

# The art of the teach-back method with patients



## What is teach-back?

Teach-back helps promote adherence to medications, doctors' orders or recommendations, quality of care, and patient safety. It is an evidence-based technique to make sure the patient understands what you tell them.

## How to use teach-back

- ✓ Ask the patient or their family to repeat and explain what they need to do based on their treatment plan or any next steps from their appointment using their own words
- ✓ If the patient is unable to correctly teach-back, explain it again to them
- ✓ When the patient has explained everything back, let them know it is correct

## Teach-back tips

- ✓ Try to avoid questions that can be answered with a "yes" or "no"
- ✓ Ask open-ended questions
- ✓ Avoid jargon and technical language
- ✓ Speak slowly and include the patient's family member/caregiver

## Teach-back can also help patients with

- ✓ Understanding information related to their health
- ✓ Promoting medication and treatment adherence
- ✓ Increasing overall satisfaction with their health and the care they receive

## Teach-back question examples

- ✓ "Are you able to show me how you will check your blood pressure/blood sugar levels at home?"
- ✓ "Do you mind explaining what we discussed today back to me? This helps me know that I explained everything clearly."
- ✓ "We made some changes to your treatment/medications. How will you relay this information back to your spouse/children?"

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