

Patient Video: Safety Tips for Your Hospital Stay

Patient Teach-back

Teach-back confirms your patient understands information that has been provided. During teach-back, you can confirm your patient understands a particular concept by asking him or her to explain the concept back to you in his or her own words.

It is important to ask specific rather than general questions such as: “Do you understand?” or “Do you have any questions?”

Here are a few sample teach-back questions that can be used following your patient’s viewing of the *Safety Tips for Your Hospital Stay* video.

“To make sure the video explained everything clearly, can you tell me...”



1

Pressure ulcers

1. What medical devices do you currently have that may cause pressure ulcers?
2. Why is it important to let us know if these devices are uncomfortable or painful?



2

Falls

1. Why is it critical that you let us know if you need to get out of bed?
2. Can you show me how you would call for help to get out of bed?



3

Handwashing

1. Who needs to wash their hands when they visit you or provide care to you?
2. Why this is important?



4

Patient identification

1. What type of questions will staff ask you before they give you medicines or do any procedures?
2. What would you do if someone caring for you did not ask these questions?



5

Speaking up

1. What would you say if you didn't understand something about your care or if something just didn't feel right?
2. Why it is important for you to speak up?

