

AIDET Validation Form

Name: _____

Assessed By: _____

Copy to Staff _____

Copy to Manager _____

AIDET	Date:		Date:		Date:		Date:	
	Yes	No	Yes	No	Yes	No	Yes	No
ACKNOWLEDGES the customer: <ul style="list-style-type: none"> • Smiles, makes eye contact and greets them in a pleasant manner. 								
INTRODUCES self: <ul style="list-style-type: none"> • States name, role and competencies. • Highlights skill and expertise of self and other healthcare team member. 								
DURATION: <ul style="list-style-type: none"> • Gives the customer a time expectation. • Keeps the customer informed as to the amount of time a procedure or process will take. • Includes letting them know if there is a wait time; gives time expectation of that wait. 								
EXPLANATION: <ul style="list-style-type: none"> • Keeps customers informed by explaining all processes and procedures. • Assists customers to have clear expectations of what will be occurring. 								
THANKS the customer: <ul style="list-style-type: none"> • Consistently thanks customers for their time and, if a patient, for choosing us for their care. • Expresses appreciation that they have chosen us as their health care facility. • Asks if there is anything else he/she can do for the customer before ending the interaction. 								
Ensures non-verbal communication conveys the AIDET principle: <ul style="list-style-type: none"> • Makes eye contact. • Respects customer's personal space (as possible). • LISTENS to what the customer is saying; allows for silence; does not interrupt with his/her own thoughts. • Ensures body language is relaxed, open and non-threatening. • Displays a calm manner. 								
Total Categories rated "YES"								

Very good (6 points)

Needs improvement (5 or less)