

So what is check-back? These are the main steps.

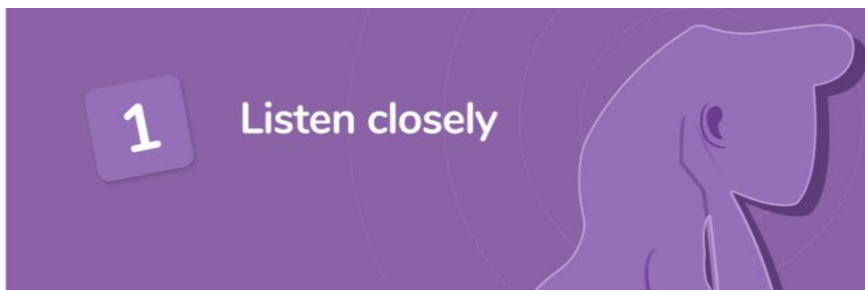
We spoke to a wide range of people and found many of us leave a health appointment not being completely clear about what was said or what we need to do.

We know that when people don't really understand they may need to come back again, the treatment may not work as well or they may even need to come into hospital.

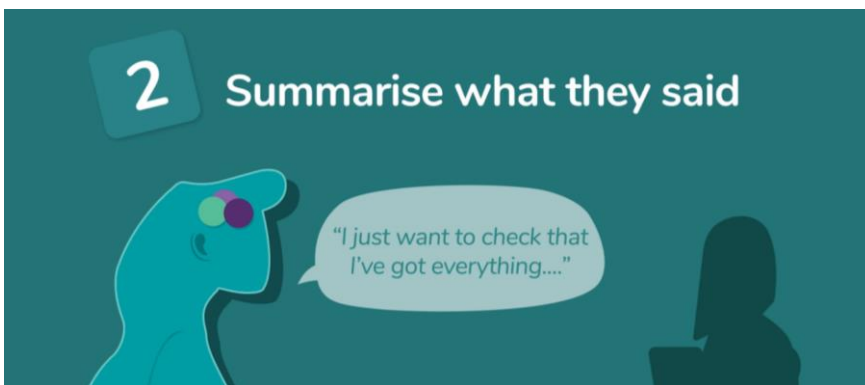
Check-back is an easy way to make sure you leave a health appointment confident you understand and can recall what a health worker has told you.

There are 4 steps to check-back:

1. **Listen closely** to what the health worker is saying.



2. In your own words



"Did you say..."

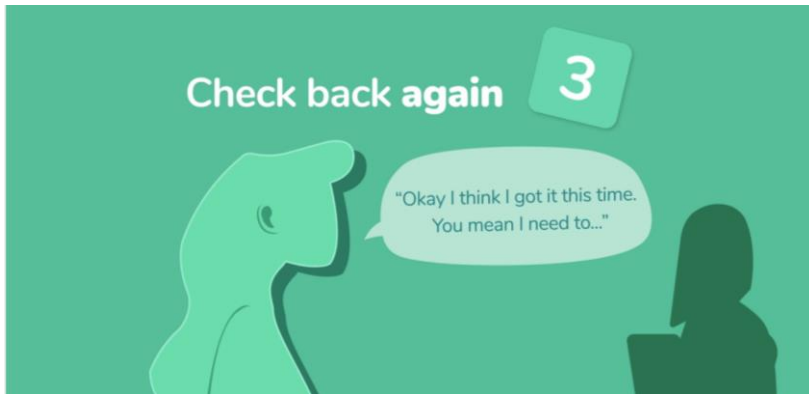
Even if you **think** you have understood it is still a good idea to check-back. If there is a lot of information, then try to check-back as you go.



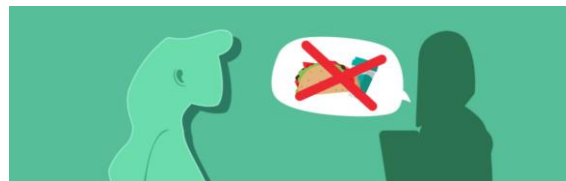
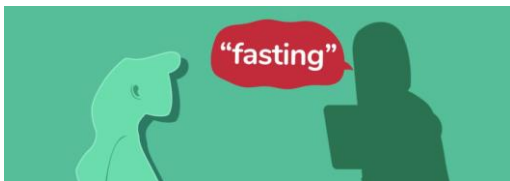
Check back

Will you check to get it right?

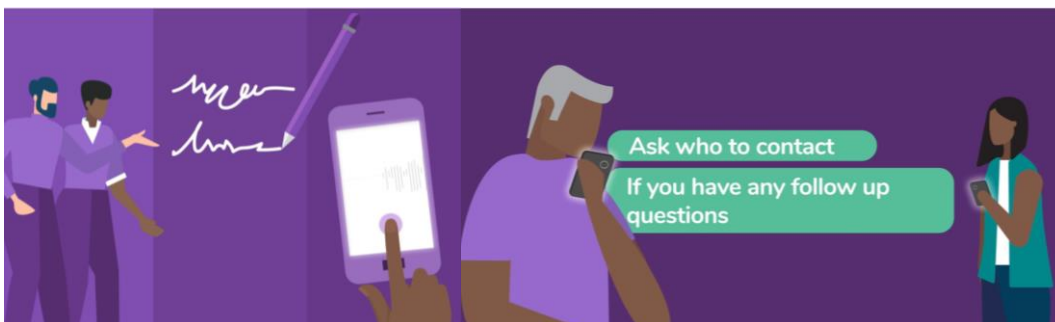
3. If you have missed something the health worker may re-explain some points. **Listen again** and if you are still not sure.



If they use medical words you don't understand ask them to speak plainly.



4. If you need a bit more help you **can take someone with you** to ask questions on your behalf. **Write the information down** or ask the health worker to write it down for you. Ask to **record the information** on your phone. Ask **who to contact** if you have any follow up questions when you get home.



So the next time you visit your health worker...

