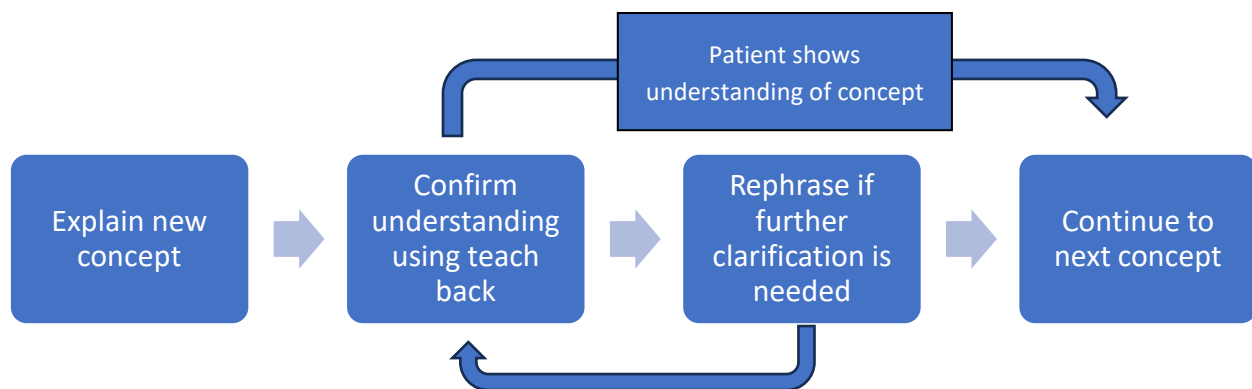


HEALTH LITERACY IN ACTION

The teach back technique is medical in nature and helps assess and confirm whether patients truly comprehend the providers' words. It sets a tone of partnership, engages patients, and supports providers to make sure medical information provided to patients is fully internalized.

4 STEPS TO UTILIZING THE TEACH BACK TECHNIQUE

1. **Explanation** – Avoid medical jargon when the health provider explains the information to the patient.
2. **Teach back** – Slow down. Use plain language and simple visual aids. The patient explains the information back to the provider in their own words. Teach in short segments, summarizing to check patients understanding throughout.
3. **Clarification** – Ask the patient to teach back in their own words. The provider clarifies any misunderstandings and reassesses the patient's understanding.
4. **Repeat** – Repeat the process until the patient can correctly recall the information.



COMMUNICATION WHEN PATIENTS ARE SICK, FEARFUL, AND OVERWHELMED

Providers

- Appreciate why communication can be hard for patients
- Honor the patient's experience and perspective
- Help patients ask questions
- Acknowledge articles and printouts that patients bring to you
- Confirm that you and your patients understand each other using the teach back method
- Help patients learn more

Patients

- Take note of your symptoms and share them with your health care team
- Invite family members or friends to support you
- Work with your health care team to overcome communication barriers
- Create your own medical record
- Tell your health care team your understanding of your treatment plan

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