

# YOUR IMPORTANT ROLE IN HEALTH LITERACY

## PROFESSIONALS

### Use Teach-Back to Confirm Understanding

- It is the staff's responsibility to make the message understandable.
- Give only 2-3 important messages during an interaction.
- Don't ask, "Did you understand?" Most people will say "yes" even if they didn't. You can say, "Can you please tell me how you should take this medicine?"



## PATIENTS



### There are Three Important Questions You Should Encourage Your Patients to Ask

- What is My Main Problem?
- What do I Need to Do?
- Why is It Important For Me To Do This?