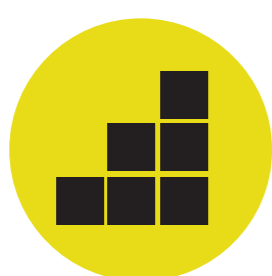




Communicating so people will understand

If you're talking with someone about their health or medicines, use these simple techniques:



Find out what they already know and build on it.



Ask the right questions – 'open' questions will help you check you have been clear; 'closed' questions are good for getting key information.



Give information in manageable chunks.



Use the person's actual medicines, if reviewing medication.



Use pictures – some people understand things better when they see them.



Check you were clear – ask people to tell you what they think you have said.



Use plain English – avoid jargon and technical terms.



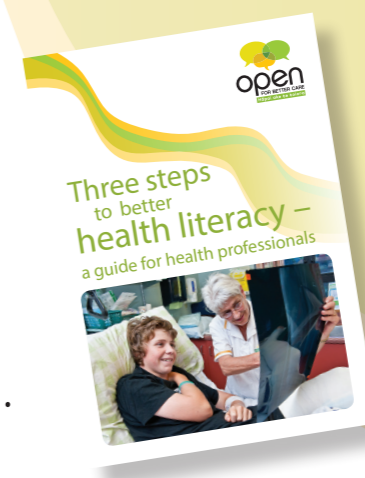
Give your patients a copy of *Let's PLAN for better care* – a simple tool to help them prepare for health appointments (email open@hqsc.govt.nz).



Underline or circle key information in written material.

MORE INFORMATION

Read our guide for health professionals, *Three steps to better health literacy* (email open@hqsc.govt.nz).



www.open.hqsc.govt.nz