

A	I	D	E	T
Use the 5/10 rule	"Good Morning Mrs. Hatcher welcome to 6 North."	Explain what you are doing and why to help set expectations	Teach the patient about the quiet at night protocol	Manage up a coworker
Explain duration of a procedure	Thank the patient for letting us take care of them	Manage up the nurse on the next shift	AIDET is a framework for staff to communicate with patients and families.	Talk to the patient about what they need when they go home
Tell the patient they will get great care today	Use the phrase "for your safety"	Free Space UAB ST. Vincent's	Acknowledge 5 people in the hallway	Give out earplugs/eye mask
Greet the patient by name and make eye contact	Teach the side effect of a medication	Introduce yourself to by name and explain role	Find a new way to manage yourself up.	Manage up a different department
Explain why we hourly round	Ask the patient What is your biggest concern today?	Manage up yourself	Use the phrase "quality of care is a high priority	Explain the routine for the day

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