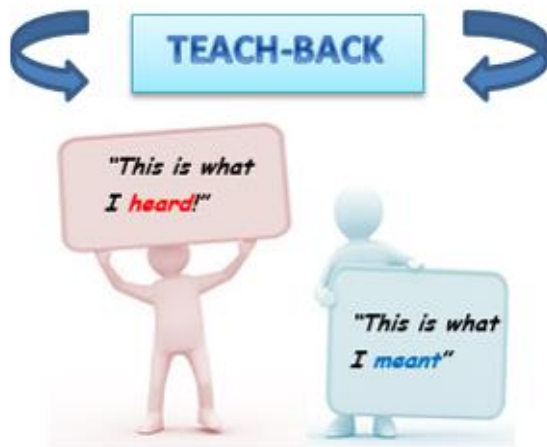


Harrison Medical Center Teach Back Education Tool



Teach-back should be used with **ALL** patients to ensure that they understand information, changes, and instructions.

Teach back is not just repeating back or saying "Yes, I understand".

It is having patients demonstrate they understand what is required in their own words, related to their life. This is a way for us to confirm their understanding and identify areas of need.

Teach Back Questions to ask your patient:

- How would you explain that to... (your wife, your children)?
- Tell me what you know about... (your diabetes, asthma)?
- How would you know... (when to call the doctor, if you, had an infection)?
- Show me how you would... (take this insulin, use your inhaler)?
- What would you do if... (you are on insulin but you get sick, have chest pain)?
- Who would you call if... (you have a temp over 102, your arm swells)?
- What are 2 side effects of your medication?



TEACH BACK TIPS

- Do not ask "Do you understand?"
- Ask your patients to repeat *in their own words* what they need to do when they leave the hospital/the doctor's office.
- Let the patient know that you will be asking them questions after you review the information with them (they will pay more attention😊).
- Use phrase like: "I want to be sure that I did a good job explaining"

Follow-up Call by Clinical Staff

Hello Mr. /Ms. _____ I am (caller's name), a (title) from (name of facility). I am calling to see how you are doing after your discharge and if there is anything I can do to help you. We will also review your medications during this call. Can you bring all of your medications including non-prescription medicines and herbal supplements to the telephone, please?

HEALTH STATUS:

- Before you left the hospital, your main medical problem during your hospital stay was explained to you. Can you explain to me your main problem or diagnosis?
 - Yes** – *Confirm the patient's knowledge of the discharge diagnosis.*
 - No** – *Use this opportunity to provide patient education about the discharge diagnosis.*
- Do you have any questions for me about your diagnosis?
 - Yes** – *Explain again.*
 - No** – *Continue.*
- Since you left the hospital, do you feel your main problem has improved, worsened or not changed? What does your family or caregiver think?
 - Worsened** – *Refer to an appropriate provider.*
 - Improved/No change** – *Continue.*
- Have you experienced any new medical problems since you left the hospital?
 - Yes** – *Ask what has happened?*
 - No** – *Continue.*

WARNING SIGNS:

- What did the medical care team tell you to watch out for to make sure you are okay? *Review specific symptoms to watch out for and things to do for this diagnosis e.g. weigh self, blood sugar, blood pressure, peak flow chart, etc.*
- Do you have any questions about what to do if a problem arises?

FOLLOW-UP:

- Can you please tell me what appointments are scheduled? Who is it with? If it is a lab/test, what is it for? When is it? Are you going to be able to make it to your appointment?
 - Yes** – *Continue.*
 - No** – *Help with the issues or get appointment rescheduled.*

Note: *If there is no appointment scheduled already, set up an appointment based on the discharging provider's request and according to the triage grid.*

- Please remember to bring **all** your medications, including non-prescription medicines and herbal supplements, with you to your visit.

MEDICATIONS: _____

What questions do you, your family, or caregiver have regarding your medications?

EDUCATION PROVIDED: _____

Do you have any other questions for me?

ADDITIONAL ACTIONS TAKEN _____

Adapted from [Project RED](#)

Tool 10.2: Follow-up Call by Non-Clinical Staff

Hello Mr. /Ms. _____ I am (caller's name), a (title) from (name of facility). I am calling to see how you are doing after your discharge and if there is anything I can do to help you.

FOLLOW-UP:

1. Can you please tell me what appointments are scheduled? Who is it with? If it is a lab/test, what is it for?
When is it? Are you going to be able to make it to your appointment?
 - a. **Yes** – Continue.
 - b. **No** – Help with the issues or get appointment rescheduled.

Note: If there is no appointment scheduled already, set up an appointment based on the discharging provider's request and according to the triage grid.

2. Please remember to bring **all** your medications, including non-prescription medicines and herbal supplements, with you to your visit.

WARNING SIGNS:

- What did the medical team tell you to watch out for to make sure you are okay?
- Do you have any questions about what to do if a problem arises?
 - a. **Yes** – Continue.
 - b. **No/Have questions** – Refer to a clinician.

HEALTH CARE STATUS:

- Before you left the hospital, someone spoke to you about your main problem during your hospital stay. Can you explain to me your main problem or diagnosis?
 - a. **Yes** – Continue.
 - b. **No** – Refer to a clinician.
 - Since you left the hospital, do you feel your main problem has improved, worsened or not changed? What does your family or caregiver think?
 - a. **Worsened** – Refer to a clinician.
 - b. **Improved/No change** – Continue.
- Have any new medical problems occurred since you left the hospital?
- a. **Yes** – What has happened? Refer to a clinician.
 - b. **No** – Continue.

MEDICATIONS: _____

What questions do you/your family or caregiver have regarding your medications?
(Refer to a clinician if there are questions)

EDUCATION PROVIDED: _____

Do you have any other questions that I can forward to the clinical team?

ADDITIONAL ACTIONS TAKEN: _____

Adapted from [Project RED](#)