

What you need to know about Universal Precautions



Healthcare can be confusing to **all of us**



Everyone can misunderstand health information.

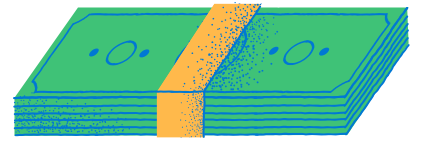
You can't tell someone's health literacy level just by looking at them, hearing their voice, or by their:



Job



Level of education



Income

Instead of assuming, use clear communication best practices with everyone — it's an approach called:
Universal Precautions for Health Communication.



Use these 3 Universal Precautions for Health Communication tips:

1

Use easy-to-understand words in verbal communication and materials

2

Start the conversation or material with the most important information

3

Ask open-ended questions (can't be answered with "Yes" or "No") and check for understanding



When the conversation or material is finished, people should be clear on what they need to know or do



Learn more at about health literacy at
healthliteracy.media