

**AIDET9: AIDET®- KEY WORD SAMPLES BY AREA**

*Note: Sample key words and phrases by specialty areas in the hospital.*

ENVIRONMENTAL SERVICES	
AREA OR DISCIPLINE	KEY WORDS AND ACTIONS
Environmental Services	<p><u>Opening:</u></p> <ul style="list-style-type: none"> <li>• Knock, wait 5-10 seconds for acknowledgment, and enter room.</li> <li>• “Good morning (afternoon, evening), my name is _____. I am the housekeeper (associate, service worker) on this unit and I am here to clean your room today. It will take me about ____ minutes. Is now a good time?”</li> <li>• If no, ask, “When would be a better time for you?” “Thank you, I will return at _____.”</li> <li>• If yes, “I have worked here at _____ for ____ years. You are on one of our best units. My goal is to keep your room and bathroom clean. How are we doing with that?”</li> <li>• If positive, “That is good to hear.”</li> <li>• If not positive, “I am sorry we haven’t met your expectations. What can I do to take care of that for you right now?”</li> </ul> <p><u>Closing:</u></p> <ul style="list-style-type: none"> <li>• Make sure tray table, telephone, remote, call light, and Kleenex are within reach of the patient. Make sure trash can is visible and within reach to the patient.</li> <li>• “I have finished cleaning your room. Can you reach everything? Is there anything I missed?”</li> <li>• If yes, “Let me take care of that right now.”</li> <li>• If no or after taking care of any issues, “Thank you for letting me be a part of your care team. Is there anything else I can do before I leave?”</li> </ul>

NUTRITIONAL SERVICES	
AREA OR DISCIPLINE	KEY WORDS AND ACTIONS
Food Service	<p><u>Delivery:</u></p> <p>As you enter the room:</p> <ul style="list-style-type: none"> <li>• Knock, wait 5-10 seconds for acknowledgment, and enter room.</li> <li>• “Good morning (afternoon, evening), _____ &lt;patient name&gt;. I am _____, your hostess. I will be delivering your &lt;what meals&gt; today &lt;and for next ____ days&gt;. It will take me only a moment to get your meal set in place for you. Is this a good time? Your doctor has ordered a _____ diet to assist with your care and healing.</li> </ul> <p>Before leaving the room:</p> <ul style="list-style-type: none"> <li>• Can you reach everything that you need?</li> <li>• “We will be back to pick up your tray at about _____.”</li> <li>• “Is there anything else you need?”</li> <li>• “Do you have any questions about your diet?”</li> </ul> <p><u>Pick-up:</u></p> <ul style="list-style-type: none"> <li>• Knock, acknowledge: “Hi, &lt;patient name&gt;. Did you enjoy your meal?”</li> </ul>

	<ul style="list-style-type: none"> <li>• “Was the temperature acceptable?”</li> <li>• “Were the hot foods hot and cold foods cold?”</li> <li>• If no, “I am sorry we didn’t meet your expectations. What can we do better?”</li> </ul> <p><u>Before leaving:</u></p> <ul style="list-style-type: none"> <li>• “Your next meal will be delivered between ____ &amp; _____. Can you reach everything you need? Is there anything else that I can do for you?”</li> <li>• If a problem, follow up with supervisor and round on patient.</li> </ul>
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LABORATORY	
AREA OR DISCIPLINE	KEY WORDS AND ACTIONS
Phlebotomists	<p><u>For routine blood draws:</u></p> <ol style="list-style-type: none"> <li>1) Knock, wait 5-10 seconds for acknowledgment, and enter room.</li> <li>2) Upon entering the room, greet your patient by name, confidently state your name, the department you are from, why you are here, and how long it will take.</li> </ol> <p>For example: <i>Knock, knock. “Good morning, Ms. Smith. My name is Kim and I am from the laboratory. I am here to draw your blood because your physician has ordered some laboratory tests. It is going to take about 5 minutes.”</i></p> <ol style="list-style-type: none"> <li>3) Properly identify the patient by checking the arm band while stating the following, “I am checking your arm band <u>for your safety.</u>”</li> <li>4) Wear your gloves and any other PPE (personal protective equipment) that may be required.</li> <li>5) If you need to turn on a light or pull the curtain, ask first and explain why.</li> </ol> <p>For example: <i>“Ms. Smith, may I turn on the light so that I can do my best work as I draw your blood? Ms. Smith, may I pull the curtain for your privacy?”</i></p> <ol style="list-style-type: none"> <li>6) Verbally explain step by step the procedure you are performing and inform the patient that the stick may be painful.</li> </ol> <p>For example: <i>“I am going to place a tourniquet on your arm. If it is too tight, please let me know. You are going to feel a big stick now. We are almost finished. I’m going to remove the needle. I’m going to apply pressure on your arm for a few seconds. We are all done.”</i></p> <p>Use your own words and judgment as to the exact wording but be sure to keep the patient informed.</p> <ol style="list-style-type: none"> <li>7) While holding pressure on the site or while you are cleaning up (very important not to leave anything in the patient’s bed or on the patient), engage the patient and/or family members about their accommodations (cleanliness of the room, everything in working order, food service). If the patient or family members have any complaints, call the department from the bedside to show our concern for their comfort and let them know corrective action is being taken.</li> <li>8) While standing at the bedside, before picking up your tray and heading for the door, ask, “Is there anything else I can do for you? I have the time.”</li> <li>9) If you have turned on the light or pulled the curtain, give the patient the option of having their light on or off and the curtain opened or closed.</li> </ol>

	<p>10) Thank the patient.</p> <p><u>For early a.m. blood draws, make the following adjustments:</u></p> <p>Step 2: Add the following statement, “I know it is very early and I apologize for waking you. Your physician will be here first thing this morning to make decisions regarding your care. We want to make sure that your laboratory results are completed so that he/she has the most current information regarding your results.</p> <p>Step 5: When possible, do not use the light directly over the patient's bed. Try using the bathroom light or light from the hallway. Another option is to use a flashlight. Sometimes it will not be possible to use these options and you must turn on the light over the bedside. Be sure to explain why the light is needed first. Remind the patient that the light will be bright before turning it on and offer to cover their eyes with a towel, cloth, or pillow. Be sure to turn the light off as soon as you are finished.</p> <p>Steps 7/8: Do not engage the patient unless they express a desire to have a conversation. This will minimize the interruption of their sleep.</p>
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TRANSPORT	
AREA OR DISCIPLINE	KEY WORDS AND ACTIONS
Transport	<p><u>Entering a patient room to transport:</u></p> <ul style="list-style-type: none"> <li>• Knock, wait 5-10 seconds for acknowledgment, and enter room.</li> <li>• “Good (morning, afternoon). I am _____, your transporter. I will be transporting you to _____ (dept).”</li> <li>• “It will take us about ____ minutes to get there.”</li> <li>• “Are you comfortable? Do you need a blanket?”</li> </ul> <p><u>Before leaving patient at destination:</u></p> <ul style="list-style-type: none"> <li>• “I have let the (nurse, clerk, etc.) know you are here. Someone will be in to care for you within the hour. Is there anything you need right now?”</li> <li>• “Thank you for allowing me to help you.” Or, “Thank you for being so cooperative.”</li> </ul> <p><u>Key words during transport:</u></p> <ul style="list-style-type: none"> <li>• “I will take very good care of you and get you to your test or treatment on time.”</li> <li>• Manage up: “I have been here for 15 years”; “I know my way around this place with my eyes closed”; “I am a “safe driver”; “You are in good hands with me. I will go slowly and let you know about any bumps along the way.”</li> </ul> <p><u>Manage up department going to:</u></p> <ul style="list-style-type: none"> <li>• “Our Radiology Department is committed to your care. They have the latest technology and</li> </ul>

	equipment. The staff there is very caring.”
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ADMISSIONS	
AREA OR DISCIPLINE	KEY WORDS AND ACTIONS
Admissions Patient Scheduling	<p><u>Pre-call prior to visit:</u></p> <ul style="list-style-type: none"> <li>• “Good morning, may I speak with <u>Mrs. Smith</u>?”</li> <li>• Make sure correct person is on line.</li> <li>• “Good morning, <u>Mrs. Smith</u>, this is &lt;your name&gt;, your patient scheduling representative at &lt;hospital name&gt;. I hope your day is going well.”</li> <li>• “I’d like to talk with you about your upcoming procedure and ensure we are well prepared to care for you. It will take about 10 minutes. Is now a good time?”</li> </ul> <p><u>At the end of every conversation:</u></p> <p>“Is there anything else I may do for you? (No?) Thank you for choosing &lt;your hospital&gt;, and thank you for helping me make sure we are well prepared for you when you arrive. If you have any questions before your scheduled appointment, you may reach us at &lt;phone number&gt; or &lt;direct to physician’s office&gt;.”</p>

PATIENT ACCESS	
AREA OR DISCIPLINE	KEY WORDS AND ACTIONS
Patient Access	<p><u>General</u></p> <p>Always greet patients with eye contact and a smile.</p> <p>Introduce yourself by name and your role “I am Karen and I will complete your registration this morning.”</p> <p>“It will take us about 10 minutes.”</p> <p>“I want to ensure that I capture all of your information correctly so you do not experience any problems with your medical record or your billing process.”</p> <p>“I will need your &lt;proceed with instructions&gt;.”</p> <p>At the close of the interaction : “Thank you for your patience”; “Thank you for having all of your information at hand”; “Thank you for taking time to complete all of the paperwork we need” etc.</p> <p>Tell patients the next step in their visit and how long they can expect that step to take.</p> <p><u>ER Registration</u></p> <p>Quick Registration:</p> <ul style="list-style-type: none"> <li>• Always greet patients with eye contact, a smile, an expression of empathy: “I’m sorry you are not feeling well,” “I am sorry you are hurting” and a commitment to care: “I will get you moving in this process very quickly,” “I want to get you to the doctor as soon as possible.”</li> </ul>

	<ul style="list-style-type: none"> <li>• Introduce yourself by name and your role: “I am Karen and I will start your registration this morning. I will be collecting just enough information for the rest of our team to begin caring for you. It will take us about 3 minutes. We will complete your registration later after you have seen your doctor or nurse.”</li> <li>• When completed, tell patient the next step in their care and when they can expect that step to occur.</li> </ul> <p><u>Bedside Registration</u></p> <ul style="list-style-type: none"> <li>• Always greet patients with eye contact and a smile: “Hello, I’m &lt;your name&gt; and I will be completing your registration today.”</li> <li>• “It will take us about 5 minutes.”</li> <li>• “Is there anything else I can do for you?” If no, end with, “If you have any questions, or need further assistance, please let any one of our team know.”</li> <li>• “Is there anything else I can do for you today, &lt;Mr./Ms. patient last name&gt;?”</li> </ul>
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MISCELLANEOUS	
AREA OR DISCIPLINE	KEY WORDS AND ACTIONS
When your customer is not a patient	<p><b><u>IT call center</u></b></p> <p>“Thank you for calling &lt;hospital name&gt;. You have reached the IT call center.”</p> <p>“My name is Mike. What may I help you with today?”</p> <p>“You have reached the right person for the job. I know exactly what to do to take care of this issue for you.”</p> <p>“This is Mike. What can I help you with today?”</p> <p>After determining how to resolve the issue, give specific explanation and duration. “I am going to ask Cal or Angela from our service support team to stop by your office to take care of this. You can expect to hear from them to schedule a time before the end of the day.”</p> <p>Close with: “What other questions do you have for me?” Or, “What else can I help you with while we are on the phone?” Or, “Thanks for giving us the opportunity to resolve this for you. Your ticket number is &lt;XXX&gt;. If you have any further questions, please call us at &lt;your phone number&gt;.”</p> <p><b><u>Food server in cafeteria:</u></b></p> <p>Smile, eye contact, enthusiastic greeting: “Good morning!”</p> <p>“My name is Shirley. Thank you for stopping in to see us today.”</p> <p>Manage up the food: “Can I get you some of these delicious waffles this morning?” Or, “You are in for a treat: We have corn chowder for lunch.”</p> <p>Fond farewell: “Enjoy your meal”; “Come back to see me”; “I’ll see you tomorrow.”</p>