Teach-Back
A Guide for Staff

What is teach-back?
Teach-back **IS** a way for you to make sure your patients understand what you tell them.

Teach-back **IS NOT** a test or a quiz for patients.

How do I use teach-back?
Just ask patients to explain what you have told them using their own words. For example, if you explain what they need to do to prepare for a procedure, ask them if they can **teach back** to you how they are going to prepare.

Why should I use teach-back?
As part of the care team, you have an important safety role in making sure your patients understand all the information they are given during their visit.

**Did you know** that patients forget up to 80% of what you tell them after a visit?¹ If they do remember, only half of what they remember is correct.²

When should I use teach-back?
Use teach-back whenever explaining important concepts to patients regarding their health care, including:

- Medicines.
- Home care instructions.
- Use of a new device.
- Next steps in their care.
- Anything else that is important for them to understand.