

Teach-Back Quick Guide

- Use teach-back for ALL patients.
- Start with most important message.
- Limit to 2-4 key points.
- Use plain language.
- Rephrase message until patient demonstrates clear understanding.

Examples of Teach-Back Starters

- “Just to be safe, I want to make sure we are on the same page. Can you tell me...”
- “I want to make sure that I explained things clearly. Can you explain to me...”
- “Can you show me how you would use your inhaler at home?”

Use Plain Language

Use these words	Avoid these words	Use these words	Avoid these words
reduces swelling	anti-inflammatory	heart doctor	cardiologist
blood thinner	anticoagulant	skin doctor	dermatologist
take before meals	take on an empty stomach	doctor who treats diabetes	endocrinologist
take after meals	take on a full stomach	stomach doctor; doctor for digestion problems	gastroenterologist
high (low) blood sugar	hyper(hypo-)glycemic	doctor for women	gynecologist
high (low) blood pressure	hyper(hypo-)tension	doctor for the brain, spine, and nervous system	neurologist
fats	lipids	cancer doctor	oncologist
overweight	obese	eye doctor	ophthalmologist
weak bone disease	osteoporosis	lung doctor	pulmonologist
not cancer	benign	joint, bone, and immune system doctor	rheumatologist