

## The AIDET Technique at RWJ:

# Promoting Positive Patient Experiences

### **ACKNOWLEDGE** the customer:

- Smile, make eye contact, greet and call the customer (patient / family / visitor) by name in a pleasant manner.

### **INTRODUCE** self:

- State your name and role at RWJ.
- Highlight your skill and expertise as well as that of other healthcare team members.

### **DURATION:**

- Give the customer a time expectation.
- Keep the customer informed as to the amount of time a procedure or process will take.
- Include letting them know if there is a wait time; give time expectation of that wait.

### **EXPLANATION:**

- Keep customer informed by explaining all processes and procedures.
- Communicate clear expectations of what will be occurring.

### **THANK** the customer:

- Thank the customer for their time and,
- Express appreciation to the customer for their cooperation and communication.
- Ask if there is anything else you can do for the customer before ending the interaction.