



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.

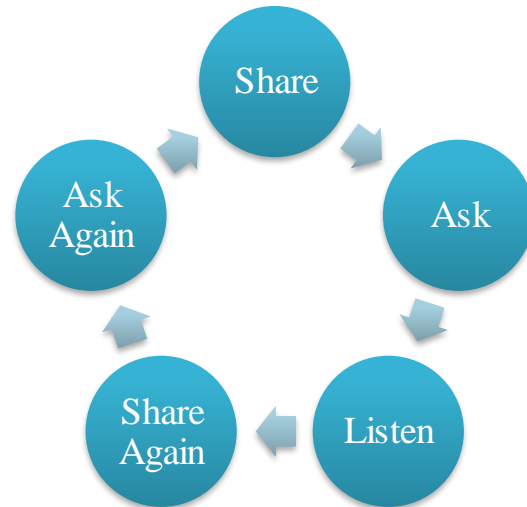
How do I use teach-back?

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.



1. Kessels RP. Patients' memory for medical information. J R Soc Med 2003;96(5):219-22. PMID:[PMC539473](https://pubmed.ncbi.nlm.nih.gov/14733473/).
2. Anderson JL, Dodman S, Kopelman M, et al. Patient information recall in a rheumatology clinic. Rheumatology 1979;18(1):18-22.