



BUCKEYE HEALTH PLAN Supports Health Literacy



What Health Literacy means....

Health literacy refers to a person's ability to obtain, process, and understand basic health information and services to make informed health decisions. Low health literacy can lead to misunderstandings about health conditions, poor adherence to treatment, and increased healthcare costs.

How can we work together to increase health literacy for all patients?

1

Assess Patient Literacy

Observe non-verbal cues and ask open-ended questions to assess understanding.

2

Use Plain Language

Use simple, clear language and explain concepts in straightforward terms.



3

Teach-Back Method

Ask patients to repeat back what they've learned in their own words.

4

Visual Aids

Incorporate diagrams, pictures, and videos to reinforce understanding.



5

Tailored Communication

Consider cultural backgrounds and beliefs that may affect understanding.

6

Encourage Questions

Use prompts like, "What questions do you have about this?"



7

Follow-Up

Provide written materials that are easy to read and understand.



For patients that are limited English speakers, blind or hard of hearing:



Use Professional Interpreters:

Always employ trained medical interpreters when communicating with patients who have limited English proficiency. Avoid using family members or untrained staff.



Translated Materials:

Provide written materials (brochures, discharge instructions, etc.) in the patient's preferred language. Ensure these materials are culturally relevant.



Please check out our provider focused health equity member languages and interpreter link:
BuckeyeHealthPlan.com/content/buckeye/en_us/languages

