

Learning activities to use with consumers

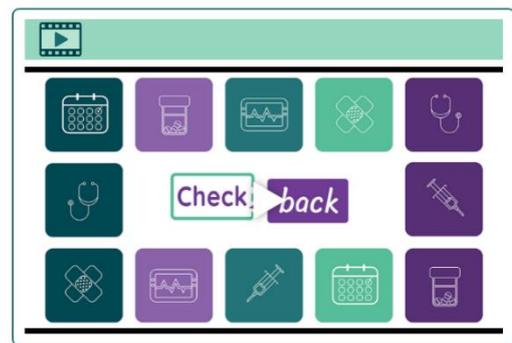
1. Accessibility

- For people with a hearing impairment a written transcript of the entire module can help them navigate their way through. Click [here](#) to access the transcript.
- People who are sight impaired can access an audio version of the entire module. Click [here](#) to access the audio version.

Additional learning activities to use with consumers

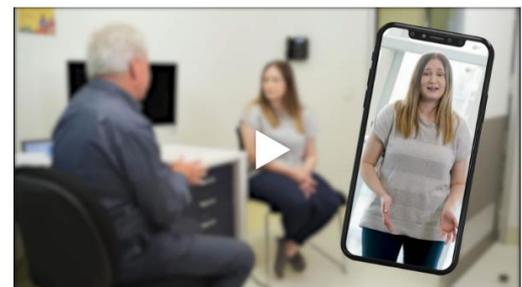
In addition to completing the module, here are some ways you can use the materials from the check-back learning resource with consumers (either individually or as a group):

1. Review the [What is check-back?](#) animation to revisit the four steps of check-back. This can also be used as a stand alone resource that can be used in health service waiting areas.



2. Review the [Using check-back when you visit your doctor](#) video to watch the check-back process in action.

Ask: "How useful do you think check-back could be to you".



3. Practice using check-back.

Show consumers the [Asking Questions](#) trigger video.



Asking questions of a health worker is something many people said they were not always comfortable doing. Here is a video of Mary who doesn't want to appear 'silly' by asking a question about something her physiotherapist told her earlier.

Ask: *"What could Mary say now to check-back again that she understands how to use her crutches?"*

Some options used in the module were:

- *'I just want to go back over what you said...'*
- *'I just want to check back that I...'*
- *'Can I double check with you how I should take my medication?'*
- *'If the pharmacist says "take 3ml three times a day", I'll say back "So I just take 3ml three times a day, is that right?"'*
- *'I need to make sure I've got this right...'*
- *'I'm not sure I understand. Would you please repeat what you just said?'*
- *'Thank you for telling me that. I just want to check that I've understood correctly. Did you mean...'*
- *'I need to be sure I understand what I have to do...'*
- *'Hmm, I don't think I got it all. Can you tell me again, please?'*
- *'That is very important information and I want to make sure I got it all. Did you say...'*
- *'I'm not sure what you mean by...'*

Watch the remainder of the video where Mary is also encouraged by her physiotherapist to ask questions at her next appointment.



Ask: *"How could you make sure you ask any questions you have at your health appointments?"*

One option is to write any questions they would like to ask their health worker on our [Questions I would like to ask my health worker](#) resource. Give everyone a copy of this resource and ask them what questions they currently have that they could raise at their next health appointment.

4. Addressing barriers

A number of possible barriers to using check-back and challenges with asking health workers questions were raised by consumers. Give consumers a copy of the [Overcoming barriers to using check-back](#) resource.

Ask: "What are your top three barriers?"

Discuss as a group how these might be overcome.

You may wish to show one or both of the following videos to demonstrate the benefits of having a support person and/or using an interpreter as part of demonstrating how to overcome barriers.

- [Using an Interpreter when using check-back](#)
- [Taking a support person with you](#)

5. Practice again

Recap by completing the [check-back help sheet](#) and then role play using check-back with another person, using the following approach:

- Pick a topic that is relevant to both you and the consumer(s).
- Ideally do the role play in a triad where one person is the health worker, the second is the consumer and the third acts as an observer and can give helpful feedback.
- Each person is then given an opportunity to identify what they found easy or challenging. Try to take a solution orientated approach to how any challenges could be overcome so participants can become more comfortable with using check-back.