

Key Words to Use for ED Waiting Room Rounds

Use AIDET as appropriate with each encounter!

- **Goal: Keeping patients informed about delays- Key words delivered by triage nurse**
 - “Our goal is to provide you ‘very good’ care while you are in the Emergency Department.” *Reassure the patient that it is safe for them to wait.*
 - “There is a wait right now, but we will be checking on you frequently (or about every hour) to keep you informed and make sure that you are doing okay. Please let me know immediately if you feel worse and I will reassess you.” *Manage up the physician.*
 - “Is there anything I can do for you right now?”
- **Goal: Keeping patients informed about delays- Key words delivered by staff conducting waiting room rounds**
 - “Mr/Mrs. Jones, I’m _____ (name) and I am just checking on you to see if you are doing okay. I apologize for the wait. Thank you for being patient. Is there anything I can get you right now?” *Manage up the physician and offer comfort measures- warm blanket, water, assistance to bathroom.*
- **Goal: Provide a positive experience when escorting patient from waiting room to treatment area- Key words for staff**
 - “Mr/Mrs. Jones?” *Move toward patient to meet/assist them.* “Good morning. I’m _____ (name) and I will be taking you to your room so that you can see the physician now. *Greet family as appropriate, manage up staff and physician and assist patient with orientation to room, need to undress, etc*
- **Goal: Provide a positive experience when escorting patient from waiting room to a hall bed- Key words for staff**
 - “Mr/Mrs. Jones?” *Move toward patient to meet/assist them.* “Good morning. I’m _____ (name) and I will be taking you to the treatment area so that you can see the physician now. *Greet family as appropriate, manage up staff and physician.*
 - “I know your goal is to see the physician as quickly as possible. I don’t have a private room for you just yet, but I am going to place you here in a hall bed so that the physician can see you and get your care started. Please know that we will move you to a private room as quickly as possible and will make every effort to maintain your privacy needs while you are here. If you are more comfortable waiting in the lobby until a private room becomes available, just let me know.” *Nearly all patients will be happy to get to see the physician quicker and will not resist hall bed placement when these key words are used.*