**Universal Precaution for Health Communication**

Research shows that screening patients for health literacy levels is not effective for improving communication7 and that even those who read at higher levels still prefer simple health information1.

**Universal precaution** for health communication means communicating to everyone using clear communication strategies1

**Strategies for communicating clearly:**

* **Greet** patients warmly
* Make **eye** contact
* Listen carefully
* Slow down
* Limit and **repeat** content
* Be specific and concrete
* Use plain, **non-medical** language
* Use the patient's words
* **Demonstrate** how it's done
* Show graphics
* Invite patient participation
* Encourage questions
* Apply teach-back1



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