Implement AIDET and other key words, and patients benefit the following ways:

A: They are Acknowledged by name, which leads to better safety and helps them feel more cared about.

I: Hearing each person’s skill set and experience when care providers Introduce themselves decreases the patient’s anxiety, which leads to improved listening and compliance.

D: The patients and their families hear how long things will take (Duration) – how long it will be before they are seen, how long the appointment or procedure will take, how long it will be before they can leave, and when they will learn the results.

E: Patients have each item Explained in a way that is understandable and questions are answered. They are told what's being done, why it's being done, how it's being done, and by whom it is being done.

T: The patients are Thanked for choosing that organization or for being helpful, understanding, and so forth.