



How to deliver the PODS in a way patients can understand

- 1 WARM GREETING** – always greet your patient and introduce yourself
- 2 EYE CONTACT** – make eye contact with your patient
- 3 SLOW DOWN** – speak slowly
- 4** Keep in mind **WHAT IS RELEVANT** for the patient to act on – to be able to complete proper follow up care at home. Skip details that are only nice to know.
- 5 TEACH-BACK** – have the patient repeat the care instructions back to you
- 6 PATIENT PARTICIPATION** – patients and their family or caregiver are active participants in the conversation. Encourage them to ask questions.
 - a** Solicit **QUESTIONS**: “What questions do you still have?”, “That was a lot of information. What do I need to go over again?”, “Did you get a chance to ask all your questions?”
 - b** **AVOID** asking, “Do you have any questions?” This often leads to a quick “no,” even if they do have questions.
- 7 GIVE PODS IN COMBINATION** with written patient education materials and other relevant information such as medication sheets.