

Teach Back Quick Guide^{1,2}

Explain

Explain to the patient the information regarding the disease and the course of treatment, and provide instructions about how to properly take his or her medications.

Teach-back

Ask the patient to explain or demonstrate how he or she will perform the recommended treatment, monitor the disease, or take the prescribed medication.

Assess

If the patient cannot explain or demonstrate what he or she should do, or if the patient does so incorrectly, you must assume that the patient did not fully understand your instructions.

Repeat

Reintroduce the concepts you presented previously. Consider the following:

- Use simpler language
- When discussing timing, number of pills, or other details related to taking medication, allow extra time for the patients to ask questions
- Break up information into smaller segments. This allows the patient to focus on less information at one time

Reassess

Ask open ended questions until you feel confident the patient understands the relevant information you wanted to convey. Open ended questions are an effective way to engage a patient.

Health Literacy Quick Tips¹

Create an environment to meet the needs of patients with a range of health literacy skills

- ✓ Greet all patients with eye contact and a smile
- ✓ Offer all patients help with paperwork in a friendly way
- ✓ Expect and welcome questions from patients and families
- ✓ Give patients written information that is easy to read, understand, and use
- ✓ Provide patients easy-to-understand learning tools
- ✓ Have trained interpreters available for patients who do not speak English proficiently

Remember, health literacy is fundamental to quality care¹

Safety

Using plain language and Teach-back during medication review with patients may help improve their adherence and knowledge of how to properly take their medications.

Patient-Centered Care

Confirming patients understand their options and involving them in decision-making helps ensure they get the care they need.

Equitable Treatment

Clear communication is key to helping eliminate health disparities and building cultural and linguistic competence.

1. Abrams MA, et al. Building Health Literate Organizations: A Guidebook to Achieving Organizational Change. 2014. <http://www.unitypoint.org/filesimages/Literacy/HealthLiteracyGuidebook.pdf>. Accessed October 31, 2017

