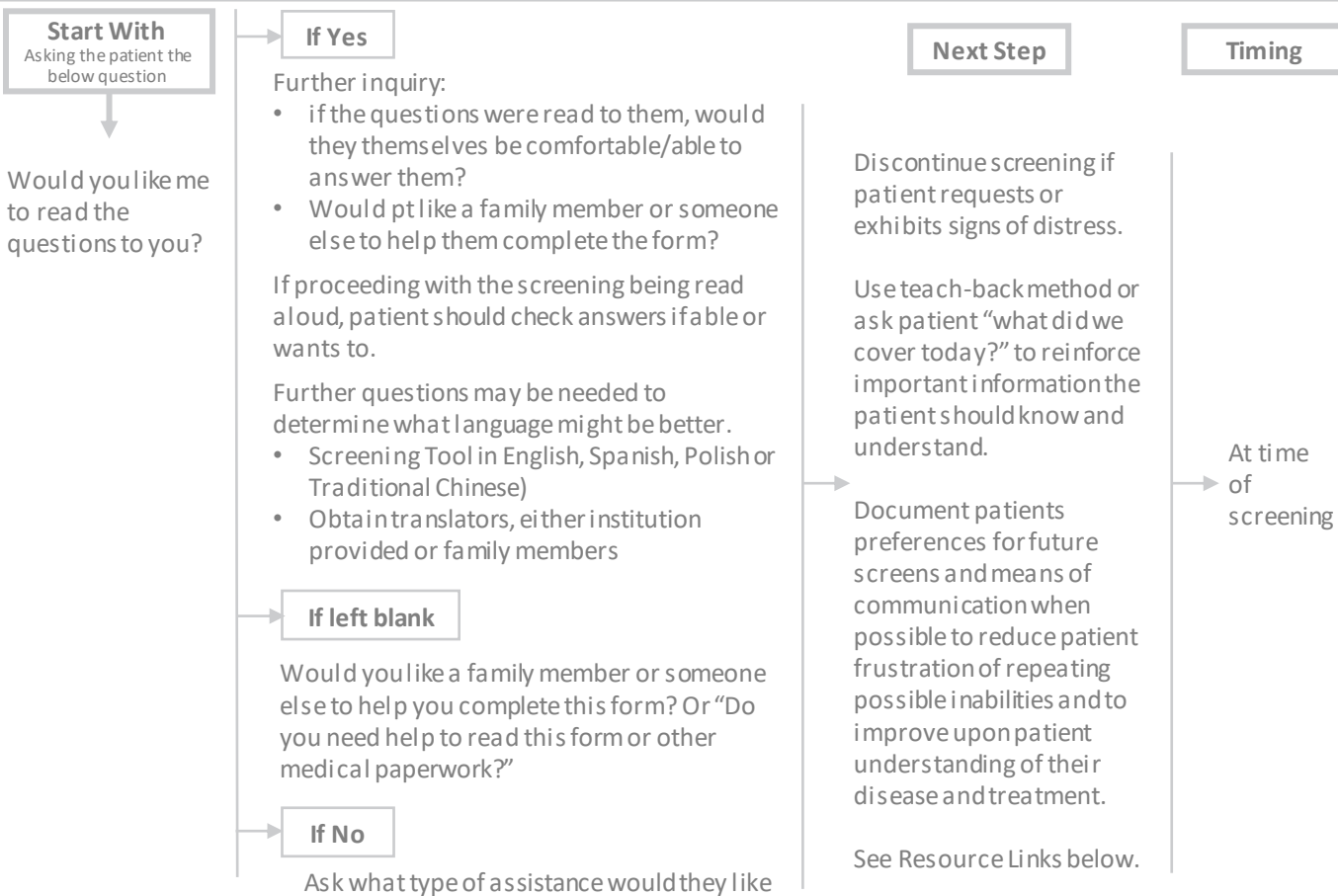


Clinician Follow Up Reference for Supportive Care

Health Literacy –

“YES” to either “Do you need someone like a family member, friend, hospital/clinic worker, or caregiver to help you read hospital materials?”

Or “Do you need help when filling out medical forms by yourself?”



Notes

Purpose of the Health Literacy questions is to help in the broader sense cancer care when pt has literacy issues. Discovering this issue early should lead to different means of communication and support resulting in better care.

Depending on when/where patient is receiving tool:

- If given in the waiting room by front desk staff, they cannot offer help to patient but if the patient indicates they cannot complete the tool, front desk staff can suggest they hold on to the screening tool and discuss once roomed.
- If given once roomed, when handing to the patient,

create a script to tease out right away any literacy issues.

- For a quick assessment you could ask, “How far did you go in school?” and “How do you feel about reading?” (Coleman Palliative Medicine Conference January 17th, 2019)

Creating resources with picture icons for visual understanding may be helpful. May be useful for non-native English patients, patients with health literacy issues or both. Example: Pill Card would help pt who cannot read or understand their medication dosing.

Patient Links and Handouts:

➤ Ask Me 3

CSOC Patient Handout can be accessed at: <http://cancer-help.me/reading-understanding>

References:

- [AMA Foundation. Health literacy and patient safety: Help patients understand](#)
- [NIH. Clear Communication](#)
- [NIH. Health Literacy. Professional Development](#)
- [Assessing and Addressing Health Literacy](#)
- [How to Create a Pill Card](#)