

Teach-back

What is teach-back?

Teach-back is a simple conversational tool used to check client understanding. Using teach-back can help your clients self-manage their health and make informed decisions about their health care. Teach-back is not a test of the clients' knowledge; it's a test of how well you have communicated.

Go to teachback.org for further training, information and additional resources.

How can I use teach-back in a telehealth context?

It can be challenging to check client understanding without body language or other subtle cues. Telehealth consultations will benefit from the use of teach-back as it can be used verbally.

View the videos provided to see teach-back used in a telehealth setting.

1. [An online general practice consult](#)
2. [A telephone Dietitian consult](#)

What are the key concepts of teach-back?

Through the use of the below, you will clarify the way you present information to your clients and be more assured that it is understood.

- Communicating clearly is the providers' responsibility
- Chunk and check information as you go
- Ask the client to repeat back in their own words
- Use plain language
- Offer information in formats clients find useful
- Use open ended questions

Some sample sentences to get you started:

- Just to check I've explained everything clearly, what did we decide?
- I want to be sure I did a good job in showing you how to use this. Can you show me how?
- Let's check the instructions. What will you do/take when?
- When you get home, what do you need to do?
- If someone was interested in our appointment today, what could you tell them?
- Next you come in, what do you need to do/bring?
- Shall we write a few notes? What do you want to include?

Tips for using teach-back at work:

- Think about when you would use teach-back (Consult? Staff meeting? Training?)
- Self-reflect on your communication style
- Write down possible phrases you can start using
- Practice and seek feedback from peers and client