A	I	D	E	T
Smile	Acknowledge	AIDET in Action	Family Environment	Positive Bedside Manners
Manage Up	Exceeding Patient Needs	Respect	Motivate	Appreciation
Positive Attitude	Providing Excellent Care to all our Patients	**FREE**	Success	Communication
Managing Up a Provider	Inform patient Duration of Wait Time	Reduce Patient Anxiety	Encourage	Internal Customers
Positive Reinforcement	Introduce Yourself to Patients	Ownership	Last Impression	Professional

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A	I	D	E	T
Positive	Helping Co-Workers	Providing Excellent Care to all our Patients	Inform patient Duration of Wait Time	Helpful
Managing Up Billing Department	Internal Customers	First Impression	Compassionate	Developing Your Own AIDET
Managing Up Your Co-Worker	Manage Up	**FREE**	Listen	Approachability
Reduce Patient Anxiety	Consistency	Positive Feedback	Increase Patient Satisfaction	Communication
Inspire	Respect	Appreciation	Success	Relationships

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A	I	D	E	T
Appreciation	Managing Up Your Co-Worker	Positive Bedside Manners	Managing Up Administration	Closing the Service Gap
Inspire	Managing Up Nursing Staff	Reduce Patient Anxiety	Internal Customers	Manage Up
Exceeding Patient Needs	Family Environment	**FREE**	Own Your AIDET	Teamwork
Positive Feedback	Positive	Motivate	Practice AIDET	Communication
Duration	Ownership	Managing Up Billing Department	Acknowledge	Increase Patient Satisfaction

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