

UNIVERSITY HEALTH NETWORK

Patient and Family Education Program

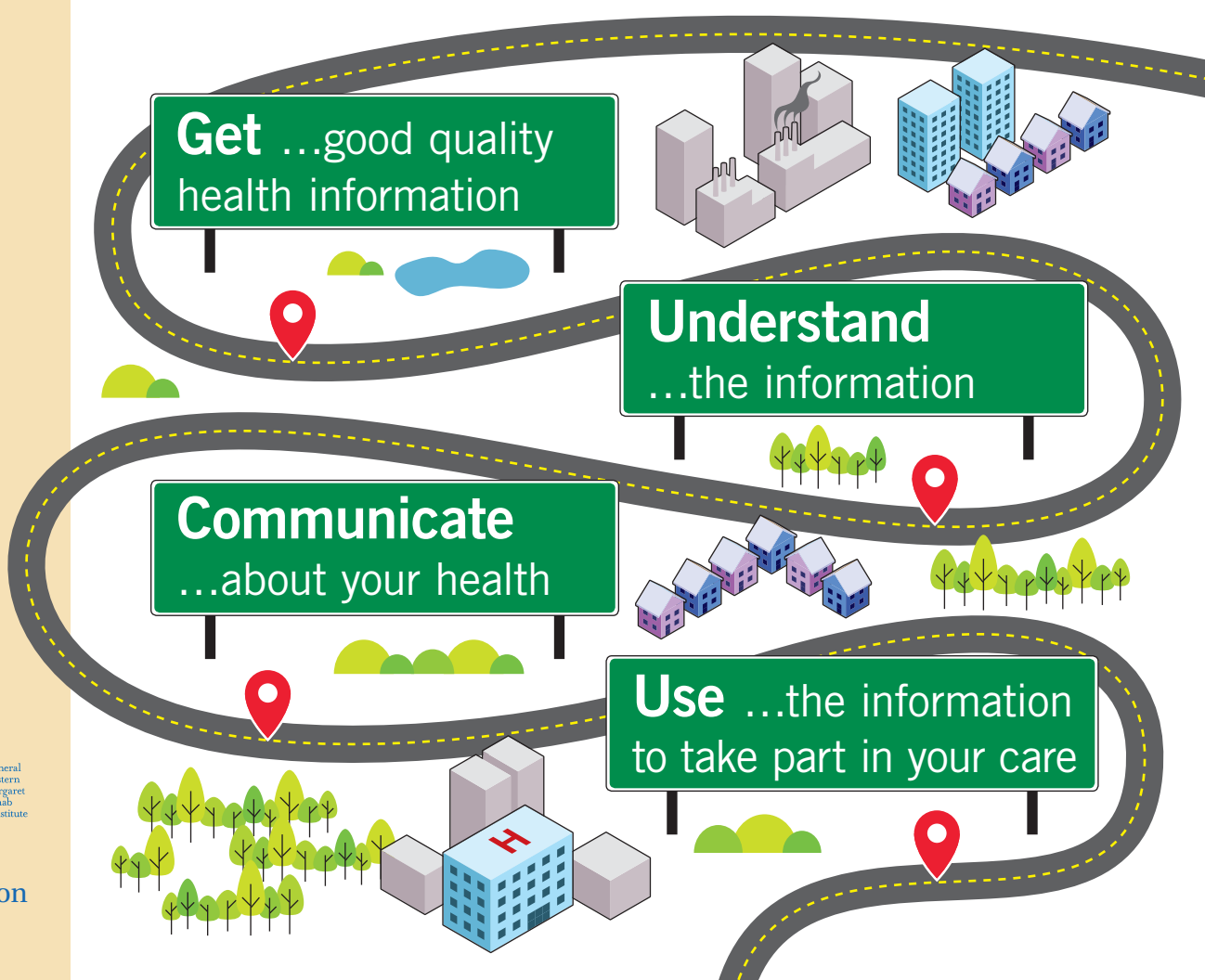
October is health literacy month

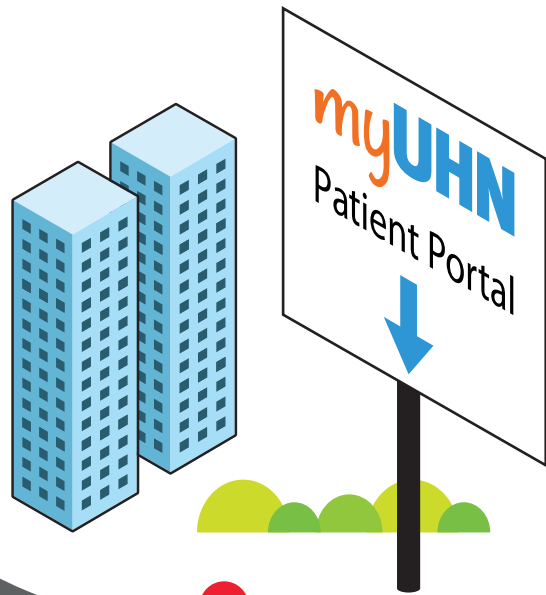
Health literacy refers to the ability to access, understand and use information and services to make informed decisions about health.

Rootman et al., (2008)

How to partner in your care and stay safe

Use this “health literacy roadmap” to help you manage and make decisions about your care, navigate the health care system and stay safe.





Get ...good quality health information

Visit, email or call any UHN Patient and Family Library for reliable health information.

Sign up for the “MyUHN” Patient Portal to get your health information online, any time you want it.

Go to www.uhnpatienteducation.ca for Library contact information, health information brochures, self-management workshops, events and health talk listings and much more.



Understand ...the information

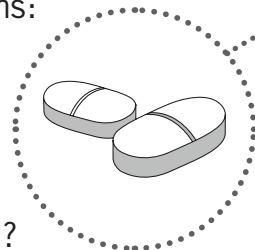
If you can, bring a family member or friend to help you understand and remember what your team tells you.

Ask these questions:

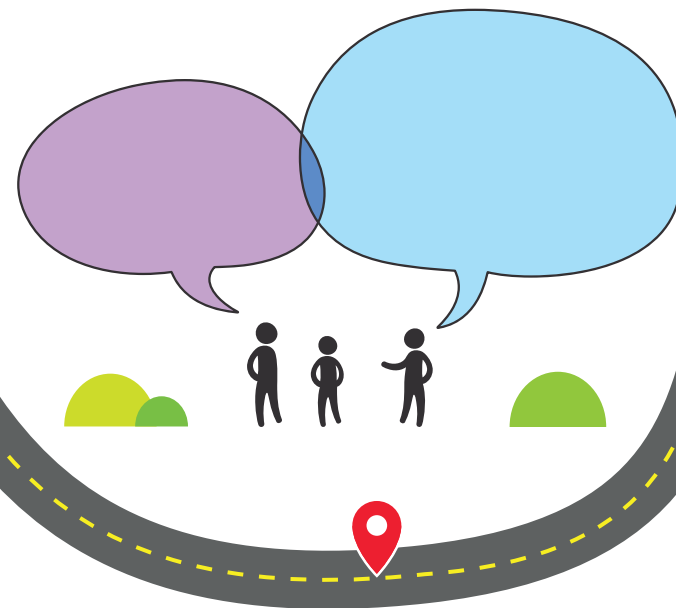
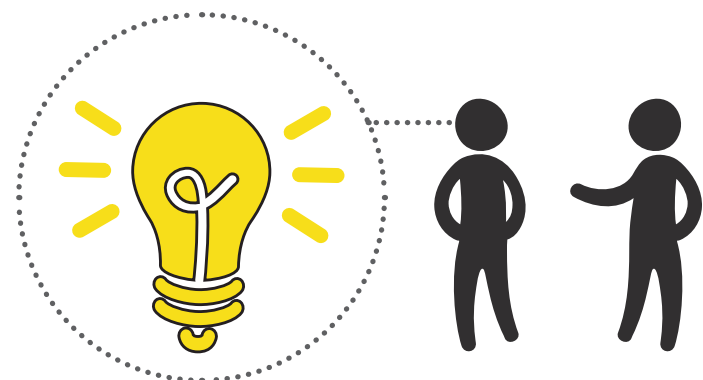
1. What is my main problem?
2. What do I need to do?
3. Why is it important that I do this?

Ask your doctor, nurse or pharmacist these questions about your medications:

1. What is the medication?
2. Why do I need it?
3. What is the dose?
4. How do I take it and when?
5. What are the side effects?



Know who to call if you are not sure what to do or you are having problems after your appointment.



Communicate ...about your health

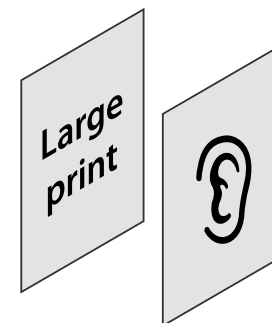
Ask for a medical interpreter to help you learn new information in your own language.

Talk to your team about any changes in your health condition

- Share your expectations, needs, what is important to you, what you want to know and how you like to learn new information

Ask your team:

- To use common words when explaining complex health information
- To slow down and repeat important information
- For information in another format that is right for you... like a picture, video, app, website, electronic document, or large print item



Use ...the information to take part in your care

Use what you know. Ask yourself:

- “Now that I understand my health information, what will I do to take part in my care?”
- “What did I learn?” then act on any changes you need to make

Talk to your health care team about any safety concerns you may have when:

- You meet with your health care team
- You move from one floor or hospital to another
- You are discharged from hospital

Use your “MyUHN” Patient Portal health information to help you get ready for your treatment, procedure or appointment.

Use community resources that can support you.

