

To help individuals improve their own health literacy, identify opportunities to share tips, tools, and approaches to get the most out of their health interactions. Such opportunities can include both health settings and group events like health fairs or educational sessions. You can use the information below in materials you develop to share with patients, families, service-users, clients, employees, and community members. Partner with your colleagues and advisory or advocacy groups to share ways to help people:

- Prepare for health encounters
- Make sure they understand through teach-back
- Use the Ask Me 3 questions to guide next steps

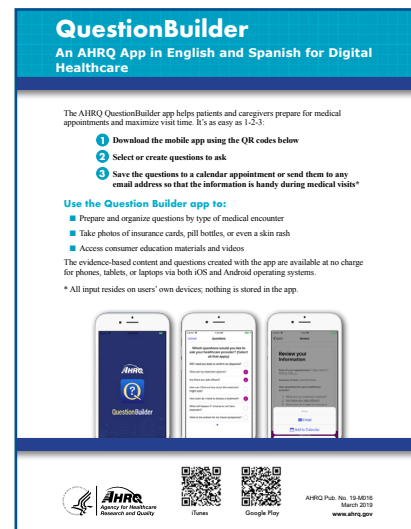
Help them prepare for health encounters.

Suggest that before their encounters they make a list of their questions, concerns, or symptoms and bring it with them. Notes to refer to can help ensure people don't forget anything.

They can use tools like [Questions Are the Answer](#) and [QuestionBuilder](#) to prepare for appointments and optimize visit time. These help people think about what they want to discuss beforehand and remember to ask during the encounter.



[Questions Are the Answer](#)



[QuestionBuilder](#)

Make sure they understand through teach-back.

Since teach-back is a valuable tool to promote equity, safety, and quality, it's important to help people make sure they understand by knowing how to initiate teach-back if health team members don't do so. Explain this in the context of their role as partners in their care:

- They are making sure they understand the information they need to know or do.
- They are making sure their care is safe and high-quality.

Here are key messages you can share with individuals in health settings; group events like health fairs or educational sessions you may offer to help people with things like managing chronic conditions, understanding what their insurance covers, or learning ways to benefit from healthy foods; or social media.

- Teach-back is asking a person, in a caring way, to explain in their own words what they need to know or do.
- If a health team member doesn't ask you to explain important—need-to-know—information in your own words, try these ways to ask for more—or clearer—information.
 - “This is new to me. Will you please explain that to me one more time?”
 - “Here is what I heard you say... Do I have it right?”
 - “I need to be able to explain this to our childcare provider tomorrow. Can you go over that again to be sure it's clear for me?”
 - “I want to go over this again with you because it's complicated...”
 - “Can you write that down for me?”

Make sure they understand through teach-back (continued).

- Here are videos showing how a person can initiate teach-back in various settings.



Patient and
Nurse Practitioner



Grandmother and
NICU Nurse



Family Member
and Pharmacist



Meeting Participant



Customer at Mobile
Produce Market

Use the Ask Me 3 questions to guide next steps.

Help people feel safe asking questions. Having the answers to these [Ask Me 3](#) questions before finishing an encounter helps them remember and stay safe.

- What is my main problem?
- What do I need to do?
- Why is it important?

The better they understand, the better they will be able to care for their own or their loved ones' health.