

A	I	D	E	T
VERBALIZE GRATITUDE FOR CHOOSING HMC	"MY PLEASURE"	COMPLETE ALL AIDET VIDEOS & QUIZ	MAKE SURE THE SMILE SHOWS IN YOUR VOICE	INFORM PAT OF DELAYS & APOLOGIZE
BE GENUINE	THANK THE PAT FOR THEIR PATIENCE	LET PAT KNOW WHEN WILL RECEIVE RETURN CALL	"THANK YOU FOR CALLING"	MAKE A CONNECTION WITH PAT ON A CALL
TELL PAT WHAT YOU ARE DOING & WHY	WARM TXFR A CALL INTERNALLY USING AIDET WITH BOTH PAT & COWORKER	FREE	ASK IF ANYTHING ELSE NEEDED	GO THE EXTRA MILE FOR A STAFF MEMBER
GREET 3 PEOPLE YOU DON'T KNOW IN THE ELEVATOR	TELL PAT WE ARE ALWAYS HERE TO HELP	HOW CAN I MAKE THIS PATIENT'S EXPERIENCE BETTER	GO THE EXTRA MILE FOR A PATIENT	INTRODUCE YOURSELF TO AN EMPLOYEE YOU DON'T KNOW
COMPLIMENT A TEAM MEMBER	ASK PAT IF HAVE ANY ?	LISTEN W/O INTERRUPTING	WEAR YOUR ID BADGE	CALL PAT BY NAME

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GREET 3 PEOPLE YOU DON'T KNOW IN THE ELEVATOR	ASK IF ANYTHING ELSE NEEDED	FREE	GO THE EXTRA MILE FOR A STAFF MEMBER	"MY PLEASURE"
GO THE EXTRA MILE FOR A PATIENT	LISTEN W/O INTERRUPTING	VERBALIZE GRATITUDE FOR CHOOSING HMC	CALL PAT BY NAME	TELL PAT WE ARE ALWAYS HERE TO HELP
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