**Teachback for Healthcare Providers – Quick tips**

When sharing information, education or providing teaching, use the ***ASK-TELL-ASK*** framework:

**ASK**

1. Ask permission to give information/education/advice

OR

1. Ask what the patient may already know or want to know about their health issue

**TELL**

1. Provide a limited about of information in a clear manner

**ASK**

1. What do they think of what you said

OR

1. Use teach back to check for understanding

***It is healthcare providers responsibility to communicate clearly, and HCPs should always check for understanding.***

**Teach back – Quick Steps**

1. **Think Ahead**

Organize information (no more than 2 or 3 concepts at a time)

1. **Explain**

Use plain language, deliver content slowly with pauses

1. **Ask the client to explain back to you, but take responsibility for the communication**

“I want to ensure I did a good job of explaining….. because this can be confusing and sometimes I speak quickly, would you mind saying back to me what I just told you?”

1. **Listen**

Allow time for the patient to respond and do not interrupt

1. **Affirm, or clarify if necessary**

Rephrase, and explain again if needed. Ask the client to try explaining again and repeat until you feel the information the client is sharing is accurate.

**Teach back** is not a test of the patient, but a check on how well the HCP explained concepts.