

## How do you use handouts as a tool to teach your patient and family?

1. Write patient's name and date on the handout.
  - Patients feel that this is important and personalized just for them.
2. Give patients a pen and paper.
  - Write down notes and questions.
3. Give highlighters.
  - Use to emphasized important information.
4. Ask patient open-ended questions.
  - To verify if patient has learned the key points.

## How do you use videos and DVDs as a tool to teach your patient and family?

1. Select videos that are short ( $\leq 10$  min), fit to real life situation and culturally appropriate.
  - Patient's attention span is very short.
2. Tell patients the purpose and benefits of the video.
  - This will help them know why they will need to watch it and the benefits they will get.
3. Give clue when important information will appears.
  - Patient anticipates the key parts of the video.
4. Use teach back, clarifying and help problem solve how to manage at home.
  - Tie information to patient's daily life.