

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
reduces swelling	anti-inflammatory
blood thinner	anticoagulant
take before meals	take on an empty stomach
take after meals	take on a full stomach
high (low) blood sugar	hyper(hypo-)glycemic
high (low) blood pressure	hyper(hypo-)tension
fats	lipids
overweight	obese
weak bone disease	osteoporosis
not cancer	benign

Use these words	Avoid these words
heart doctor	cardiologist
skin doctor	dermatologist
doctor who treats diabetes	endocrinologist
stomach doctor; doctor for digestion problems	gastroenterologist
doctor for women	gynecologist
doctor for the brain, spine, and nervous system	neurologist
cancer doctor	oncologist
eye doctor	ophthalmologist
lung doctor	pulmonologist
joint, bone, and immune system doctor	rheumatologist