AIDET® is a communication framework that reduces patient anxiety and improves clinical outcomes. When used in conjunction with Studer Group’s Evidence-Based LeadershipSM (EBL) framework, AIDET will increase your likelihood of creating a culture of consistent excellence (a culture of always) that meets the tough requirements set forth in healthcare today. If you’re not yet familiar with the basics of AIDET, please refer to Chapter 7 in Studer Group’s *Excellence in the Emergency Department: How to Get Results*.

**Figure 4.1**  
Studer Group Five Fundamentals  
AIDET® — Emergency Department  

When AIDET® is used prescriptively and consistently in the ED reception area and treatment area, it has a positive impact on patient perception of care.

[Diagram of AIDET® framework: A for Acknowledge, I for Introduce, D for Duration, E for Explanation, T for Thank You]