Health literacy for clinicians

60% of people have low health literacy. Having low health literacy means your patients don’t have the knowledge they need to find, understand and use information about their health and health care. You can help change this.

Know your patients
- don’t assume understanding
- talk about decisions

Consider how you present information
- tailor information
- try different formats
- decision making tools

How can I help my patients understand their health better?

Ensure understanding
- invite patient’s support person
- encourage questions
- ask patients to repeat information

Improve your health service
- education & training
- improvement activities
- NEW research
- COURSE enrolment

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

www.safetyandquality.gov.au