

AIDETSM Five Fundamentals of Patient Communication

Tool 11:

AIDET ASSESSMENT AND ANSWER SHEET

Facilitator note: Use this optional assessment test to determine AIDET understanding and knowledge. As with any behavior, the true test is how the skills are used on the job. Some organizations use the certification test as a “competency gate.” This means that participants must know and understand the AIDET concept prior to using the skills in the unit. Participants scoring less than 85 percent should retake the training and retake the AIDET test before using AIDET in the department. A blank assessment and related answer sheet are provided on the following pages for your information and use.

AIDETSM Five Fundamentals of Patient Communication

Tool 11a: AIDET Assessment

Pass/Fail: _____

Employee Name: _____ Department: _____

Supervisor: _____ Date: _____

1. What does the acronym AIDET stand for?

A	I	D	E	T

2. The use of AIDET is a way we insure that the key components of effective _____ are used.

3. Match the following:

A	THANK YOU
B	EXPLANATION
C	DURATION
D	INTRODUCTION
E	ACKNOWLEDGE
F	MANAGING UP

	Being attentive and greeting the customer in a positive manner.
	Giving your name, your role, and your skill set.
	Giving a reasonable time expectation.
	Making sure the patient is knowledgeable and informed.
	Showing appreciation to the patient for his or her cooperation.
	Saying positive things about co-workers, other departments, and physicians.

4. True or False?

	Always stop whatever you are engaged in (unless emergency) to greet the customer personally.
	Customers include patients, families, physicians, and co-workers.
	Introducing yourself to the customer is a way to create a personal connection with the customer.
	Always educate your customer about the length of time a particular test or request will take.
	Make the effort to listen closely to the patient with your eyes and ears.
	It is a good idea to clarify when the patient or family does not understand, get the main points across, and explain again (if necessary).
	Always be attentive to the patient's tone of voice and body language.
	Communicate and interact with the patient as an important part of the health care team.
	Never speak negatively of another department, co-worker, or physician.
	When responding to a customer, always maintain eye contact, nod attentively, and encourage them to express their complete thoughts or requests.

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Tool 11b: AIDET Assessment – Answer Guide

Pass/Fail: _____

Employee Name: _____ Department: _____

Supervisor: _____ Date: _____

1. What does the acronym AIDET stand for?

A	I	D	E	T
<i>Acknowledge</i>	<i>Introduce</i>	<i>Duration</i>	<i>Explanation</i>	<i>Thank you</i>

2. The use of AIDET is a way we insure that the key components of effective communication are used.

3. Match the following:

A	THANK YOU
B	EXPLANATION
C	DURATION
D	INTRODUCTION
E	ACKNOWLEDGE
F	MANAGING UP

E	Being attentive and greeting the customer in a positive manner.
D	Giving your name, your role, and your skill set.
C	Giving a reasonable time expectation.
B	Making sure the patient is knowledgeable and informed.
A	Showing appreciation to the patient for his or her cooperation.
F	Saying positive things about co-workers, other departments, and physicians.

4. True or False?

<i>T</i>	Always stop whatever you are engaged in (unless emergency) to greet the customer personally.
<i>T</i>	Customers include patients, families, physicians, and co-workers.
<i>T</i>	Introducing yourself to the customer is a way to create a personal connection with the customer.
<i>T</i>	Always educate your customer about the length of time a particular test or request will take.
<i>T</i>	Make the effort to listen closely to the patient with your eyes and ears.
<i>T</i>	It is a good idea to clarify when the patient or family does not understand, get the main points across, and explain again (if necessary).
<i>T</i>	Always be attentive to the patient's tone of voice and body language.
<i>T</i>	Communicate and interact with the patient as an important part of the health care team.
<i>T</i>	Never speak negatively of another department, co-worker, or physician.
<i>T</i>	When responding to a customer, always maintain eye contact, nod attentively, and encourage them to express their complete thoughts or requests.