

Physician-Patient Communication for Results
AIDET Training

- T F Patients often distinguish between clinical quality and compassionate, considerate care when they rate their physicians.
- T F It is important for physicians to be aware of their interactions with patients because it impacts, not only their personal practice, but the patient's perception of all the physicians that they had contact with at CRH, and also their hospital care.
- T F Physician communication skills heavily influence patient compliance and affect clinical outcomes.

The AIDET communication tool is a framework for staff to communicate with patients, families and each other. What does this acronym stand for?

A - _____

I - _____

D - _____

E - _____

T - _____

Proven benefits of the AIDET communication tool have been:

- a. Decreased anxiety in patients and family
- b. Better patient compliance
- c. Improved patient loyalty
- d. Fewer malpractice claims
- d. All of the above

Name: _____