# AIDET8: Developing Your Own AIDET Plus the Promise℠ Worksheet

*Note: This form allows individuals to develop, personalize, and practice their own AIDET Plus the Promise℠ key words.*

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Department</th>
<th>Situation/Scenario</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Patient □ Visitor □ Co-worker □ Other Department □ Other: __________</td>
</tr>
</tbody>
</table>

### AIDET Plus the Promise℠ Components

#### A: Acknowledge

How can you:
- Show a positive attitude?
- Make patients and families feel you have expected them, that you know them?
- Put patients at ease and make them feel comfortable?
- Ask permission to enter a room?

#### I: Introduce

How can you manage up YOURSELF?
- Job title
- Certification, licensure
- Years of experience, number of procedures you have done
- Special training
- Special skills or personality traits that make your care or service unique

How can you manage up a CO-WORKER?
- Name a co-worker and outline how you would introduce him or her to a new patient/family.

How can you manage up OTHER DEPARTMENTS?
- Name a department you work with and describe what you could say to a patient to make him or her feel more comfortable with the care he or she is about to receive.
### How can you manage up a PHYSICIAN?

- Name a physician and outline how you would describe the physician to the patient and family to put them at ease.

### How can you communicate duration?

- How long will this take?
- Initial assessment or preparation
- Exam or test
- Waiting after the test
- When will the results be back?
- For providers: How long will the symptoms last? When should I call?
- When will I be able to go back to work?

### How can you help patients or family members understand:

- What you will be doing and why?
- What they should expect? What is the plan for the future?

### How can you:

- Let patients know you have enjoyed caring for them?
- Let customers know you appreciate being able to help them and provide a service to them?
- Thank the family for using us and for entrusting us with the care of their loved one?

### How can you:

- Demonstrate that you care about the patient/family?
- Communicate that you are committed to providing excellent care?