

The following assessment can be taken by your staff prior to taking the AIDET course to gauge their knowledge on the subject; after the AIDET course is delivered to test their learning; or pre- and post-training.

The answers are provided following the test.

Post-Training Assessment:

1. What are the 5 fundamental steps of AIDET?
 - a. Acknowledge, Investigate, Decipher, Encourage, Transition
 - b. Acceptance, Introduce, Duration, Engage, Thank You
 - c. Acknowledge, Introduce, Duration, Explanation, Thank You
 - d. Allow, Implement, Diversity, Encourage, Transfer
2. Step 3 of AIDET, Duration, includes communicating all of the following except:
 - a. How long tests and results will take
 - b. Employment opportunities
 - c. Wait times
 - d. Preparation times
3. An example of improper patient Acknowledgement includes:
 - a. Asking permission to enter the room
 - b. Putting patients at ease whenever possible
 - c. Failing to acknowledge the patient by his/her name (i.e. Mr. Smith)
 - d. Showing a positive attitude
4. Properly Thanking patients includes:
 - a. Providing patients with their hospital bills
 - b. Letting patients know that you've enjoyed working with them
 - c. Discussing patients' medical records in open public areas
 - d. Washing your hands
5. When you manage up yourself, you can include all of the following except:
 - a. Your marital status
 - b. Your years of experience
 - c. Your job title
 - d. Your certification
6. One positive result of AIDET is:
 - a. Increased patient anxiety
 - b. Increased patient satisfaction
 - c. Decreased patient compliance
 - d. Decreased clinical outcomes
7. The benefits of using Key Words include all of the following except:
 - a. Ensure a consistent level of service is maintained
 - b. Increase patient compliance with the treatment plan
 - c. Increase patient anxiety and fear
 - d. Increase patient satisfaction

8. When/where can we use Key Words at Key Times?
 - a. Telephone calls
 - b. Patient access areas
 - c. Managing up opportunities
 - d. All of the above

9. All of the following are examples of Key Actions except:
 - a. Listen
 - b. Show Empathy
 - c. Stand
 - d. Be present

10. AIDET and Key Words can be used to improve communication with:
 - a. Colleagues
 - b. Patients
 - c. Family Members
 - d. All of the above

Post-Training Assessment Answer Key:

1. What are the 5 fundamental steps of AIDET?
 - a. Acknowledge, Investigate, Decipher, Encourage, Transition
 - b. Acceptance, Introduce, Duration, Engage, Thank You
 - c. Acknowledge, Introduce, Duration, Explanation, Thank You
 - d. Allow, Implement, Diversity, Encourage, Transfer

Answer: C

2. Step 3 of AIDET, Duration, includes communicating all of the following except:
 - a. How long tests and results will take
 - b. Employment opportunities
 - c. Wait times
 - d. Preparation times

Answer: B

3. An example of improper patient Acknowledgement includes:
 - a. Asking permission to enter the room
 - b. Putting patients at ease whenever possible
 - c. Failing to acknowledge the patient by his/her name (i.e. Mr. Smith)
 - d. Showing a positive attitude

Answer: C

4. Properly Thanking patients includes:
 - a. Providing patients with their hospital bills
 - b. Letting patients know that you've enjoyed working with them
 - c. Discussing patients' medical records in open public areas
 - d. Washing your hands

Answer: B

5. When you manage up yourself, you can include all of the following except:
 - a. Your marital status
 - b. Your years of experience
 - c. Your job title
 - d. Your certification

Answer: A

6. One positive result of AIDET is:
 - a. Increased patient anxiety
 - b. Increased patient satisfaction
 - c. Decreased patient compliance
 - d. Decreased clinical outcomes

Answer: B

7. The benefits of using Key Words include all of the following except:
- a. Ensure a consistent level of service is maintained
 - b. Increase patient compliance with the treatment plan
 - c. Increase patient anxiety and fear
 - d. Increase patient satisfaction

Answer: C

8. When/where can we use Key Words at Key Times?
- a. Telephone calls
 - b. Patient access areas
 - c. Managing up opportunities
 - d. All of the above

Answer: D

9. All of the following are examples of Key Actions except:
- a. Listen
 - b. Show Empathy
 - c. Stand
 - d. Be present

Answer: C

10. AIDET and Key Words can be used to improve communication with:
- a. Colleagues
 - b. Patients
 - c. Family Members
 - d. All of the above

Answer: D