

# AIDET TEACH TOOL: CLINICAL



UNIVERSITY of MARYLAND  
UPPER CHESAPEAKE HEALTH

**A**

- Smile, make eye contact, greet them call them by name using relaxed open body language.
- Determine how they want to be addressed.  
*"Good morning Mr. Peters."*

**Acknowledge** your customer to ESTABLISH TRUST; and create a welcoming environment

**I**

- State your name and your role at UM UCH.
- Highlight skill an expertise of self and others.  
*"Hi Mrs. Jones, my name is Ann and I will be your nurse until 3pm today. I've been a nurse for five years. I was recently certified in Medical-Surgical Nursing, so I have additional training in caring for patients just like you."*

**Introduce** yourself and your role to make a connection and DECREASE ANXIETY

**D**

- Give the customer realistic time expectation as to the amount of time a procedure or process will take.
- Keep the customer informed of delays.  
*"Mrs. Jones, I'm sorry, your surgery is going to be delayed due to an emergency. I will keep you informed." "I will check back with you in a half hour."*

**Duration:** SET CLEAR TIME EXPECTATIONS

**E**

- Keep customer informed by explaining all processes and procedures.
- Listen to what the patient is saying, allowing for silences. Do not interrupt with your own thoughts.
- Communicate clear expectations of what will be occurring.  
*"I am closing the door for your privacy."/ "I am washing my hands to prevent infection."*  
*"I am verifying your name and birth date for your safety."*

**Explanation:** INFORM your customer about the process and next steps to DECREASE THEIR ANXIETY and ALLOW TIME FOR QUESTIONS

**T**

- Express appreciation to the customer for allowing us to provide service.
- Ask "Is there anything else I can do for you?" before ending the interaction.
- Thank them for their time, choosing UM UCH, or allowing you to care for them.  
*"Thank you for choosing UM UCH for your procedure. Do you have any additional questions before we're done?"*

**Thank** your customer to EXPRESS GRATITUDE and ask "Is there anything else I can do for you?"