

HEALTH LITERACY PRECAUTIONS^{2,3}



Adapt personal information

in words

- avoid medical jargon
- breakdown instructions into small concrete steps
- focus the visit on three key points
- make numerical information more concrete
- use written materials as support

in written

- use simple language
- most important points come first
- use active voice
- include visual aids, graphs or pictures

electronic resources

- consider that many patients look for information on the internet
- benefit from repeated teaching opportunities (e.g. videos of inhaler technique)
- guide patients to appropriate medical websites (e.g. patient organizations, hospital website, patient web portals)



Always assess for comprehension



Check patient preferences

- encourage questions
- use teach-back methods



Involve partners and relatives