

Teachback examples

This document shows some of the words and phrases that health and care professionals use when they include teachback in their conversations.

- They are NOT meant to be prescriptive!
- What sounds right coming out of your mouth? Have a practice using different words. See what works for you.
- It is the principle that counts – we are checking in a non-judgmental, empathetic way that the person knows what they are going to do after they have finished talking with you. If they get it “wrong”, then that is the opportunity to re-explain, and to check again.
- Remember to “chunk and check”. Break up longer conversations into shorter sections.
- Like any new thing it can take time to feel comfortable with it – but this is all about improving health outcomes and quality of care.
- These phrases have been taken from professionals, either sharing their day-to-day practice, or from teachback training films and courses.

Teachback examples	Source
“I want to be sure that I explained everything well. Can you tell me in your own words what you will do, so I can be sure I was clear”.	Institute for Healthcare Advancement Annual Health Conference 2021
“What will you tell your care visitor about how they can help you take this medicine?”	Institute for Healthcare Advancement Annual Health Conference 2021
“We’ve gone over a lot of information, and a lot of ways you can work on getting more sleep. In your own words, can you go over what we talked about? How will you make it work for you when you get home?”	Institute for Healthcare Advancement Annual Health Conference 2021
“Please tell me when your next appointment with your (healthcare professional) is”	Institute for Healthcare Advancement Annual Health Conference 2021
“Sometimes medicines can be confusing. Let’s talk about some of the key medicines you are taking. Please tell me what you know about your medications. Tell me about when you take them”.	Institute for Healthcare Advancement Annual Health Conference 2021
“How are you handling your pain?”	Institute for Healthcare Advancement Annual Health Conference 2021
“What questions do you have about everything you need to do to take care of yourself over the next week or two? “	Institute for Healthcare Advancement Annual Health Conference 2021
“What questions do you have about what we went over today?”	Institute for Healthcare Advancement Annual Health Conference 2021

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"Please tell me when your appointment for your next covid-19 jab is"	Institute for Healthcare Advancement Annual Health Conference 2021
"Let's make sure the paperwork gets handled right. Can you tell me what you will do with these forms?"	Institute for Healthcare Advancement Annual Health Conference 2021
"I want to be sure I did a good job of showing you where the XXX is. Can you tell me how you will get there?"	Institute for Healthcare Advancement Annual Health Conference 2021
"To be sure that I have explained everything correctly, could you explain to me how you will take your medication".	Stoke-on-Trent Health Literacy Film
"We discussed a lot today, can you tell me what you found most important?"	Stoke-on-Trent Health Literacy Film
"So that I can be sure that I have given you clear instructions, please show me how you will use your asthma inhaler at home"	Stoke-on-Trent Health Literacy Film
"We've covered a lot this morning. I just wanted to make sure that I've got across everything that I wanted to in this appointment, and make sure I haven't missed anything out. Can you just tell me what you think it is we have discussed this morning?"	Stoke-on-Trent Health Literacy Film
"Just so that I can be sure that I've given you all the right information, could you just tell me again what we've gone through."	Stoke-on-Trent Health Literacy Film
"Will it be you who is going to do this when you get home?" "It might be me, or it might be my wife". "How will you explain what needs to be done to your wife?"	Stoke-on-Trent Health Literacy Film
"Can I just check that I've covered everything? There's quite a lot to cover with this diagnosis, so can I just check? Can I ask you to just tell me back what it is that you think you've understood? So what other questions do you have?"	Personalised Care Institute: Teachback Video
"I just want to recap your understanding of... (condition/treatment x). And just to help you, tell me how you would explain what condition/treatment x is to your family".	Personalised Care Institute: Teachback Video
"Is there anything that scares you or worries you about condition/treatment x?"	Personalised Care Institute: Teachback Video
"So just play that back to me again"	Personalised Care Institute: Teachback Video

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<p>Pharmacist: I bet when you get home your Mrs Jones will want to know how you are going to take these tablets?</p> <p>Patient: <i>Oh yes most definitely</i></p> <p>Pharmacist: Tell me what you are going to say to her about how you will be taking these tablets</p>	<p>Script from Health Education England Health Literacy Community of Practice: <i>Focus on Teachback</i> (12th October 2022)</p>
<p>Pharmacist: No, you must still continue with paracetamol. How do you take your paracetamol?</p> <p>Patient: I take two tablets when I have pain during the day and night.</p> <p>Pharmacist: What time do you take you paracetamol?</p> <p>Patient: I do not really look at the time, just take them when I am in pain</p> <p>Pharmacist: Did you know that you must always leave four hours before you take more paracetamol? So, for example 8am, 12pm, 4pm, 8pm and you are only allowed to take 8 in 24 hours. It's best to write down the time you take each dose, that way you will be able to remember the last time you took paracetamol</p> <p>Patient: No I did not know that, I will start to do that</p> <p>Pharmacist: So just in case I have confused you in what I have just said about paracetamol and how to take them, can you please tell me how you are going to take them</p> <p>Patient: I will get a new note book and start to write the time I took my two paracetamol then make a note of the time for 4 hours later. I will not take anymore until that time</p> <p>Pharmacist: Perfect</p>	<p>Script from Health Education England Health Literacy Community of Practice: <i>Focus on Teachback</i> (12th October 2022)</p>
<p>Therapist: So, that I know that I've done a good job of explaining this, can you tell me what you have learned about your swallowing?</p> <p>Peter: My swallow is not working properly. Because it doesn't work as it should some of my food and drink goes down the wrong way, but I don't cough because of my Parkinson's Disease, so I don't tend to realise.</p> <p>Therapist: And can you recall what might happen if your food and drink goes down the wrong way?</p> <p>Peter: This is why I keep getting chest infections. I've had a few now and they are not nice, but if my food and drink keeps going down the wrong way there is likely to be more.</p> <p>Therapist: Are there any other risks of your food and drink going down the wrong way?</p> <p>Peter: I don't think so.</p> <p>Therapist: what about if a piece of food that wasn't chewed down enough slipped in the wrong way?</p> <p>Peter: Ahh yes, that might block my airway and that could get me into all kinds of mess!</p>	<p>Script from Health Education England Health Literacy Community of Practice: <i>Focus on Teachback</i> (12th October 2022)</p>
<p>"Just so I can check that I've explained things clearly, can you tell me what you've understood?"</p>	<p>Dr Graham Kramer: Teachback</p>

Teachback examples	Source
<p>“There’s a lot to take in. What are you going to say to your partner when you get in?”</p>	<p>Dr Graham Kramer: Teachback</p>
<p>“We’ve been talking about quite a few different things, and I’ve given you some instructions about how to xxx (insert health behaviour here). Would you mind saying it back to me so that I know I was clear?”</p>	<p>Institute for Healthcare Improvement Open School (USA)</p>
<p>“After you leave this visit, I know your wife’s going to ask you what happened today. What are you going to tell her?”</p>	<p>Institute for Healthcare Improvement Open School (USA)</p>
<p>“Would you show me how you are going to use your xxx, so I know if I was able to make it clear?”</p>	<p>Institute for Healthcare Improvement Open School (USA)</p>