Health literacy for consumers

60% of people have low health literacy. Having low health literacy means someone doesn’t have the knowledge they need to find, understand and use information about their health and health care.

Seek information:
- Ask for information
- Join support groups

Make sure you understand:
- Educate yourself
- Prepare & ask questions
- Bring relatives or friends to appointments
- Ask for things to be explained differently
- Request an interpreter

What can I do... to understand my health better?
- Give all your medical details
- Speak up if you are unhappy with your care
- Talk about your values & preferences
- Ask about your options

Be open and honest

Australian Commission on Safety and Quality in Healthcare

www.safetyandquality.gov.au