



9. AIDET stands for: Action-Introduce-Duration-Explanation-Thank You.

True            False

10. AIDET communication should be practiced only by direct caregivers.

True            False

11. AIDET should be practiced whenever communicating with a patient / customer.

True            False

12. Discussing patient issues in the cafeteria and elevators is acceptable if you are speaking softly.

True            False

13. It is alright to tell patients and customers that other departments frequently forget to follow through on expected responsibilities.

True            False

14. Keeping the conference rooms and patient rooms clean and free of spills is the sole responsibility of Environmental Services.

True            False

15. When answering the phone, you should identify your department and yourself.

True            False

16. Laughing loudly in the hall when a coworker tells a joke is acceptable when practicing On Stage behavior.

True            False

17. On Stage behavior should be practiced in all public areas including hallways, cafeteria, elevators, nursing stations and patient rooms.

True            False

18. It is alright to make personal phone calls from a nursing station or reception desk.

True            False

19. Expressions of frustration should be voiced in an Off Stage location.

True            False

20. Our body language, tone of voice, facial expressions and attitudes shape our customers' perceptions of us.

True            False