



Guide for Patients: Health Literacy

HOW DO YOU KNOW IF YOU HAVE LIMITED LITERACY*?

- If you have difficulties filling out medical forms on your own.
- Have challenges with medications, treatments or other care needs.
- Have difficulties reading health information, understanding it and making good decisions using this information.
- Find that you forget instructions once you leave an appointment.
- Leave feeling like your questions were unanswered.
- Feel medical appointments are difficult or stressful.

*Ref: Modified from TGH Patient & Family Education Health Literacy Booklet

WHAT CAN YOU DO TO COMMUNICATE MORE EFFECTIVELY WITH YOUR HEALTH-CARE PROVIDER?

Come prepared*!

- Keep copies of your medical records and test results.

- Don't forget your list of medications and allergies.
- Come prepared to your medical visits with these 3 questions.

1 What is my main problem?

2 What do I need to do?

3 Why is it important for me to do this?

- Take notes during your visit.
- Take a family member or friend to the appointment to help you remember what your health provider says.
- Repeat what your health provider has said to make sure you understood correctly using teach-back.

TEACH-BACK IS A WAY TO CONFIRM THAT YOU HAVE UNDERSTOOD WHAT YOUR HEALTH CARE PROVIDER SAID.

- “I want to be sure that I understood this new medication correctly. Can I tell you how I should take this medicine?”