

**McLaren Print System Order**

Order No: 55920  
Order Date: 2020-08-05  
User: Hannah Ireland  
Phone: 810-342-1057

Ship Location: MMG Administration / Attn: Hannah Ireland  
G3235 Beecher Rd  
Flint, MI 48532

Brochures  
Quantity: 150  
Paragon Dept No: 16000  
Dept Name: Patient Experience  
Company Number: 810

Order Total Price: 90.00

Item Number: MM-351  
Item Description: AIDET - HalfSheet  
Revision Date: 1/2020  
Print:  
Paper:  
Size:  
Fold:  
Finish:  
Drill:  
Misc Info: SS; Half-sheet,5 Mil Lamination 1/8" edge seal

## AIDET®

The main goal of AIDET is to improve clinical outcomes and increase the experience for patients, providers, and employees.

**A Acknowledge:** Greet the patient by name, make eye contact, and smile.

**I Introduce:** Introduce yourself by name and role.

**D Duration:** Provide a specific time for delay, next steps, and/or to receive a return call.

**E Explanation:** Explain the process, what you are doing, and/or what to expect next.

**T Thank you:** Thank the patient and show appreciation.

**MANAGING UP** Speak positively and communicate confidence in yourself, co-workers, providers, your department, and/or our company.

**THE PROMISE** Make a personal commitment and/or take responsibility of a task or request.

Spec Info: