients and members for choosing Kaiser Permanente for their care. Always ask *"Is there anything else I can do for you?"*

DISCUSSION

How do you and your team manage expectations and keep patients and members informed about the care experience? How can you integrate AIDET into your work day?

EXERCISE

During the day, make an effort to tell patients and members about any wait times, explain what will happen during the care experience and thank them for choosing Kaiser Permanente. See if you notice a difference.



This document supports Building Trust and Confidence, an evidence-based communication practice that helps to reduce patient and member anxiety, resulting in improved patient care, health outcomes, referrals/hand-offs, and patient and staff satisfaction.

For tools, training and resources on this and other evidence-based practices that help to improve the patient and member experience, please visit the National Service Quality website at: <http://kpnet.kp.org/qrrm/service2/index.html>.